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DEC 9 1988

Decision 88-12-025 December 9, 1988

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

James C. Williams,)
)
 Complainant,)
)
 vs.)
)
 Pacific Bell,)
 Defendant.)

(ECP)
 Case 86-04-009
 (Filed April 2, 1986)

James C. Williams, for himself,
 complainant.
Velma Henderson, for Pacific Bell,
 defendant.

OPINION

In Interim Decision (D.) 86-10-005, dated October 1, 1983, we determined that an inordinate number of directory assistance calls were being billed to complainant's telephone numbers and that it was not possible from the records to determine who was placing such calls. We stated that monitoring the calls through a voice-activated recorder should determine whether the directory assistance calls are being placed and, if so, by whom.

We therefore ordered Pacific Bell (Pacific) to install voice-activated recorders on defendant James C. Williams' two telephone lines to obtain the information necessary to resolve this matter.

Pacific placed the required recorders on Williams' lines for the period November 3 to December 8, 1986. During the period the recorder was in place, three completed calls to 411 were recorded. All three calls were placed by one of Williams' sons.

On December 8, 1986 the recorder tapes were reviewed with Williams and his son Greg. A copy of the tapes was left with Greg Williams. On December 15, 1986, V. Henderson of Pacific wrote

Dean Evans, Chief of Telecommunications Branch, summarizing the investigation and setting forth Pacific's belief that the calls to 411 were correctly billed to the complainant's telephone. A copy of this letter was sent to Williams who did not dispute the findings.

Under these circumstances it would appear that all directory assistance calls charged to Williams' telephones were placed by a member of Williams' household and were correctly billed. We will therefore deny Williams the relief he requested and forward the \$227.75 he has on deposit with this Commission to Pacific.

ORDER

IT IS ORDERED that:


1. The relief request of Pacific Bell by James C. Williams is denied.
2. The \$227.75 Williams has on deposit with this Commission shall be disbursed by forwarding to Pacific Bell.

This order becomes effective 30 days from today.

Dated December 9, 1988, at San Francisco, California.

STANLEY W. HULETT
President
DONALD VIAL
FREDERICK R. DUDA
G. MITCHELL WILK
JOHN B. OHANIAN
Commissioners

I CERTIFY THAT THIS DECISION
WAS APPROVED BY THE ABOVE
COMMISSIONERS TODAY


Victor Weiss, Executive Director

Decision 88 12 025 DEC 9 1988

ORIGINAL

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[Signature]
Executive Director