

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a Session of the Public Service
Commission held at its office
in Jefferson City on the 26th
day of August, 1999.

In the Matter of LCI International)	
Telecom Corp. d/b/a Qwest)	<u>Case No. TT-99-554</u>
Communications Services Tariff Filing to)	Tariff No. 9900814
Increase Directory Assistance Rates)	

ORDER APPROVING TARIFF

On April 20, 1999, LCI International Telecom Corporation d/b/a Qwest Communications Services (LCI) filed revisions to its P.S.C. Missouri No. 2 tariff sheet proposing to increase its Directory Assistance rates for residential customers from \$.85 per call to \$1.40 per call. The revised sheet had a proposed effective date of May 20, 1999. At the request of the Staff of the Missouri Public Service Commission (Staff), the Commission suspended the proposed tariff on May 18, 1999 for a period of 120 days to September 17, 1999, or until otherwise ordered by this Commission. Parties wishing to intervene were directed to file their applications no later than June 17, 1999. No applications to intervene were filed.

The Commission also ordered an early prehearing conference to be held on June 30, 1999, which was later continued to July 7, 1999. The parties were originally directed to file their proposed procedural schedules no later than June 25, 1999, which was later extended to August 2, 1999.

On July 28, 1999, LCI filed its Report to the Staff of the Missouri Public Service Commission (Report to Staff). On August 2, 1999, the Staff filed a Motion to Further Extend the Filing of a Proposed Procedural Schedule from August 2 to August 17. Staff also requested that it be granted until August 13, 1999 to respond to LCI's Report to Staff. Staff indicated that it had contacted the parties and that the parties did not object to Staff's request for extension. A Notice Setting Time for Response shortening the time for response to Staff's motion was issued on August 4, 1999 requiring responses to be filed no later than 12 p.m. on August 9, 1999. On August 6, 1999, LCI filed its Response To Commission Notice indicating that LCI does not object to Staff's requested extension.

On August 12, 1999, Staff filed its memorandum recommending that the Commission approve the proposed tariff filing with an effective date of September 17, 1999. Staff further stated that LCI had submitted the text for the customer notification post cards that will be mailed on August 30, 1999. Staff indicated that its initial concerns about inaccurate information and potential charges being made by LCI without approval of the Commission were found to be discrepancies where no customer was actually billed the proposed rate before approval by the Commission. LCI cooperated by conducting an internal review to determine if any customers were affected by the apparent overcharge. After a review of specific billing documents, it was determined that no customers were charged the higher rate for directory assistance prior to the effective date of the tariff. LCI did indicate that 1350 customers were charged the incorrect rate in

the billing system but the rate was corrected prior to generating the bills.

At the prehearing conference held on July 7, 1999, the parties agreed that LCI would continue its review, refund any overcharge, and submit a report to Staff and the Office of the Public Counsel outlining the nature of the problem, the scope of LCI's review, the corrective actions, and the steps to prevent future billing problems of this nature. LCI's Report to Staff filed on July 28, 1999 complied with this agreement. Except for specific factual points within that report with which Staff has taken exception in its memorandum dated August 12, 1999, Staff agreed that no customers were ultimately affected by the rate increase and therefore Staff recommended that the Commission approve the proposed tariff filing with an effective of September 17, 1999.

On August 17, 1999, Staff also filed its Motion to Suspend the Filing of a Proposed Procedural Schedule stating that because the Staff now recommended the Commission approve the proposed tariff filing, there is no longer any need to file a proposed procedural schedule.

The Commission has reviewed the filings in this case and finds that no customers were ultimately affected by the erroneous rate increase and it is reasonable for the Commission to approve the proposed tariff filing with an effective date of September 17, 1999. Further, the Commission finds that LCI shall provide customer notification by post cards that will be mailed on August 30, 1999.

IT IS THEREFORE ORDERED:

1. That tariff No. 9900814, submitted in Case No. TT-99-554, by LCI International Telecom Corporation d/b/a Qwest Communications Services on April 20, 1999, is hereby approved for service on or after September 17, 1999. The tariff sheet approved is:

P.S.C. Mo.-No. 2, Section 4

3rd Revised Sheet No. 3, Canceling 2nd Revised Sheet No. 3

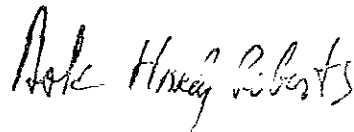
2. That LCI International Telecom Corporation d/b/a Qwest Communications Services shall provide customer notification by post cards that shall be mailed on or before August 30, 1999.

3. That the requirement that the parties file a proposed procedural schedule is canceled.

4. That this order shall become effective on September 8, 1999.

5. That this case may be closed after September 18, 1999.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Lumpe, Ch., Murray, and Drainer, CC., concur
Schemenauer, C., dissents
Crumpton, C., absent

Register, Regulatory Law Judge

RECEIVED
AUG 26 1999
COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION