

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LEAST COST ROUTING, INC.)	
_____)	CASE NO. 2000-416
ALLEGED VIOLATION(S) OF KRS 278.535)	

O R D E R

This case involves an allegation by Elizabeth Pollitt that Least Cost Routing, Inc. ("LCR") changed the long-distance telephone service for her home and her husband's business without authorization. On November 10, 2000, LCR was served via certified mail the show cause order in this case. On November 15, 2000, LCR responded by letter to this matter. LCR provided electronic verification of the change but the tape was inaudible. LCR admits that the tape is inaudible and claims that this is because the master tape was damaged while in storage. LCR has since changed its method of storing the physical tapes and the method by which customer authorizations are recorded.

LCR has promptly replied to this show cause. Further, LCR has made great strides toward decreasing the number of slamming complaints alleged against it. In this particular case, LCR repaid to Ms. Pollitt all charges related to the switch. Finally, there are no other outstanding allegations of unauthorized carrier switches against LCR at this time.

Based upon the foregoing, and the Commission being otherwise sufficiently advised, Case No. 2000-416 is hereby dismissed without prejudice. This count

remains, however, subject to reinstatement at the Commission's discretion should further allegations of slamming by Least Cost Routing, Inc. arise in the future, thereby indicating an unlawful pattern of conduct . Accordingly, Least Cost Routing, Inc. shall retain all records within its possession regarding the Elizabeth Pollitt count until further Order of this Commission.

IT IS SO ORDERED.

Done at Frankfort, Kentucky, this 28th day of November, 2000.

By the Commission

ATTEST:


Executive Director