DECISION MEMORANDUM

TO:COMMISSIONER HANSEN

COMMISSIONER NELSON

COMMISSIONER SMITH

MYRNA WALTERS

STEPHANIE MILLER

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DON HOWELL

WELDON STUTZMAN

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CAROLEE HALL

BEVERLY BARKER

DAVID SCOTT

TONYA CLARK

WORKING FILE

FROM:WAYNE HART

DATE:MAY 1, 1997

RE:COMPLAINT OF ROCKY MOUNTAIN COMMUNICATIONS, INC

V.S. U S WEST COMMUNICATIONS, INC.; USW-T-98-4.

On April 23, 1998, the Commission received a complaint from Rocky Mountain Communications, Inc. (RMC), filed through its attorney Ronald  L. Williams, regarding billings that RMC has received from U S WEST Communications, Inc. (U S WEST).  RMC claims it has been billed for services at rates exceeding the rates on file with this Commission, and that the total amount of the excess billings is more than $108,000 (Complaint also claims $180,000).

The complaint includes a billing analysis compiled by RMC identifying what it maintains should have been the correct charges for the services it received, and what it was billed by U S WEST.  The Complaint has been assigned Case No. USW-T-98-4.

STAFF ANALYSIS AND RECOMMENDATION

RMC’s billing error claims have not been investigated by the Commission’s informal complaint process.  Staff recommends the Commission process this complaint on an informal basis.  Although the billing issues identified in RMC’s complaint are complex, and the financial impact is considerably higher than a typical consumer complaint, it is basically a billing issue and such issues are often more appropriately handled on an informal basis.  As specified in Rule 23 of the Commission’s Rules of Procedure, if the matter can not be resolved to RMC’s satisfaction through the informal process, Staff would recommend the complaint be handled through the formal process.

COMMISSION DECISION

Does the Commission wish to refer this complaint to the Consumer Assistance Staff for handling as an informal complaint?

Wayne Hart

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