

Mailed 6/4/98

Decision 98-06-012 June 4, 1998

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Emma L. Jones,

Complainant,

vs.

GTE California Incorporated,

Defendant.

**ORIGINAL**

(ECP)

Case 96-10-020

(Filed October 15, 1996)

Emma L. Jones, for herself, complainant.

Sandra Newmark, for GTE California Incorporated,  
defendant.

**O P I N I O N**

This complaint was filed under the Expedited Complaint Procedure set forth in Section 1702.1 of the Public Utilities Code and Rule 13.2 of the Commission's Rules of Practice and Procedure.

**Hearing**

At a duly noticed public hearing in Long Beach on November 15, 1996, Emma L. Jones (Jones) testified that she was being charged for telephone calls she did not make.

GTE California Incorporated (GTEC) stated that its investigation of Jones' complaint revealed that the allegedly incorrectly billed calls were to telephone numbers that belonged to parties known to complainant and frequently called by her. Defendant stated that it offered to credit Jones' account on all short duration (less than one minute) calls claimed to be incorrectly billed, but complainant declined the offer.

In order to resolve the matter, it was agreed that defendant would monitor all calls from complainant's line for one month and track the calls to Jones' statement.

Additionally, all of Jones' outside telephone facilities through to the central office would be checked.

### **Report**

On August 26, 1997, GTEC submitted its monitoring report to Jones and to the Commission. The report shows that no trouble was found on Jones' line and her outgoing calls for the test period matched her bills. A credit for \$13.26 was given for calls billed by Sprint prior to the test period of which complainant denied knowledge. GTEC's covering letter summarizing its findings is attached as Exhibit 1.

GTEC states that no further trouble reports have been received since March 11, 1997.

### **Discussion**

In response to Jones' complaint that she is being billed for calls she did not make, GTEC tested complainant's line twice and monitored her calls for a one-month period. No trouble was found on the subject line, and monitored calls were found to match Jones' bill.

Credit was given to Jones' for Sprint calls made prior to the monitoring test which claimant denied having made.

Jones has reported no further trouble since March 11, 1997, and GTEC invites her to call its Customer Care Center if she encounters other service problems on her line.

As investigation shows no incorrect billing by GTEC, this complaint may now be dismissed.

**O R D E R**

**IT IS ORDERED that:**

1. The complaint is dismissed.
2. Case 96-10-020 is closed.

**This order is effective today.**

**Dated June 4, 1998, at San Francisco, California.**

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

**EXHIBIT 1**

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August 26, 1997

CA500GCE  
R1.1A

Emma L. Jones  
714 Pacific Avenue, #901  
Long Beach, CA 90813

Dear Ms. Jones:

This letter is to confirm your line has been inspected to ensure the facilities were working properly. Please accept my sincere apology for the delay in sending you the enclosed information and the report on the inspection of your telephone line.

On November 25, 1996 and March 11, 1997, a GTE technician checked all of the outside telephone facilities associated with your line including the testing of equipment in the central office. No trouble was found on each occasion. The line equipment in the central office was changed for good of service and the equipment in your home was checked with no trouble found on March 11, 1997. No other reports of trouble have been received since March 11, 1997.

Enclosed is the monitoring report of all the calls that were placed from your home between January 8, and February 12, 1997, plus copies of your February and March statements. The February statement shows the calls billed matched the report. However, the calls billed by Sprint were placed prior to January 8, 1997. Records indicate you denied all knowledge of the calls and a \$13.26 credit, tax included, was issued and appeared on the March statement. Also, there was no other billing on the March statement for the time period the calls were monitored.

Should you experience any future service problems on your line, please call our Customer Care Center at 800/483-1000.

EXHIBIT 1  
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Emma L. Jones  
August 26, 1997  
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Once again, Ms. Jones, I apologize for not responding to you with the final information to resolve your complaint in a more timely manner. Should you wish to discuss the enclosed report or require any other information, please call me at 805/372-7792, between 8:30 a.m. and 5 p.m., Monday through Friday.

Very truly yours,



Sandra Newmark  
Administrator Regulatory  
Regulatory Compliance

Enclosure

c: O. Wright - California Public Utilities Commission