

890-068

IN THE MATTER OF THE REVOCATION
OF THE CERTIFICATE OF AUTHORITY
OF UTILITY ANALYSTS, INC. D/B/A
BASIC LONG DISTANCE

Public Utilities Commission of the State of South Dakota

DATE	MEMORANDA
4/3 98	Order for and Notice of Show Cause Hearing,
4/9 98	TC Tax Filing,
4/12 98	Transcript of hearing held on 4/16/98,
5/11 98	List of Complaints and Customers by State,
5/11 98	Copy of Verification Script used by the Confirmation Center,
5/11 98	Response to Cichas Complaint,
6/11 98	Find of Fact and Con of Law, Notice of Entry of Order,
6/11 98	Reckitt Closed

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE REVOCATION OF) ORDER FOR AND NOTICE
THE CERTIFICATE OF AUTHORITY OF) OF SHOW CAUSE HEARING
UTILITY ANALYSTS, INC. D/B/A BASIC LONG)
DISTANCE) TC98-068

South Dakota Compiled Laws section 49-31-3 authorizes the South Dakota Public Utilities Commission (Commission) to grant certificates of authority to telecommunications companies offering common carrier services within the state of South Dakota. Pursuant to this same section, the Commission is given general supervision and control of said companies and may suspend or revoke any certificate of authority for a willful violation of the laws of the state of South Dakota, a willful failure to comply with a rule or order of the Commission, or other good cause.

The matter of Utility Analysts, Inc d/b/a Basic Long Distance (Basic Long Distance) was placed on the Commission agenda for its duly noticed meeting on December 18, 1997. No one from Basic Long Distance responded to the agenda item. The matter of the service of Basic Long Distance in South Dakota was again scheduled for February 3, 1998, before the Commission and it was postponed. A third scheduling for consideration of the service of Basic Long Distance was duly noticed for March 10, 1998, at which time the Commission voted to issue an Order to Show Cause and that a hearing be scheduled.

The Commission's consumer representative has received one hundred thirty-nine consumer complaints against Basic Long Distance in late 1997 and to date in 1998, regarding questionable marketing practices and unauthorized switching of long distance carriers of telecommunications customers in South Dakota.

Basic Long Distance shall appear on April 16, 1998, at 9 A.M. (CDT) in Room 412, State Capitol Building, Pierre, South Dakota, to show cause why action should not be taken against the company for its marketing practices and unauthorized switching of long distance service of South Dakota telecommunications customers. The hearing is being held pursuant to Commission's jurisdiction over telecommunications companies found at SDCL Chapter 1-26, 49-1A, and 49-31, specifically, 49-31-3, 49-31-7, 49-31-7.1 and ARSD 20.10.01.45.

The issue at the hearing is whether the Commission shall suspend or revoke Basic Long Distance's Certificate of Authority or otherwise impose conditions upon or order changes in the conduct of Basic Long Distance's business.

At the hearing representatives of the company may appear in person and may be represented by legal counsel or legal assistant (paralegal) if desired. The hearing shall be an adversary proceeding and the company shall have the burden of proving that none of the above enumerated adverse actions should be taken against it. These and other due

process rights shall be deemed waived if not exercised at the hearing. The decision of the Commission may be appealed to the Circuit Court and the State Supreme Court as provided by law. It is therefore

ORDERED, that a show cause hearing in the matter of Basic Long Distance shall be held on April 16, 1998, at 9 00 A.M. (CDT) (or as soon thereafter as the parties can be heard) in Room 412, State Capitol Building, Pierre, South Dakota.

Dated at Pierre, South Dakota, this 3rd day of April, 1998.

CERTIFICATE OF SERVICE

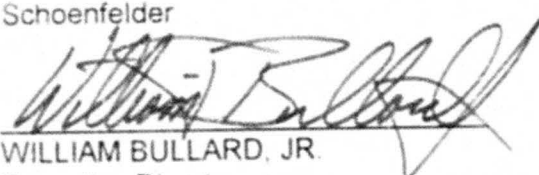
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By

Date

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:
Commissioners Burg, Nelson and
Schoenfelder


WILLIAM BULLARD, JR.
Executive Director



South Dakota Public Utilities Commission



State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070

April 3, 1998

Capitol Office
Telephone (605)773-3201
FAX (605)773-3809

Transportation/
Warehouse Division
Telephone (605)773-5280
FAX (605)773-3225

Consumer Hotline
1-800-332-1782

TTY Through
Relay South Dakota
1-800-877-1113

Internet
billb@puc.state.sd.us

♦
Jim Burg
Chairman
Pam Nelson
Vice-Chairman
Laska Schoenfelder
Commissioner

William Bullard Jr.
Executive Director

Edward R. Anderson
Harlan Best
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Katie Hartford
Leri Healy
Camron Hoseck
Dave Jacobson
Bob Knadle
DeLaine Kolbo
Jethres P. Lorenson
Terry Norum
Gregory A. Rislov
Tamara Stangor
Steven M. Wegman
Rosalynne Aults West

Ms. Lee A. Somerville
Attorney at Law
30700 Telegraph Road, Suite 4646
Bingham Farms, MI 48025

Re: Utility Analysts, Inc. d/b/a Basic Long Distance
Docket TC98-068

Dear Ms. Somerville:

Enclosed you will find copy of Order for and Notice of Show Cause Hearing in the above captioned matter. This is intended as service upon you by facsimile and by mail.

