

Decision 99-01-018 January 20, 1999

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Reba Edwards,

Complainant,

vs.

Pacific Bell,

Defendant.

Case 97-08-060
(Filed August 25, 1997)

ORDER GRANTING, IN PART, PETITION TO MODIFY

On September 16, 1998, Complainant Reba Edwards filed a petition to modify Decision (D.) 98-06-010 in which she alleged that the decision should be corrected to:

- show that although she submitted a list of vendors to perform the review of her line, Pacific Bell "bought the three companies to prevent complainant from having Pacific Bell's equipment checked by an outside company,"
- state that customers received a "busy" signal rather than a ring - no answer when they called her place of business,
- state that problems with Pacific Bell's equipment occurred in more than 80% of her trouble reports and that Pacific Bell was "making up records" to show their .50% figure,
- state that Pacific Bell has had complainant's "home and business broken into more than five times to change rulings and papers around," and that it would be discriminatory to dismiss the complaint with prejudice because the Commission is the only regulatory body with jurisdiction over Pacific Bell.

On September 25, 1998, Pacific Bell filed its response in which it contended that the requested change from "ring - no answer" to "busy" is immaterial and that other changes are not supported by evidence in the record.

Discussion

Pursuant to Rule 47 of the Commission's Rules of Practice and Procedure, we will change the reference on page 3 of D.98-06-010 from "ringing signal but not answer" to "busy signal." In all other respects, complainant's petition is denied.

Finding of Fact

The record reveals that the complainant stated that her customers received a busy signal when calling her place of business.

Conclusion of Law

The decision should be corrected to accurately reflect the record.

Therefore, **IT IS ORDERED** that:

1. The reference on page 3 of Decision (D.) 98-06-010 shall be changed from "ringing signal but not answer" to "busy signal." In all other respects, complainant's petition is denied.

2. This proceeding is closed.

This order is effective today.

Dated January 20, 1999, at San Francisco, California.

RICHARD A. BILAS
President

HENRY M. DUQUE
JOSIAH L. NEEPER
Commissioners