

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

<b>IN THE MATTER OF THE COMPLAINT FILED )</b>	<b>ORDER DISMISSING</b>
<b>BY LARRY MANN, RAPID CITY, SOUTH )</b>	<b>COMPLAINT, CLOSING</b>
<b>DAKOTA, AGAINST MCI WORLDCOM, SPRINT )</b>	<b>DOCKET AND CANCELLING</b>
<b>COMMUNICATIONS COMPANY L.P., USBI, )</b>	<b>HEARING</b>
<b>BUSINESS OPTIONS, INC., HOLD BILLING )</b>	
<b>S E R V I C E S         A N D         C E O )</b>	<b>CT00-057</b>
<b>TELECOMMUNICATIONS, INC. REGARDING )</b>	
<b>UNAUTHORIZED SWITCHING OF SERVICES )</b>	

On March 20, 2000, the Public Utilities Commission (Commission) received a complaint filed by Larry Mann, Rapid City, South Dakota (Complainant), against MCI WorldCom (MCI), Sprint Communications Company L.P. (Sprint), USBI, Business Options, Inc., (Business Options), HOLD Billings Services (HOLD) and CEO Telecommunications, Inc. (CEO Telecommunications) regarding unauthorized switching of services. The Complainant alleges that he received his February 2000 phone bill and it was hundreds of dollars higher than it has ever been. He discovered that his calling card calls had been billed at casual rates because he was no longer with AT&T. His long distance services had been switched to MCI without his knowledge in 1997, and switched again on December 1, 1999, to Sprint and Business Options without his knowledge. The Complainant states that he or his wife have never authorized anyone to switch his long distance provider from AT&T. The Complainant alleges unauthorized charges from CEO Telecom/LD Services in June and July, 1999. The Complainant requests that his rates be adjusted to the date his service was changed without his consent.

A hearing on this matter was scheduled to be held on July 13, 2000, in Pierre, South Dakota, and an Order to that effect was issued by the Commission on May 17, 2000.

On June 13, 2000, the Commission Staff received word from the Complainant stating that the complaint against the parties had been resolved.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-7.3, 49-31-7.4, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-89 through 49-31-97, inclusive, and ARSD Chapters 20:10:01 and 20:10:34.

On June 20, 2000, at a regularly scheduled meeting, the Commission considered this matter. Upon recommendation of Commission Staff, the Commission voted unanimously to dismiss the complaint, close the docket, and cancel the hearing. It is therefore

ORDERED, that the complaint shall be dismissed, the docket closed and the hearing in this matter shall be cancelled.

Dated at Pierre, South Dakota, this 28<sup>th</sup> day of June, 2000.

**CERTIFICATE OF SERVICE**

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: Alvin Kelbo

Date: 6/29/00

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg  
JAMES A. BURG, Chairman

Pam Nelson  
PAM NELSON, Commissioner

Laska Schoenfelder  
LASKA SCHOENFELDER, Commissioner