Very truly yours,

Camron Hoseck
Staff Attorney

CH dk
Enc

South Dakota
Public Utilities Commission
State Capitol 500 E. Capitol
Pierre, SD 57501-5070
Phone: (605) 773-3705
Fax: (605) 773-3809

TELECOMMUNICATIONS SERVICE FILINGS

These are the telecommunications service filings that the Commission has received for the period of:

04/03/98 through 04/09/98

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five days of this filing.

DOCKET NUMBER	TITLE/STAFF/SYNOPSIS	DATE FILED	INTERVENTION DEADLINE
ORDER FOR AND NOTICE OF SHOW CAUSE HEARING			
98-068	The Commission's consumer representative has received one hundred thirty-nine consumer complaints against Utility Analysts, Inc. d/b/a Basic Long Distance in late 1997 and to date in 1998, regarding questionable marketing practices and unauthorized switching of long distance carriers of telecommunications customers in South Dakota. Basic Long Distance shall appear on April 16, 1998, at 9:00 am (CDT) in Room 412, State Capitol Building, Pierre, South Dakota, to show cause why action should not be taken against the company for its marketing practices and unauthorized switching of long distance service of South Dakota telecommunications customers.	Order Issued 04/03/98	NA

Important Notice: The Commission is compiling a list of internet addresses. If you have an internet address please notify the Commission by E-mailing it to Terry Norum at terryn@puc.state.sd.us. Faxing the address to the Commission at: 605-773-3809.

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

RECEIVED

IN THE MATTER OF THE REVOCATION
OF THE CERTIFICATE OF AUTHORITY
OF UTILITY ANALYSTS, INC., d/b/a
BASIC LONG DISTANCE,

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
TC98-068

HEARD BEFORE THE PUBLIC UTILITIES COMMISSION

PROCEEDINGS:

April 16, 1998
9:00 A.M.
Room 412, Capitol Building
Pierre, South Dakota

PUC COMMISSION:

Jim Burg, Chairman
Pam Nelson, Commissioner

COMMISSION STAFF
PRESENT:

Rolayne Ailts Wiest
Camron Hoseck
Harlan Best
Leni Healy
Tammi Stangohr

ORIGINAL

Reported by: Lori J. Grode, RMR

A P P E A R A N C E S

For Utility
Analysts:

Mr. Charles P. Schroyer
P.O. Box 1174
Pierre, SD 57501

I N D E X

Witnesses

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2	Report of Complaints
3	Database Complaint Report
4	Graph of 1997 Complaints
5	Graph of 1998 Complaints
6	Letter from Lee Somerville
7	Luciano Letter
8	Healy Letter to Brian Somerville
9	Lee Sommerville Letter
10	Cichos Telephone Record
11	Cichos Telephoen Record
A	BLD Current Customer List
B	Somerville Letter to Counsel
C	Credit Record of Complaints
D	AT&T Flyer
E	E. Lipp Correspondence

P R O C E E D I N G S

CHAIRMAN BURG: Okay. I'll begin the hearing in Docket TC98-068, In the Matter of the Revocation of the Certificate of Authority of Utility Analysts, Incorporated, doing business as Basic Long Distance.

The time is approximately 9:00 a.m.; the date is April 16th, 1998; and the location of the hearing is Room 412, State Capitol Building, Pierre, South Dakota.

I am Jim Burg, Commission Chairman. Commissioner Pam Nelson is also present. I am presiding over this hearing. The hearing was noticed pursuant to Commission Orders for the Notice of Show Cause Hearing issued April 3rd, 1998. The issue at this hearing is whether the Commission shall suspend or revoke Utility Analysts', Incorporated, doing business as Basic Long Distance, Certificate of Authority, or otherwise impose conditions upon or order changes in the conduct of its business.

All parties have the right to be present and to be represented by an attorney. All persons so testifying will be sworn in and subject to cross-examination by the parties. The Commission's final decision may be appealed by the parties to the State Circuit Court and the State Supreme Court.

1 Rolayne Wiest will act as Commission
2 counsel. She may provide recommended rulings on
3 procedural and evidentiary matters. The Commission may
4 overrule its counsel's preliminary rulings throughout
5 the hearing. If not overruled, the preliminary ruling
6 will become final rulings. At this time I will turn
7 the hearing over to Ms. Wiest.

