

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED )	ORDER FINDING
BY WILLIAM AND RUBY THOMPSON, )	PROBABLE CAUSE AND
ABERDEEN, SOUTH DAKOTA, AGAINST )	NOTICE REQUIRING
USBI, UTILITY ANALYSTS, INC. D/B/A BASIC )	ANSWER
LONG DISTANCE AND QAI, INC, D/B/A LONG )	
DISTANCE BILLING REGARDING )	CT00-040
UNAUTHORIZED SWITCHING OF SERVICES )	
AND UNAUTHORIZED BILLING FOR )	
SERVICES )	

On February 28, 2000, the Public Utilities Commission (Commission) received a complaint filed by William and Ruby Thompson, Aberdeen, South Dakota (Complainants), against USBI (USBI), Utility Analysts, Inc, d/b/a Basic Long Distance (BLD) and QAI, Inc. d/b/a Long Distance Billing (QAI) regarding unauthorized switching of services and unauthorized billing for services. Complainants request that the charges be refunded and that appropriate statutory penalties be imposed.

Pursuant to ARSD 20:10:01:08.01 and 20:10:01:09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On March 14, 2000, at a duly noticed meeting, the Commission considered this matter. Commission Staff recommended a finding of probable cause due to unresolved factual issues.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, and 49-31. The Commission voted unanimously to find probable cause. It is therefore

ORDERED, that pursuant to ARSD 20:10:01:09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint shall be forwarded to USBI, BLD and QAI and USBI, BLD and QAI shall satisfy the complaint or file with the Commission their answers in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 20<sup>th</sup> day of March, 2000.

<b>CERTIFICATE OF SERVICE</b>
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.
By: <u><i>Arlaine Kaabo</i></u>
Date: <u>3/21/00</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

*James A. Burg*  
JAMES A. BURG, Chairman

*Pam Nelson*  
PAM NELSON, Commissioner

*Laska Schoenfelder*  
LASKA SCHOENFELDER, Commissioner