

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

FEB 27 2003

Name: Shaw P. Wan
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: SPRINT Telephone Company
Respondent

COMPLAINT

Complainant resides at 1580 White Oak Court
(address of complainant)

Rolla, MO 65401

1. Respondent, SPRINT Telephone Company
(company name)

of Kansas City, MO, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

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

| |
|---|
| In August 2002 I received my regular telephone bill and there |
| was a charge for a 1-900 call which was a fraudulent billing. I |
| contacted Sprint Telephone Company indicating an error. Sprint |
| took the position that they are not responsible for the billing. |
| I had to contact the billing service which was Integretel. I |
| did so and I was told that the charge would be deleted from my |
| telephone bill. I made many subsequent phone calls to let |
| Sprint know that I had contacted Integretel and the matter was |
| resolved. Nevertheless, Sprint continued to use various tactics |
| to collect the 1-900 charges. The tactics tantamount to |
| harassment, this including daily automated phone calls to my home |
| followed by a collection agency. My foremost complaint is that |
| it seems that Sprint Telephone Company can add any charge to my |
| telephone bill without claiming responsibility, but it can go |
| ahead and make collection of the bill with no regard of the |
| consumers rights and privacy. It seems to me if Sprint |

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Shaw P. Wan
Complaint
Page 2

Telephone Company sends me a bill for some other carrier and if the bill is in dispute it should be treated as such rather than going through collections without due process.

In summary I was fraudulently billed for \$36.00 for a 1-900 phone call and I took the initiative in making at least 6 to 7 phone calls to resolve the matter and I still had to endure a collection process that was tantamount to harassment. Enclosed please find all my telephone bills for the period of dispute, and correspondence to Sprint.

I certainly appreciate your time and effort spent looking into this matter and I am looking forward to hearing from you.

I made at least 6 to 7 phone calls and wrote to Sprint to resolve this matter and I still had to endure a collection process that was tantamount to harassment.

WHEREFORE, Complainant now requests the following relief:

I am asking you to investigate Sprint's billing process. I am also asking you to prohibit Sprint from billing and collecting money from customers for another carrier when the amount is in dispute.

2/24/2003
Date


Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.



Monthly statement: August 19, 2002

1 of 8

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
573-364-7515-576

Fast Facts

Date Due: Sep 12, 2002

Total Due: \$90.84

On the Move to Improve. As a Sprint customer, you deserve excellent service. So we're working on a number of ways to improve our service and give you what you expect. We won't rest until we're the best!

Customer summary

| | |
|---------------------------------|----------------|
| Previous charges | 50.20 |
| Payment: August 12 - Thank you! | -50.20 |
| Balance | .00 |
| Current month charges | 90.84 |
| Total amount due | \$90.84 |

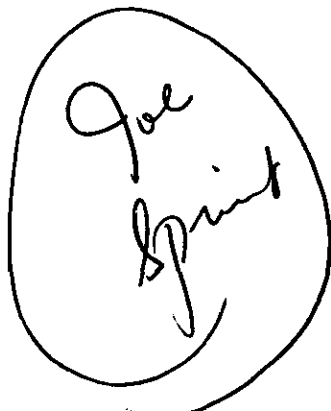
Current month charges

| | |
|------------------------------------|----------------|
| Sprint local services: page 3 | 28.25 |
| AT&T: page 5 | 26.59 |
| Integretel, Inc.: page 8 | 36.00 |
| Total current month charges | \$90.84 |

Carrier selections

Local toll: AT&T
Long distance: AT&T

1580 White Oak Ct
9²³ 12²³



NNNNYYY 8

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections.

Summary for 573-364-7515

Current carrier selections

Local toll: AT&T
Long distance: AT&T

Confirmation

no change
no change



Monthly statement: September 19, 2002 1 of 7

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
573-364-7515-576

Fast Facts

Date current charges due: Oct 16, 2002

Total charges due: \$33.48

Customer summary

| | |
|----------------------------------|----------------|
| Previous charges | 90.84 |
| Payment September 5 - Thank you! | -54.84 |
| Past due balance | 36.00 |
| Current month charges | -2.52 |
| Total amount due | \$33.48 |

Current month charges

| | |
|------------------------------------|----------------|
| Sprint local services: page 3 | -14.48 |
| AT&T: page 5 | 8.92 |
| Excel Telecommunications: page 7 | 3.04 |
| Total current month charges | -\$2.52 |