8 MS. WIEST: First, I'll take appearances of
9 the parties. Who is appearing on behalf of Basic Long
10 Distance?

11 MR. SCHROYER: Brian Somerville, president of
12 the corporation, and Charles P. Schroyer, attorney of
13 Pierre.

14 MS. WIEST: Commission staff.

15 MR. HOSECK: Camron Hoseck on behalf of
16 staff. And appearing with me is Leni Healy, the
17 consumer representative.

18 MS. WIEST: Does anyone want to make an
19 opening statement, or are there any motions before we
20 begin?

21 MR. HOSECK: I have no motions or opening
22 statement.

23 MS. WIEST: Mr. Schroyer?

24 MR. SCHROYER: I would make a brief statement
25 on behalf of the corporation. Our firm was contacted

1 on April 3rd -- I think it was the same day that you
2 issued your Order -- and asked to participate on behalf
3 of the corporation. And since that time we've
4 communicated almost on a daily basis with Mr. Hoseck
5 and Ms. Healy of your office providing materials that
6 they've requested. They've been very cooperative with
7 us in assisting, locating, and finding some of the
8 problems that we've apparently encountered in the
9 past.

10 Now, I am suffering from the disability of
11 not having been involved in this prior to this time.
12 But I understand that previously there were a couple of
13 opportunities when this matter was on your agenda, and
14 I think on one occasion there was a telephone
15 conference in which Mr. Somerville personally
16 communicated with the Commission. We are certainly
17 wanting to leave this process with an understanding
18 that we have done what we feel is a very adequate job
19 of trying to address the complaints that have been
20 brought to our attention. Mr. Somerville will be
21 prepared to address that issue in due course.

22 We feel that they do provide a good service
23 and have provided a good service to their customers.
24 They currently operate in South Dakota and at twelve or
25 thirteen other states. They have approximately

1 1,600-plus customers in the state of South Dakota that
2 are currently on their billings. We may -- and I think
3 we would acknowledge that there seem to be an
4 inordinately large number of complaints about this
5 particular service, and I think that we have some
6 explanations for that. It will be, I think, the
7 position of Mr. Somerville that in large part that's
8 because of the fact that this reseller concentrates on
9 personal business, residential customers, rather than
10 business customers and that tends to, we believe,
11 increase the number of potential complaints.

12 We also would, I think, ask that the
13 Commission throughout this hearing take notice of the
14 fact that during the last four or five months in South
15 Dakota, particularly during the legislative session
16 here, there's been a great deal of attention drawn to
17 the telecommunications industry and adds a lot of
18 discussion about various issues. And one of the things
19 that has come up, has almost become a word of art in
20 our language notes, is the term slamming. And many,
21 many more customers are aware of that practice, or are
22 concerned about that; and I think that may, as a result
23 of all of the attention that's been drawn to that, may
24 have directed more people to have been aware of some of
25 their concerns.

1 We're prepared, I guess, to answer any
2 questions at any time that the Commissioners may have
3 with regard to this. I understand that we're following
4 a relatively informal process here as compared to a
5 formal litigation, but we would ask, I guess, that the
6 Commission go ahead and present their position,
7 Commission staff, and then we would like to respond.
8 We feel we have adequate material and testimony to take
9 care of your concerns today.

10 MS. WIEST: Okay. This show cause was issued
11 because the Commission's consumer representative has
12 received 139 consumer complaints against Basic Long
13 Distance beginning in the latter part of 1997 regarding
14 questionable marketing practices and unauthorized
15 switching of long distance carriers of
16 telecommunications customers in South Dakota.

17 The Commission will first hear from
18 Commission staff, who will present the consumer
19 complaints upon which the show cause order was issued.
20 And then Basic Long Distance will have an opportunity
21 to respond to those complaints and present any evidence
22 it desires. And so we'll begin with you, Mr. Hoseck.

23 MR. HOSECK: With regard to the physical
24 location. I'm going to ask Leni to take a chair over
25 there and this might give her a little more room and

1 facilitate the questioning process.

2 LENI HEALY,

3 called as a witness, being first duly sworn,
4 was examined and testified as follows:

5 DIRECT EXAMINATION

6 BY MR. HOSECK:

7 Q. Would you state your name for the record,
8 please?

9 A. My name is Leniece Healy.

10 Q. And what is your present job?

11 A. I'm the director of consumer affairs for the
12 South Dakota Public Utilities Commission.

13 Q. How long have you held that position?

14 A. Approximately four years.

15 Q. And, just briefly, would you describe for the
16 Commissioners what your job entails?

17 A. As the director of consumer affairs I must
18 maintain a knowledge of the statutes and rules so that
19 I can adequately answer consumer inquiries and
20 investigations. The largest part of my position is
21 investigating consumer complaints. As part of that I
22 do attempt to negotiate or reach a settlement between
23 the consumers and the utilities against which they are
24 complaining. I also maintain the database of all of
25 the documents, and all of the complaints are solely

1 held in my office. I'm also responsible for consumer
2 education across the state. I monitor consumer trends,
3 and I also advise this Commission on consumer issues.

4 Q. And just as a matter of background, what is
5 your educational background?

6 A. I have a bachelor's degree and one year
7 toward a master's degree in guidance counseling.

8 Q. Prior to your coming to work with the
9 Commission, just briefly, what has been your employment
10 experience?

11 A. Immediately upon graduation from college, I
12 became director of financial aid at a college in Sioux
13 Falls, a position which I held for fourteen years. I
14 then became administrator of a court reporting school.
15 Following that I was director of student services at a
16 community college. And just prior to joining the staff
17 here at the Commission, I was director of admissions at
18 the state's largest technical institute.

