

FILED³

BEFORE THE PUBLIC SERVICE COMMISSION OF THE SEP 13 1999
STATE OF MISSOURI

Missouri Public
Service Commission

Dennis Overall)
(your name))
Complainant)
vs.)
Southwestern Bell Telephone Co.)
(company name))
Respondent.)

Case No.

TC-2000-230

COMPLAINT

Complainant resides at 1655 S. Ingram Mill Rd Suite L103
Springfield Mo

1. Respondent, Southwestern Bell Telephone Co
(company name)
of Springfield Mo, is a public utility under the jurisdiction of
the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, complainant states the following facts:

On 6-22-99 My Father was in a Car wreck at Sunshine and
oak grove in springfield so I tray to call my mother
to tell her we would be late. she is home bound.
could not get through the telephone line was bussy
I call the Operator to tell my Mother that this is a
Emergency phone call she said that it is a \$1.90 so I
xxx said that I was at a pay phone to chagre to the other party.
When I got home I look in the Phone book to see if there is a
Charge for Breaking the Phone line for Emergency phone call
There was not. I call Southerwestern bell and they gave back
My Money for the phone call. you will see in writeing that
they tray to not should this bill as a Emergency Call

3. The complainant has taken the following steps to present this complaint to the respondent:

I call Southerwesten bell telephone that ~~xxx~~ this was not in Phone book and that they should give back all Money not Just to me but avery body that had a call like this. Kanas city office call me I told them that this happen to me She said that Not a thing to be done. this is what they charge other phone companys.

WHEREFORE, Complainant now requests the following relief:

that this Emergency phone calls be off every phone bill. for

Good. this should come under your 911 Bill and~~x~~ not under any orther bill. if hearing is in order and I have to hire a Attorney that they should paid for this it is there Bill ~~xxx~~ that did this.

9-2-99

Date

Dennis Overall

Signature of Complainant

Account Number
417-869-2293-402-4
July 17, 1999



Southwestern Bell

Page **3** of 6

Billing For:
SWBell Telephone

► **Current Charges**

Monthly Service - Jul 17 thru Aug 16	10.10
- Special Municipal Charge64
Federal End User Common Line Charge	3.50
Special E911 Tax	1.01
Relay Missouri Surcharge13
Itemized Calls (See Items 1 and 2)	2.80
- Special Municipal Charge06

SWBell Telephone
Billing Questions:
1-800-585-7928

► **SWBell Telephone Current Charges (before taxes)**

.....	18.24
Federal Tax52
State and Local Taxes	1.06

Itemized Calls	Item	Date	Time	Place Called	Area Number	Rate*	Min	Amount
	Calls from 417-869-2293							
	1	06/22	05:53PM	INTERRUPT	417 869-2293	S		
				COLLECT FROM	SPRINGF MO	COIN 417 888-0070		1.85 #
	2	06/29	09:20AM	NATL411SVC	417 411-0000		1	.95 #
	Total Itemized Calls for SWBell Telephone (before taxes)						1	2.80

For Your Information

Busy summer? Three-Way Calling, Call Return and Auto Redial are already on your phone and very easy to use.

Three-Way Calling, Auto Redial and Call Return, which are already on your phone and

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