

sjg /HJH

Decision No. 73283

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

HELENE P. PIERRE,  
Complainant,

vs.

PACIFIC TELEPHONE COMPANY,  
Respondent.

Case No. 9094  
(Filed July 27, 1970)

Helene P. Pierre, in propria persona,  
for complainant.  
Richard Siegfried, Attorney at Law,  
for respondent.

O P I N I O N

Complainant alleged that she is a subscriber to respondent's eight-party residential telephone service in the Acton area and that in 1970 respondent placed a business establishment on her eight-party service which tied up her telephone line for an inordinate amount of time thereby hindering her in receiving and placing telephone calls. By amendment she alleged that for the period from approximately July 15, 1970 through September 15, 1970 her telephone was out of order. Respondent's answer stated that the business establishment was no longer on complainant's line and that complainant's service was not out of order between July 15, 1970 and September 15, 1970. After due notice the case was heard before Examiner Robert Barnett on April 19, 1971 at Los Angeles.

Complainant testified that the business establishment which had been monopolizing her party line has been placed on another circuit and that her only complaint was that her service was out of order between July 15, 1970 and September 15, 1970. During that time she could not receive incoming calls and only on rare occasions make outgoing calls. Her basic rate at that time was \$3.80 a month. Complainant stated that at this time she is having no problems with her telephone service.

A foreman for respondent testified that respondent's records show that between July 15, 1970 and September 15, 1970 complainant was receiving incoming and outgoing service except for two occasions on July 18, 1970 when respondent disconnected complainant's service for portions of the day.

The Commission finds that complainant's service was out of order between July 15, 1970 and September 15, 1970 and that she should be refunded the amount of \$7.60, the basic rate for two months' service, as provided in respondent's tariffs.

O R D E R

IT IS ORDERED that respondent pay to complainant the sum of \$7.60.

The effective date of this order shall be twenty days after the date hereof.

Dated at San Francisco, California, this 10<sup>th</sup> day of AUGUST, 1971.

[Signature]  
Chairman  
William J. Quinn  
[Signature]  
Vernon L. Sturgeon  
[Signature]  
Commissioners