

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

COMBINED BILLING CORPORATION	)	
	)	
_____	)	CASE NO. 2000-220
	)	
ALLEGED VIOLATION OF KRS 278.535	)	

O R D E R

Combined Billing Corporation ("CBC") is a communications provider as defined in KRS 278.535(1)(a) subject to the Commission's jurisdiction. CBC is a foreign corporation (identification number 0435782) authorized by the Office of the Secretary of State of the Commonwealth of Kentucky to do business in Kentucky as of July 14, 1997.

KRS 278.535(1)(a) prescribes statutory procedures for the proper changing of any Kentucky customer's primary telecommunications carrier.

COUNT I

On or about March 15, 2000, Faye Brussell, on behalf of BCD, Inc., reported to Commission Staff by telephone that BCD, Inc.'s long-distance carrier had been changed from AT&T to CBC without BCD, Inc.'s authority or permission. BCD, Inc.'s telephone number is 502-348-2305.

After investigation, Commission Staff has been unable to obtain or secure any written authorization or electronically recorded authorization of BCD, Inc. by which it properly authorized the carrier change.

## COUNT II

On or about January 29, 1999, Martha Newton, 112 Donard Park Avenue, Louisville, Kentucky 40218, reported to Commission Staff by telephone that her long-distance carrier had been changed from Unidial to CBC without her authority or permission. Ms. Newton's telephone number is 502-459-5834.

After investigation, Commission Staff has been unable to obtain or secure any written authorization or electronically recorded authorization of Ms. Newton by which she properly authorized the carrier change.

## COUNT III

On or about March 15, 2000, a representative of McDonald's Motorcycle Repair, 40 Strongs Branch Road, Liberty, Kentucky 42539, reported to Commission Staff by telephone that its long-distance carrier had been changed from GTE Long Distance to CBC without its authority or permission. McDonald's Motorcycle Repair's telephone number is 606-787-7560.

After investigation, Commission Staff has been unable to obtain or secure any written authorization or electronically recorded authorization of McDonald's Motorcycle Repair by which it properly authorized the carrier change.

## COUNT IV

On or about June 21, 1999, Nina Thompson, 2610 Windsor Forrest Drive, Louisville, Kentucky 40272, reported to Commission Staff by telephone that there had been a change of the long-distance carrier she and her husband, Richard Thompson, had from AT&T to CBC. She claimed this change occurred without her or Mr.

Thompson's authority or permission. Mr. and Mrs. Thompson's telephone number is 502-933-1177.

After investigation, Commission Staff has been unable to obtain or secure any written authorization or electronically recorded authorization of Mr. and Mrs. Thompson by which they properly authorized the carrier change.

### CONCLUSION

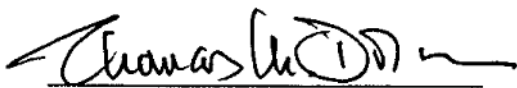
Based on the foregoing allegations and on the results of the investigations by the Commission Staff, the Commission, on its own motion, HEREBY ORDERS that:

1. Within 30 days of the date of receipt of this Order, CBC shall submit to the Commission a response to the allegations stated above.
2. CBC shall appear on November 15, 2000 at 10:00 a.m., Eastern Standard Time, in Hearing Room 1 of the Commission's offices at 211 Sower Boulevard, Frankfort, Kentucky for the purpose of showing cause why it should not be subject to penalties, pursuant to KRS 278.990(1) and KRS 278.535(6), for the alleged violations of law described herein.
3. Any request for an informal conference with the Commission Staff to consider any matter which would expedite the handling or disposition of this proceeding shall be filed with the Commission no later than 30 days from the date of receipt of this Order.

Done at Frankfort, Kentucky, this 25<sup>th</sup> day of August, 2000.

By the Commission

ATTEST:

A handwritten signature in black ink, appearing to read "Thomas H. Dixon", written over a horizontal line.

Executive Director