19 Q. In the course of your employment with the
20 Commission, have you had reason to deal with the
21 telecommunications company called Basic Long Distance?

22 A. Yes, I have. We've began receiving consumer
23 contacts with Basic Long Distance as consumer
24 complaints.

25 Q. And have you had an opportunity to go into

1 the records of the agency with regard to the
2 certification of this company.

3 A. Yes. There is a Certificate of Authority on
4 file with this Commission.

5 (EXHIBIT NO. 1 WAS MARKED FOR
6 IDENTIFICATION.)

7 Q. In front of you is an exhibit marked Exhibit
8 No. 1. Could you identify that exhibit, please?

9 A. Yes. That is the application for a
10 Certificate of Authority to do business in South Dakota
11 submitted by Utility Analysts, doing business as Basic
12 Long Distance.

13 Q. And is this, in essence, what we refer to as
14 the docket file within the Commission?

15 A. Yes, it is.

16 Q. And, in other words, it's a copy of that; is
17 that correct?

18 A. That's right.

19 Q. And the name of the company, is this the one
20 that we're here about today? In other words, it's
21 doing business as Basic Long Distance; is that correct?

22 A. Yes, it is.

23 Q. And is this a true and correct copy of the
24 file as maintained within the Public Utilities
25 Commission?

1 A. Yes, it is.

2 MR. HOSECK: At this time I would move
3 Exhibit No. 1 into evidence.

4 MS. WIEST: Any objection?

5 MR. SCHROYER: No.

6 MS. WIEST: Exhibit No. 1 has been offered
7 and received.

8 Q. In the course of your work have you had
9 occasion to deal with this company called Basic Long
10 Distance?

11 A. Yes, I have.

12 Q. And in a general sense, what has been the
13 essence of your dealings with that company?

14 A. As we have received consumer complaints, part
15 of that investigation does involve contacting the
16 company to reach a resolution between the utility
17 company and the consumer.

18 Q. And was there a point in time in particular
19 when complaints started coming into your office with
20 regard to this company?

21 A. Yes. I believe the company became certified
22 on September 18th, 1996. Our first complaint was in
23 March of '97. That was our first contact with the
24 company. Then in November and December we began
25 receiving a larger number of complaints than we would

1 normally against a company. In 1997 we did receive 47
2 consumer complaints. At that time I brought that issue
3 to the Commission's attention.

4 Q. And what were the -- again, in a general
5 sense, what were the nature of the complaints that you
6 received with regard to Basic Long Distance?

7 A. The consumers who contacted us indicated that
8 they had received a billing from Basic Long Distance.
9 They claimed that they were not familiar with this
10 company and did not authorize their services.

11 Q. So prior to January 1, 1998, and in your
12 capacity as a consumer representative for the
13 Commission, how many complaints did you receive against
14 Basic Long Distance?

15 A. Prior to January 1st we received 47
16 complaints.

17 EXHIBIT NO. 2 WAS MARKED FOR
18 IDENTIFICATION.)

19 Q. You have in front of you an exhibit which has
20 been marked Exhibit No. 2. Would you identify that
21 document, please?

22 A. Exhibit No. 2 is a report generated from the
23 database which I maintain. The report contains
24 information on the number of complaints and the
25 complaints, the people who -- the people who issue the

1 complaint against Basic Long Distance.

2 Q. And what time span does this document
3 address?

4 A. This would be from January 1st through
5 December 31st of 1997.

6 Q. And this is a document that you have
7 prepared; is that correct?

8 A. Yes, it is.

9 Q. And does this document describe how the
10 complaint was finally resolved?

11 A. Yes, it does.

12 Q. And where is that found on the document?

13 A. On each page there is a column labeled Final
14 Action, which is the last column on that spreadsheet.
15 If a resolution was reached, that's where it would be
16 noted.

17 MR. HOSECK: At this time I would move
18 Exhibit 2 into evidence.

19 MS. WIEST: Any objection?

20 MR. SCHROYER: If I might ask just a couple
21 of questions of the witness?

22 MS. WIEST: Go ahead.

23 MR. SCHROYER: Miss Healy, has this list or
24 portions of it from time to time been furnished to
25 Utility Analysts, Inc.?

9
13
18
1 A. As we receive the individual contacts from
2 the consumer, those contacts are first forwarded to the
3 utility company, so they would have received that
4 initially. And then I believe sometime about two
5 months ago that was also furnished to Lee Somerville.

6 MR. SCHROYER: And has there been any
7 follow-up since that was initially prepared as to final
8 action? This would indicate there's a lot of these
9 that are still open. Is that your understanding?

10 A. That is my understanding.

11 MR. SCHROYER: Okay. No, we have no
12 objection.

13 MS. WIEST: Exhibit 2 has been offered and
14 received.

15 Q. And referring again to Exhibit No. 2, where
16 on that document is there a description of the
17 complaint in each instance?

18 A. On each line for each of the consumers who
19 have contacted us, there is a block labeled information
20 from consumer. And that would be -- that would
21 describe the information as we have received it from
22 the consumer.