Please recycle

| | |
|-----------------------------------|----------------|
| | NNNNNNNY 7 |
| State tax | -.49 † |
| Local tax | -.23 † |
| County tax | -.17 † |
| Franchise tax | -.37 † |
| Total taxes and surcharges | -\$3.00 |



Monthly statement: October 19, 2002

1 of 3

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
573-364-7515-576

Fast Facts

Invoice statement for your records

Credit: -\$2.52

Customer summary

| | |
|----------------------------|----------------|
| Previous charges | 33.48 |
| Payment | .00 |
| Past due balance | 33.48 |
| Current month charges | -36.00 |
| Total credit amount | -\$2.52 |

Current month charges

| | |
|------------------------------------|-----------------|
| Integretel, Inc.: page 3 | -36.00 |
| Total current month charges | -\$36.00 |



Please recycle

NNNNNNNN 3

November 20, 2002

Sprint
1201 Walnut Bottom Road
Carlisle, PA 17013

ATTENTION: Office of the President of the Sprint Corporation

I am writing to ask you to stop harassing me. I have been a Sprint customer since 1986 and I have always paid my bill on time. This current ordeal started in September 2002. On August 19, 2002 I received my monthly statement in which there was a \$36.00 charge for 3 minutes 1-900 phone call. I never made such a phone call and never will. This is a fraudulent billing.

I contacted Sprint and I was told Sprint only does the billing and they have nothing to do with the charge. I was referred to Integretel. I called Integretel and was informed that they are also a billing service, but they readily agreed to remove the charge. In September the charge was still on the account. I called Sprint again and I was told that sometimes it can take a 30 day cycle to clear the charge and nothing needed to be done. However, approximately 1 week after receiving my September statement I started receiving daily phone calls from your automated voice system telling me to contact your account executive. I contacted your account executive and they informed me they did not know why I was getting the phone calls, then I was referred to customer service. After several transfers I finally talked to a human voice, he reassured me the automated phone calls would be stopped within 48 hours, the calls lasted a total of 10 days. Shortly after the automated phone calls stopped I received a letter from Collectech Systems threatening me of collection for an amount owed of \$36.00. I called Collectech Systems, the person I talked with was rude, unprofessional and condescending. She informed me that she would continue to harass me until I paid my bill. I called Sprint one more time and this time again I was referred first to accounting then to customer service, neither department knew why my bill had been sent for collection since I had no balance, actually I have a negative balance, for the \$36.00 had been credited to my account. I then asked to speak to a supervisor and I was informed a supervisor was unavailable and they refused to refer me to someone higher in the chain of command to clarify this matter. In October I received a statement from Sprint showing the \$36.00 had indeed been credited to my account and I thought that was the end of the ordeal. Then on November 11, 2002 I received another threatening letter from your Collectech Systems threatening me with their intention to file a negative credit report with the following credit bureaus, TRW/Experian, Equifax, and Transunion.


I do not think your left hand knows what your right hand is doing and obviously you have no interest in your customers. I have taken the following steps, I have already switched 9 of my 11 business lines and 2 of my 3 personal lines to Fidelity Communications. As soon as an alternative for the other 3 lines becomes available I will switch them as well. I also advised all my employees to change their carrier. Obviously your company has no appreciation for my business, nor do I want to continue doing business with you.

If you damage my sterling credit which I have carried for over 30 years I will take legal action against you.

If you have any questions, please do not hesitate to contact me.

Enclosed please find copies of my monthly Sprint statements for August, September and October 2002 as well as your threatening collection letter.

Sincerely yours,

A handwritten signature in cursive script, appearing to read 'Shaw P. Wan', is written over a horizontal line.

Shaw P. Wan, M.D., F.A.C.S.
SPW/drb

enclosures

CC: Missouri Public Service Commission
Office of Public Counsel
Better Business Bureau



902 Wasco Street
Hood River, Oregon 97031-3103

December 13, 2002

Mr. Shaw Wan
1580 White Oak Court
Rolla, MO 65401

Re: Account 573 364-7515 576

Dear Mr. Wan:

Following is the response to your letter addressed to the Missouri Public Service Commission dated November 20, 2002.

Your August 19, 2002 bill included a \$36.00 charge from Integretel, Inc. It was stated in your correspondence that you contacted Sprint regarding the Integretel charge. There were no records of this contact; however, on September 11, Sprint received a copy of the Integretel portion of the Sprint bill via mail stating that you will not pay the charge.

