

Decision No. 82506 June 28, 1977

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

CHARLEEN S. FRANZEN,

Complainant,

vs.

THE PACIFIC TELEPHONE & TELEGRAPH  
COMPANY, a corporation,

Defendant.

Case No. 10283  
(Filed March 14, 1977)

OPINION AND ORDER

Complainant requests an order that defendant restore service to the following telephone numbers and publish an apology in the Los Angeles Times:

- (1) 630-6550<sup>1/</sup> listed for C&I Enterprises, billed to Charleen Franzen and Jane Claxton, which was used for a real estate and insurance business;
- (2) 630-3077 listed for and billed to Allegra, Inc.,<sup>2/</sup> and
- (3) 630-3588<sup>3/</sup> listed for J. C. Business Service, billed to Charleen Franzen.

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<sup>1/</sup> Defendant also disconnected service to 630-6551.

<sup>2/</sup> Originally incorporated as Allegra Travel, Inc.

<sup>3/</sup> Defendant also disconnected service to 630-3589.

Pursuant to Rule 13.2 of the Commission's Rules of Practice and Procedure, complainant and defendant consented to the Expedited Complaint Procedure and waived the presence of a court reporter and a record of the hearing and findings of fact and conclusions of law. This matter was heard and submitted on May 19, 1977.

Defendant's witness testified that defendant discontinued service to the above-mentioned telephone services due to the failure of complainant to pay the bills for those telephones on a timely basis and that defendant required deposits and reconnection charges as a result of complainant's failure to pay the bills on a timely basis. Complainant did not refute this evidence.

Complainant has not shown that she is entitled to any relief.

IT IS ORDERED that the relief requested is denied.

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

Dated at San Francisco, California, this 28<sup>th</sup> day of JUNE, 1977.

Robert Bellini  
President  
William Lyons, Jr.  
James L. Stinson  
Richard A. Howell

Commissioners