23 Q. Now, after January 1st did you continue to
24 receive complaints in your capacity as a consumer
25 representative with regard to Basic Long Distance?

1 A. Yes, we did.

2 Q. And, again, in a general sense, what was the
3 nature of those complaints?

4 A. Again, the consumers are indicating that they
5 have noticed on their billing charges from a company
6 that they did not authorize. That company has been
7 Basic Long Distance.

8 (EXHIBIT NO. 3 WAS MARKED FOR
9 IDENTIFICATION.)

10 Q. You have in front of you an exhibit which has
11 been marked Exhibit No. 3. Could you identify that
12 document, please?

13 A. This is a report that was generated from the
14 database concerning the complaints that we have
15 received against Basic Long Distance in 1998.

16 Q. And how current is this document? In other
17 words, what is the latest complaint that is indicated
18 on there?

19 A. This would indicate the complaints that we've
20 received through 4:00 p.m. yesterday afternoon.

21 Q. And is this a document that you prepared?

22 A. Yes, it is.

23 Q. And, again, does this document show on it how
24 the complaint was ultimately resolved?

25 A. Yes, it does. For each of the complaints

1 there is a notation or a block labeled final action,
2 which would indicate how that complaint was resolved.

3 MR. HOSECK: At this time I would move
4 Exhibit 3 into evidence.

5 MS. WIEST: Any objection?

6 MR. SCHROYER: No objection.

7 MS. WIEST: Exhibit 3 has been offered and
8 received.

9 (EXHIBIT NO. 4 WAS MARKED FOR
10 IDENTIFICATION.)

11 Q. You should have an exhibit marked Exhibit No.
12 4 in front of you. Could you identify this document,
13 please?

14 A. Yes, I can. That is a graphic which I have
15 generated based on the number of 1997 slamming
16 complaints. It breaks down the offending companies and
17 the number of complaints that we received against each
18 company. Also provided on this particular paper is a
19 graphic which would outline the top five offenders and
20 charts them on a graph.

21 Q. And is Basic Long Distance depicted on this
22 graph?

23 A. Yes, it is.

24 Q. And where is it on this graph?

25 A. On the graph itself it would be the company

1 designated as BLD, the second one.

2 Q. And so, in other words, this is just a
3 summary of the complaints that you received with regard
4 to slamming in 1997; is that correct?

5 A. That's correct.

6 MR. HOSECK: At this time I would offer this
7 exhibit.

8 MS. WIEST: Any objection?

9 MR. SCHROYER: I have a couple of questions
10 for purposes of an objection.

11 MS. WIEST: Go ahead.

12 MR. SCHROYER: Miss Healy, did you bring with
13 you the data to support the complaints that you
14 apparently received against the other companies that
15 are shown on the graph?

16 A. I have not generated a report but could do
17 so.

18 MR. SCHROYER: You haven't furnished that to
19 Mr. Somerville or any of his staff?

20 A. No, I have not.

21 MR. SCHROYER: We would object to the
22 introduction of the document based on the fact that
23 there's insufficient foundation.

24 MR. HOSECK: Well, the document is offered
25 primarily for demonstrative purposes. And it shows

1 what there has been in terms of the top five offenders
2 in terms of slamming complaints. It also contains a
3 complete summary of all slamming complaints. And for
4 that reason, it demonstrates the situation and attempt
5 to put the matter of Basic Long Distance into relative
6 terms.

7 MS. WIEST: Objection overruled. I'll allow
8 it.

9 (EXHIBIT NO. 5 WAS MARKED FOR
10 IDENTIFICATION.)

11 Q. Leni, you should have a document marked
12 Exhibit No. 5 in front of you. Could you identify that
13 document, please?

14 A. Yes, I can. That is a similar depiction of
15 the 1998 slamming complaints, which includes a
16 comparison of the top six offenders along with a
17 breakdown of all of the offending companies to date.

18 Q. The top six?

19 A. That's true. It was a tie.

20 Q. Okay. I only see five on the graph of mine.

21 A. Excuse me, there are five.

22 Q. Okay. And is this a document that you
23 prepared from information that you have in your
24 capacity as a consumer representative?

25 A. Yes, it is.

1 MR. HOSECK: At this time I would offer
2 Exhibit 5 into evidence.

3 MS. WIEST: Any objection?

4 MR. SCHROYER: We offer the same objection.

5 MS. WIEST: Okay. Objection overruled.
6 Exhibit 5 has been admitted.

7 Q. I want to discuss with you a little bit the
8 history of dealing with Basic Long Distance. Would you
9 describe for the Commission how you typically tried to
10 resolve complaints when they came in against Basic Long
11 Distance?

12 A. As we received the information from the
13 consumer, I typically would ask for documentation, a
14 copy of a billing. That information would then be
15 faxed. At first it was faxed to Basic Long Distance
16 customer service manager, Lisa Martin. After it was
17 brought to the attention of the Commission that we had
18 received a large number of complaints, Lee Somerville,
19 the attorney representing Utility Analysts, asked that
20 that information be faxed to her as well. So for a
21 period of time the information was being faxed both to
22 Basic Long Distance and to their attorney. Upon
23 receiving that information, Basic Long Distance would
24 then have the opportunity to recommend a resolution or
25 bring forth information concerning the complaints.

