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**Division of
Public Utilities**

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Director



MEMORANDUM

April 4, 2005

TO: PUBLIC SERVICE COMMISSION

FROM: DIVISION OF PUBLIC UTILITIES

Irene Rees, Director

Kent Evans, Manager, Customer Service

Ross Hudson, Customer Service Specialist

RE: 05-087-10 - In the matter of the Formal complaint of Bonnie L. Reynolds vs AT&T Communications of the Mountain States, hereafter known as AT&T.

Recommendations: Dismiss.

The Division has concluded that no violation of Utah Law, Rules or Tariff by AT&T occurred in this matter. Bonnie L. Reynolds has failed to prove that AT&T did any slamming against her or that any slam against her took place. We therefore recommend that Docket number **05-087-10**, a Formal Complaint, be dismissed.

Background:

Complainant filed an informal complaint with the Division on November 18, 2004 alleging that AT&T Communications slammed her long distance telephone service. She stated that she did not give permission nor authorize AT&T to switch her long distance service. She implied that Qwest Telephone Company had aided AT&T in switching her service. A subsequent informal complaint was also made against Qwest Telephone Company.

On or about November 22, 2004, Ross Hudson received a telephone call from Bonnie L. Reynolds who wanted to give him more information about her slamming complaint. In that conversation she mentioned that she uses long distance service by dialing 10-10-987 whom she states is Telecom USA. She also stated that she had never told AT&T or Qwest that she was switching her service to Telecom USA.

On November 24, 2004 information was received from AT&T which shows that Bonnie L. Reynolds had

AT&T as her long distance carrier because of an order from her local exchange carrier which was Qwest Telephone Company. Records from Qwest Telephone Company show that Bonnie L. Reynolds has had AT&T as her long distance carrier since August 2001 at her request when she lived at 1710 W. 360 N., St. George, UT. Then she moved to Washington, Utah where her services were transferred at Bonnie L. Reynolds request. She then moved to her current location in Hurricane, Utah where she again requested that Qwest Telephone Company transfer her services.

AT&T states that they did not receive any orders to cancel long distance service for Bonnie L. Reynolds until October 21, 2004. At that time service was cancelled. AT&T further states that they did not receive any information from any source that Bonnie L. Reynolds wanted to switch long distance carriers.

On December 3, 2004 Ross Hudson mailed a letter to Bonnie L. Reynolds with his findings. See attachment A.

On December 8, 2004 Ross Hudson received a phone call from Bonnie L. Reynolds who disclosed her disagreement with his findings and wanted to file a Formal Complaint with the Commission.