Sprint's records indicate that you contacted Sprint on August 5, prior to the issuance of the August bill to request cancellation of this account on September 3, the date was later changed to August 30.

After the account was disconnected, your September 19 bill included the remaining charges and credits less the Integretel charge leaving a balance of \$33.48. The remaining balances of disconnected accounts are pursued by Sprint's internal collection agency, Collectech Systems. The collection effort includes automated calls and collection notices.

Sprint's records indicate that on October 10, you contacted Sprint and were advised that the credits from Integretel had not appeared on your account. Your October 19, bill included a credit from Integretel for \$36.00 which was removed from the past due balance of \$33.48 leaving the account with a credit balance of \$2.52. A refund check was generated and mailed to you. Sprint's records show you contacted Sprint on October 23, and were advised that the credit from Integretel had posted to the account. There were notes indicating your displeasure with the contacts you had received from Collectech Systems; however, it was not noted that you wanted to speak with a supervisor.

If you have any further questions or concerns, please call me at 800-877-3345.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis L. Vance", with a long horizontal flourish extending to the right.

Dennis L. Vance
Sprint Local Executive Consumer Services

cc: Missouri Public Service Commission
Via electronic mail

1580 White Oak Court
Rolla, MO 65401

December 23, 2002

Dennis L. Vance,
Sprint Local Executive Consumer Services
902 Wasco Street
Hood River, Oregon 97031-3103

Regarding: Account #573 364-7515 576

Dear Mr. Vance;

I received your letter dated December 13, 2002 concerning my account. I am not sure if the people at Sprint are simply incompetent or devious or both.

I have sent all my monthly statements concerning this account to you and you still cannot get the story straight. In your letter you implied that my September 19, 2002 bill included the remaining charges and credit of the Integretel charge leaving a balance of \$33.48, therefore Sprint had the right to collect the money from me. You also implied that I disconnected my account to avoid the charges. I am sending you one more time all of my monthly statements. As you review my statements you will find the following:

1. Sprint never gave me a credit of \$36.00 for Integretel charges otherwise we would not be having this dispute. The \$33.48 is the \$36.00 Integretel charge minus what I had overpaid Sprint.
2. I did not cancel my account, I changed my telephone number when I moved and I wanted to have an unlisted number. If I had canceled my account, Sprint's collection agency would not have been able to make all those harassing automated calls for 2 weeks.
3. It seems that you certainly have a lot of omissions in your records concerning my account. I had called Sprint in August 2002 concerning the Integretel charge and I spoke to a person named Joe. On all of my calls to Sprint concerning this matter your employees have never given me any other form of identification other than their first name. I have documented this on my bill. Joe told me that Sprint had nothing to do with Integretel except

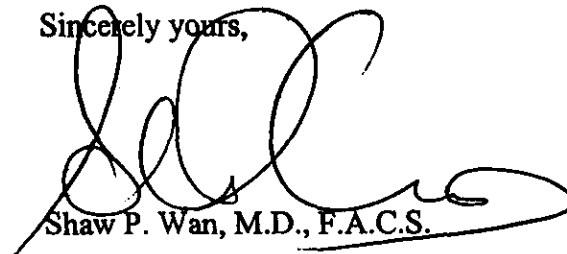
to do the billing for them. I was told I had to contact Integretel myself which I did and was reassured they would have Sprint take the charge off my account. Furthermore, on two separate occasions I had asked to speak to a supervisor and I was told that there was not a supervisor available or that they did not have a number to give to me so I could contact a supervisor. Again, all of my requests do not appear on your record.

4. You sent another collection letter even after the Integretel credit came through.

There is a major problem in Sprint's billing system. It seems that you can add any charges on a customer's phone bill, but claims no responsibility for the charges. Yet, you somehow have the right to collect the money you are not responsible for by using various tactics of harassment and threats. I do feel that this issue should be further addressed by the government and I will make a personal visit to the Attorney General's Office to lodge a complaint against Sprint and its billing system.

If you have any questions, please do not hesitate to contact me.

Sincerely yours,

A handwritten signature in black ink, appearing to be 'Shaw P. Wan', written over a horizontal line.

Shaw P. Wan, M.D., F.A.C.S.

enclosures

cc: Missouri Public Service Commission

SPW/drb