1 Overwhelmingly, in 1997 Basic Long Distance
2 would respond indicating that they had a verified taped
3 conversation with the complainants indicating that a
4 birth date had been given as a personal identifier.
5 The company would then respond indicating that there
6 was no wrongdoing and no credit would be issued for
7 those complaints.

8 In recent months the company has been more
9 generous in their outlook on resolving the complaints.
10 In the last, I would say, two months, the company has
11 chosen to fully credit the accounts and cancel the
12 accounts for the consumers.

13 Q. And what has been your experience with regard
14 to the timeliness of the resolution of these
15 complaints?

16 A. Typically the response has come quite
17 quickly.

18 Q. And have there been any repeat problems? In
19 other words, where you had a complaint at one point in
20 time and then the same party complained again about the
21 same situation?

22 A. Yes, we have. Quite a number of consumers
23 contacted us after we believed the situation to be
24 resolved indicating that they were getting billings
25 from Basic Long Distance again.

1 (EXHIBIT NO. 6 WAS MARKED FOR
2 IDENTIFICATION.)

3 Q. You should have an exhibit marked No. 6 in
4 front of you. Could you identify that document,
5 please?

6 A. Yes, I can. That is a letter from the
7 attorney representing Basic Long Distance, Lee
8 Somerville, who is addressing the issue of certain
9 complainants who were rebilled after a resolution was
10 obtained. In this letter she does list several people
11 and their account numbers indicating that they have
12 contacted the underlying carrier asking them that all
13 billing cease.

14 Q. And is this a document that you received in
15 the usual course of your business as the director of
16 consumer affairs?

17 A. Yes, it is.

18 MR. HOSECK: At this time I would move
19 Exhibit No. 6 into evidence.

20 MS. WIEST: Any objection?

21 MR. SCHROYER: No objection.

22 MS. WIEST: Exhibit 6 has been offered and
23 received.

24 Q. What does this document indicate to you with
25 regard to the resolution of complaints?

1 A. It indicates that even though the consumers
2 had been promised that the account has been canceled,
3 that they were not totally canceled and did receive
4 billings after a resolution had been reached.

5 (EXHIBIT NO. 7 WAS MARKED FOR
6 IDENTIFICATION.)

7 Q. In front of you there is an exhibit marked
8 Exhibit No. 7. Could you describe this document?

9 A. Yes, I can. Joe Luciano complained that he
10 had received a deceptive telemarketing call which he
11 had taped. As part of his complaint he sent a letter
12 to me which outlines part of that taped conversation.

13 Q. And was this a letter that you received in
14 the usual course of your business as consumer
15 representative for the Commission?

16 A. Yes, it is.

17 Q. And does this involve Basic Long Distance?

18 A. Yes, it does.

19 Q. And on what do you base that conclusion?

20 A. When Mr. Luciano first contacted us, he
21 wasn't -- he could not determine who it was that had
22 contacted him. Upon reading this transcript, there is
23 one sentence that indicates "you can keep your local
24 long distance call all on one bill using the Basic Long
25 Distance services provided through U S West." And that

1 generic term used in that manner would indicate that
2 this was Basic Long Distance.

3 MR. HOSECK: At this time I would offer
4 Exhibit 7 into evidence.

5 MS. WIEST: Any objection?

6 MR. SCHROYER: I have a few questions if I
7 might.

8 MS. WIEST: Go ahead.

9 MR. SCHROYER: Miss Healy, did you ever
10 listen to the tape upon which this transcript was
11 prepared?

12 A. No, I have not.

13 MR. SCHROYER: And so the transcript was
14 prepared by Mr. Luciano?

15 A. Yes, it was.

16 MR. SCHROYER: Isn't it a fact that the term
17 Basic Long Distance could be utilized in just everyday
18 conversation when you talk about the underlying base
19 plan that most people would have at their homes?

20 A. Right. That's part of the difficulties that
21 we have had is that consumers do not detect the name
22 Basic Long Distance to represent a company and
23 therefore they are confused about who it is that are
24 contacting them.

25 MR. SCHROYER: But it appears to me from my

49.11.28
1 reading of the document that the reference to Basic
2 Long Distance, is that reference to Basic Long Distance
3 could be made in a generic sense, not necessarily
4 referring to the name of a company.

5 A. It is our belief that that is what happens.

6 MR. SCHROYER: But Mr. Luciano does state in
7 his transcript that the person calling him identified
8 themselves as being from U S West.

9 A. And U S West has claimed that they have not
10 made any telemarketing calls, which would lead us to
11 believe that somewhere in this transcript would be the
12 identity of the company who was actually making the
13 call.

14 MR. SCHROYER: But you base that conclusion
15 solely on the fact that those three words Basic Long
16 Distance happen to be the same as the name of the
17 company?

