

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

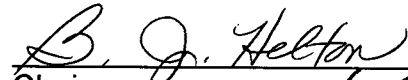
WILLIAM AND SARAH G. SMILA	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 98-289
	)	
ONE STEP BILLING, INC.	)	
	)	
DEFENDANT	)	


O R D E R

On May 27, 1998, William and Sarah G. Smila ("Complainants") filed a complaint alleging that One Step Billing, Inc. ("OSBI") made an unauthorized change of their long-distance service from their preferred long-distance carrier to OSBI. The Complainants requested that OSBI provide a refund of unauthorized charges. On June 3, 1998, the Commission ordered OSBI to satisfy or answer the complaint. On June 11, 1998, OSBI contacted the Commission stating that the Complainants' number had been inadvertently switched as a result of a clerical error. OSBI further stated that on June 8, 1998, OSBI issued a credit to Complainants for a total of \$280.25 in satisfaction of the complaint. The Commission, being sufficiently advised, HEREBY ORDERS that within 20 days of the date of this Order, Complainants shall notify the Commission in writing whether they believe the complaint has been resolved. If no response is received by the Commission, this complaint shall be dismissed without further Order.

Done at Frankfort, Kentucky, this 30th day of June, 1998.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director