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Decision 96-10-057 October 25, 1996

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Jerry Bryant,

Complainant,

vs.

Pacific Bell (U 1001 C),

Defendant.

And Related Matter.

ORIGINAL

(ECP)

Case 96-06-054
(Filed June 27, 1996)

(ECP)

Case 96-07-028
(Filed July 8, 1996)

Jerry Bryant, for himself, complainant.
Adrian Taylor, for Pacific Bell, defendant.

O P I N I O N

Complainant alleges that Pacific Bell (PacBell) failed to bill his account properly and credit it with adjustments he alleges are due him.¹ PacBell alleges that it has properly billed and credited his account. Public hearing was held August 9, 1996.

Since September 1995, complainant disputes numerous calls for which he requests adjustments. Complainant alleges that he did not make or authorize anyone else to make the disputed calls. PacBell's investigation revealed that the disputed calls carried by PacBell were directly dialed calls from complainant's telephone number. PacBell's witness testified it has tested its equipment

¹ Through inadvertence the complaint in Case 96-06-054 was also filed as Case 96-07-028. As the complaints are identical the result is identical.

and billing system and found no trouble. Nevertheless, PacBell has made adjustments to complainant's account.

Complainant testified that numerous calls billed to him were to persons unknown to him at phone numbers he does not recognize. PacBell said it has credited each call where complainant claims he does not know the called party. Other calls complained of were made to persons whom complainant admits knowing. PacBell's witness testified that it checked complainant's inside and outside wiring and telephone and found no problems. Nevertheless, because of the complaints it changed complainant's wiring three times. PacBell found no evidence of interference on complainant's line; no taps were discovered.

Complainant has been credited for all calls he claims were not made from his telephone. His telephone functions properly. His claim for further adjustment should be denied.

O R D E R

IT IS ORDERED that:

1. The relief requested in the complaint is denied.
2. The money on deposit with the Commission shall be disbursed to Pacific Bell to be credited to complainant's account.
3. Case 96-06-054 and Case 96-07-028 are closed.

This order is effective today.

Dated October 25, 1996, at Sacramento, California.

P. GREGORY CONLON
President
JESSIE J. KNIGHT, JR.
HENRY M. DUQUE
JOSIAH L. NEEPER
Commissioners

Commissioner Daniel Wm. Fessler,
being necessarily absent, did not
participate.