

Decision No. 86332

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Lucile Davis,

Complainant,

vs.

General Telephone Co., Corporation,

Defendant.

Case No. 10071
(Filed March 23, 1976)

O P I N I O N

Complainant seeks reparation in an unstated amount for telephone toll and message unit calls billed by defendant but not made by complainant. Defendant alleged that complainant owes \$282.76 in unpaid charges and that all calls billed to complainant were legitimate charges to complainant's telephone. Complainant's telephone service was disconnected for nonpayment of charges. Public hearing was held before Examiner Robert Barnett on August 4, 1976 in Los Angeles.

Complainant, a nurse, has had comparatively high telephone bills for over three years. Over the past three years complainant asserts that numerous calls on her telephone were not made by her or by anyone authorized to use her telephone. As there were well over a thousand toll and message unit calls made during this three-year period, calls ranging from a few cents to a few dollars, it was felt to be unproductive to go through the bills individually, but complainant did point out specific calls for which she claims she should not be charged. Defendant's witnesses testified that complainant had been credited with approximately \$139 over the past three years for calls which had been billed to complainant which complainant assertedly did not make or authorize, and for which defendant agreed to remit charges.


Complainant admitted that she owed a substantial amount to defendant but not the \$282.76 alleged. Defendant submitted copies of all telephone bills and toll and message unit charges for the past three years, which were reviewed by the examiner and returned to defendant. Some discrepancies in the billing were found; however, it is not practical to detail each discrepancy. We find that complainant was erroneously billed for \$82.76 and that the correct bill for telephone service to complainant currently due and owing is \$200.

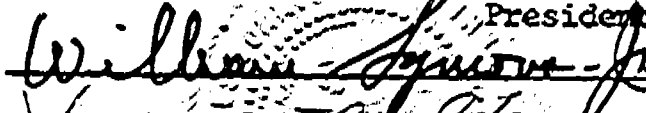
O R D E R

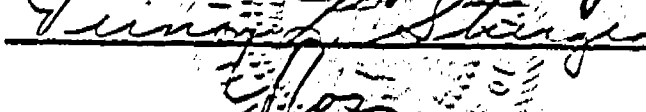
IT IS ORDERED that defendant shall present a corrected bill for \$200 to complainant and shall provide telephone service to complainant upon payment of the bill.

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

Dated at San Francisco, California, this 31st
day of AUGUST, 1976.



President


William S. Squire


Robert Butman
Commissioners