

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

It the Matter of:

KATHLEEN NICOTERA)	
)	
COMPLAINANT)	
v.)	CASE NO.
)	99-516
MCI WORLDCOM)	
)	
DEFENDANT)	

O R D E R

On December 27, 1999, Ms. Kathleen Nicotera (“Complainant”) filed a complaint alleging, in essence, that MCI WorldCom (“MCI”) had changed her intraLATA (“local toll”) service without her permission. Complainant admits that the tape of her conversation with the MCI representative demonstrates her affirmative response to the question regarding local toll service; however, Complainant asserts that the question regarding local toll was asked “quickly” and that the MCI representative misled her.¹ Complainant requested deletion of her alleged debt to MCI in the amount of \$172.56.

On February 25, 2000 MCI responded to this Commission’s Order requiring a response to Complainant’s allegations. MCI denies that it violated any law with respect to its dealings with Complainant. However, in an effort to resolve the matter efficiently, MCI has canceled Complainant’s account and credited such account in the full amount requested in the complaint, \$172.56. Complainant’s account balance with MCI is now zero. Complainant has filed no further documents with this Commission.

¹ Complaint at 2.

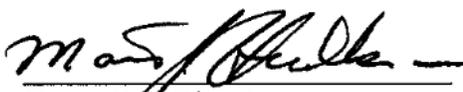
Pursuant to 807 KAR 5:001, Section 12(5), upon a defendant's satisfaction of a complaint, no further proceedings are necessary. MCI has provided precisely the relief Complainant requested. Accordingly, this case should be removed from the Commission's docket without further Order.

The Commission having reviewed the record herein and having been otherwise sufficiently advised, IT IS HEREBY ORDERED this case is closed and is removed from the Commission's docket.

Done at Frankfort, Kentucky, this 6th day of June, 2000.

By the Commission

ATTEST:


Executive Director