18 A. That is true.

19 MR. SCHROYER: I would object based on the
20 fact that there does not appear to be adequate
21 foundation; and it would be improper and irregular, I
22 believe, to enter an exhibit referring to a generic
23 term and through that claim to identify this particular
24 company as the offender.

25 MR. HOSECK: May I respond? If nothing else

1 I would move this in as a public record. It's a
2 document received by his Healy in her official capacity,
3 as such, and the Commission can give it whatever weight
4 it wishes at that point in time. But as to
5 admissibility, I believe it is admissible in that
6 sense.

7 MS. WIEST: Do you believe it's admissible as
8 a public record, Mr. Schroyer?

9 MR. SCHROYER: It may be admissible as a
10 public record in the sense it is apparently a document
11 from the files of the Commission. However, I don't
12 believe that there's adequate foundation tying this
13 particular document to this company. The fact that
14 that term is used, I think most of us would agree it's
15 used generically by almost anybody who talks about
16 basic long distance being what is your essential
17 service in that area. And I don't know that using that
18 name or reference to that necessarily means that they
19 were trying to get anything other than that.

20 In fact, if you read it in context with the
21 rest of that answer, they're really trying to explain
22 to the customer how the billing is going to be done,
23 and they're saying it's going to be done and billed
24 through your Basic Long Distance, so it sounds like
25 it's basically going to come on one bill. And I don't

1 know that necessarily means the company. I think it's
2 a stretch to draw that out of this, particularly when
3 there's absolutely nothing to indicate this was ever
4 verified or the tape was even listened to.

5 MS. WIEST: I believe it can be admitted as a
6 public record, but the Commission will note your
7 objections when it considers the weight of any to be
8 given to this document.

9 (EXHIBIT NO. 8 WAS MARKED FOR
10 IDENTIFICATION.)

11 Q. In front of you you should have an exhibit
12 marked Exhibit No. 8. Could you identify that document
13 for the Commission, please?

14 A. Yes, I can. That is my letter to Brian
15 Somerville, dated January 3rd, requesting a copy of the
16 telemarketer's script and an explanation of why we have
17 47 complaints at that time.

18 Q. Okay. And this was a letter that you would
19 have written in your capacity as the consumer
20 representative; is that correct?

21 A. Yes, it is.

22 MR. HOSECK: At this time I would offer
23 Exhibit 8 into evidence.

24 MS. WIEST: Any objection to Exhibit 8?

25 MR. SCHROYER: No objection.

49.1331
1 MS. WIEST: Exhibit 8 has been offered and
2 received.

3 (EXHIBIT NO. 9 WAS MARKED FOR
4 IDENTIFICATION.)

5 Q. You have in front of you an exhibit marked
6 Exhibit No. 9. Could you identify that document,
7 please?

8 A. Yes, I can.

9 Q. And what is that, please?

10 A. This is a letter from Lee Somerville
11 representing Utility Analysts doing business as Basic
12 Long Distance, which this Commission received January
13 21st, 1998.

14 Q. And this was a document that had an
15 attachment to it; is that correct?

16 A. Yes. This was in response to my request
17 earlier for information concerning a telemarketer's
18 script and an explanation of the unusually high
19 complaints.

20 Q. And this would have been a document that you
21 received in your capacity as consumer representative
22 for the Commission; is that correct?

23 A. That's correct.

24 MR. HOSECK: I would move Exhibit 9 into
25 evidence.

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1 MS. WIEST: Any objection?

2 MR. SCHROYER: No objection.

3 MS. WIEST: Exhibit 9 has been offered and
4 received.

5 Q. With regard to this Exhibit No. 9 and the
6 script, is there any similarity between this script
7 the Exhibit No. 7, the Luciano letter?

8 A. No. This script does not resemble the
9 Luciano transcript, nor the indications from consume
10 who were contacted that this is what was stated to t
11 during that telemarketing call.

12 Q. But this is what was furnished to you by
13 Basic Long Distance; is that correct?

14 A. This, and then along with Ms. Somerville's
15 statement that Basic Long Distance has no explanation
16 for the above-average complaints.

17 Q. Why has this matter been brought to the
18 attention of the Commission?

19 A. As indicated in the charts and graphs, we
20 have received an extraordinarily large number of
21 slamming complaints against this company in compariso
22 to the other companies that we have received in this
23 state. I believe it would be our obligation to prote
24 consumers against such activities.

25 Q. And of these complaints that the Commission

1 has in front of them as depicted in Exhibits 2 and 3,
2 the charts, how many of those, to your knowledge, have
3 been satisfied?

4 A. The consumers who voiced complaints during
5 1997, two of the 47 complainants did receive full
6 credit and cancellation of their accounts. The rest of
7 the complainants did not receive credit, and Basic Long
8 Distance recommended that they had done no wrongdoing.
9 In 1998, 33 of the 105 complainants received a full
10 credit with their account canceled. The remaining
11 consumers did not receive credit. And Basic Long
12 Distance suggests that they did no wrongdoing in their
13 actions.

14 Q. Based upon your experience as a consumer
15 representative in the utility area and your education,
16 background, so on, so forth, have you ever experienced
17 a similar number of complaints to those received about
18 Basic Long Distance?

