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Decision 95-07-022 July 19, 1995

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Ralph J. Reyes, )  
 Complainant, )  
 vs. )  
 GTE California Incorporated, )  
 Defendant. )

(ECP)  
 Case 94-11-050  
 (Filed November 21, 1994)

ORIGINAL

Ralph J. Reyes, for himself, complainant.  
Sandra A. Newmark, for defendant.

O P I N I O N

Complainant works with indigent and disabled persons and frequently has to make telephone calls on their behalf. He makes extended use of defendant's 411 directory assistance service. He said that the GTE California Incorporated (GTEC) directory assistance operators have continually provided him with incorrect telephone listings, requiring him to make a subsequent call to obtain the correct listing, which causes an increase in his directory assistance use and a corresponding increase in the charges for this service. He requests a \$100 adjustment to his bill. His telephone service has been disconnected because he owes \$219.83.

Defendant's witness testified that GTEC had given complainant a 50% reduction in directory assistance charges for about six months but discontinued the practice because complainant could not demonstrate that incorrect telephone numbers were provided. Complainant is entitled each month to five directory

assistance calls without charge. Complainant has been making between 30 and 100 directory assistance calls each month. The witness said that it is highly unlikely that directory assistance operators would be wrong 50% of the time.

Complainant's assertion that every month he receives 50% wrong numbers is improbable, especially since there is no evidence regarding the accuracy of the information complainant gave to the directory assistance operators. An easier solution is for complainant to use the telephone directory and request directories for the areas he frequently calls.

GTEC has agreed to a further adjustment of complainant's bill to reduce it by \$18.67 and to waive its reconnection charge.

ORDER

IT IS ORDERED that the relief requested in the complaint is denied.

This order is effective today.

Dated July 19, 1995, at San Francisco, California.

DANIEL Wm. FESSLER  
President  
P. GREGORY CONLON  
JESSIE J. KNIGHT, JR.  
HENRY M. DUQUE  
Commissioners

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

*Wesley Franklin*  
Acting Executive Director