

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

VICKIE L. MCDOWELL)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 96-194
)	
EXCEL TELECOMMUNICATIONS, INC.)	
)	
DEFENDANT)	

O R D E R

On May 7, 1996, Vickie L. McDowell filed a formal Complaint against Excel Telecommunications, Inc. ("Excel"). McDowell alleged that telephone calls appeared on her bill an hour earlier than the actual time the calls were made and, thus, she was billed incorrectly. Excel billed these calls at peak rates rather than off-peak from March 1995 to the present time. McDowell regularly made calls to one location at 11:00 p.m., but they were billed by Excel at 10:00 p.m.

On May 22, 1996, the Commission ordered Excel to satisfy or answer the Complaint. On June 7, 1996, Excel filed a response to the Complaint. Excel asserts that the calls were correctly billed and rated until they were forwarded to a billing agent. There was a possibility that the billing agent could utilize remote central offices and the trunking of calls to a host central office and, thereby, incorrectly rate the calls. Excel asserts that the solution for this incorrect reading is to install a software enhancement

to alter the rate tables to reflect the correct time based on the affected numbers within each switch.

Further, Excel alleges that an adjustment in the amount of \$325.00 has been issued to McDowell based on an average of 25 calls per month, for a period from March 1995 to May 1996. This adjustment will be on McDowell's bill by early August 1996.


IT IS THEREFORE ORDERED that:


1. Unless comments from McDowell are received by the Commission within 30 days of the date of this Order, this Complaint will be considered resolved, and shall be dismissed without further Commission Order.


2. Within 20 days of the date of this Order, Excel shall file a statement describing the software enhancement solution and exactly when the solution will be implemented. Excel shall also describe the results of its continued effort with Frontier and South Central Rural.

Done at Frankfort, Kentucky, this 6th day of August, 1996.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director