

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

AND

COMBINED BILLING CORPORATION	)	
_____	)	CASE NO. 2000-255
	)	
ALLEGED VIOLATION(S) OF KRS 278.535	)	

O R D E R

This case involves allegations by several consumers that Combined Billing Corporation changed their long-distance telephone service without authorization. On October 27, 2000, Commission Staff held an informal conference with a representative of and counsel for Combined Billing Corporation. At that conference, and as set forth in the informal conference memorandum, Jennifer Malone, the utility's representative, provided responses to the only count in Case No. 2000-255 and to three of the four counts in Case No. 2000-220.<sup>1</sup> The evidence demonstrates that these counts do not constitute violations of KRS 278.535 and 807 KAR 5:062.

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<sup>1</sup> The three counts in Case No. 2000-220 are Nina and Richard Thompson, Martha Newton, and BCD, Inc.

Regarding the final count in Case No. 2000-220 (McDonald's Motorcycle Repair), however, Combined Billing Corporation offers no sufficient reason to dismiss, particularly as the verification tape provided by Combined Billing Corporation does not comply fully with KRS 278.535 and 807 KAR 5:062.

Nevertheless, during the informal and formal proceedings in this case, Combined Billing Corporation has been very responsive. It has taken steps to address issues with tape quality and availability. Combined Billing Corporation has not marketed in the Commonwealth of Kentucky since 1998, but intends to market its services within the state again soon. There are no outstanding allegations of unauthorized carrier switches against Combined Billing Corporation at this time.

Based upon the foregoing, and the Commission being otherwise sufficiently advised, IT IS HEREBY ORDERED that:

1. Case No. 2000-255 is dismissed with prejudice.
2. The Thompson, Newton and BCD, Inc. counts in Case No. 2000-220 are dismissed with prejudice.
3. The McDonald's Motorcycle Repair count in Case No. 2000-220 is dismissed without prejudice. This count remains subject to reinstatement at the Commission's discretion should further allegations of slamming by Combined Billing Corporation arise in the future.
4. Combined Billing Corporation shall retain all records within its possession regarding the McDonald's Motorcycle Repair count until further Order of this Commission.

5. Combined Billing Corporation shall inform the Commission by letter to the Executive Director when it intends to market its services in the Commonwealth.

Done at Frankfort, Kentucky, this 28<sup>th</sup> day of November, 2000.

By the Commission

ATTEST:

  
Executive Director