19 A. No, we have not. Excuse me, I must back up.
20 Last year a company called Telec did receive a high
21 number of complaints. When we brought that information
22 forward to the Commission and made them aware of it,
23 Telec voluntarily withdrew their practices in South
24 Dakota and are serving no customers now.

25 Q. But with regard to the total number of

1 complaints, even factoring in what Telec experienced,
2 have you experienced as many complaints against any
3 single company?

4 A. No other company has received close to the
5 number of complaints that Basic Long Distance has had.

6 Q. And do you have any recommendation to the
7 Commission as to what action they might take in this
8 particular case?

9 A. This is difficult for me to suggest. This
10 Commission has a few choices. They can revoke the
11 license of this company to do business in South
12 Dakota. And within the application that Basic Long
13 Distance submitted, they recommended as part of the
14 company's liability on page nine of their tariff,
15 Section 2.1.3.B, the liability of the company for
16 damages, and it lists several things:
17 "Misrepresentations shall not exceed an amount equal
18 to five times the initial minutes charged provided for
19 under this tariff for the intrastate long distance
20 calls for the period during which the call was
21 affected." I suggest that if a fine is considered,
22 that perhaps this language could be applied to those
23 consumers.

24 Q. And how would you apply this? In other
25 words, what is your understanding of how this would

1 work?

2 A. Basic Long Distance charges 25 cents per
3 minute for the initiating minute of any call. I
4 recommend that Basic Long Distance be penalized five
5 times 25 cents for the first minute of every call made
6 by the consumers who have complained.

7 Q. And how would that information be determined?

8 A. We would need to get this information from
9 Basic Long Distance, and I would recommend that one of
10 our staff analysts review that information for
11 accuracy.

12 MR. HOSECK: I have no further questions of
13 this witness at this time.

14 MS. WIEST: Mr. Schroyer, any questions?

15 MR. SCHROYER: Yes. Thank you.

16 CROSS-EXAMINATION

17 BY MR. SCHROYER:

18 Q. Miss Healy, just to, I guess, emphasize the
19 last part of your testimony, do I understand then that
20 it's your recommendation to the Commission that the
21 certification not be revoked at this time?

22 A. I believe it is the company's intent to
23 better serve the customers of South Dakota. And if in
24 doing so they would make promises that deceptive
25 telemarketing practices not be initiated, are or not be

1 practiced against consumers in South Dakota, that the
2 consumers in South Dakota would have a choice then
3 whether they would choose that company as their
4 provider. So, correct, I do not feel that removing
5 their license would be an appropriate remedy for the
6 situation.

7 Q. In reviewing some of the documents that have
8 been introduced here, it appears that if we look at
9 exhibit -- let me grab some. Exhibit 4, there's a
10 company called Integretel that appears to have had as
11 many complaints or more than some of those that are on
12 the graph but it's not included. Is there a reason for
13 that?

14 A. Yes, there's a reason for that. Integretel
15 is a billing company. Frequently when we receive the
16 information from the consumers, it is not clear who the
17 actual provider of the call is. And Integretel in this
18 instance would not necessarily be an offending company,
19 only the billing agent of an offending company.

20 Q. All right. I take it reason that the other
21 firm that we talked about, Telecast --

22 A. Telec.

23 Q. -- is not included because of the removal?

24 A. That's correct.

25 Q. Was there any attempt made during the course

1 of your analyses of these complaints to identify which
2 of these companies were concentrating their business on
3 business customers as opposed to residential customers?

4 A. We do not make that distinction.

5 Q. Did you receive any complaints against Basic
6 Long Distance from business customers, to your
7 knowledge?

8 A. Since we do not distinguish, none come to
9 mind.

10 Q. So, in other words, when the complaint comes
11 in, it goes down under the name of the person who
12 issues the complaint even though it might be on behalf
13 of another entity?

14 A. That's correct.

15 Q. When you expressed your concerns about the
16 continued or repeated complaints from some of the
17 customers, did you receive any kind of a response from
18 Basic Long Distance as to why that might be occurring?

19 A. I believe in Lee Somerville's letter she
20 indicated that the underlying carrier had not acted as
21 quickly as they had requested.

22 Q. Is it also likely that in the billing process
23 there might be a month or two before that service would
24 be changed?

25 A. That is a likelihood, however, these

1 consumers did indicate that billing had ceased and then
2 new billings were generated after that point when the
3 account had been canceled.

4 Q. So you're saying they were in effect, then,
5 new billings as opposed to a continuation of a billing?

6 A. That's correct.

7 Q. And with regard to the complaint that -- or
8 the list of complaints that you sent over as shown on
9 Exhibit 7 -- or, excuse me, Exhibit 8, you did receive
10 a letter from Miss Somerville within a matter of a few
11 -- well, within about ten days probably of its receipt
12 responding to that inquiry, did you not?

13 A. Yes, we did.

14 Q. Were you satisfied at least with regard to
15 the attachments to that letter that that was an
16 accurate report from them as to what their marketing
17 techniques were?

18 A. It was dissimilar to the reports that we had
19 received from consumers who had indicated that they had
20 received a telemarketing call.

21 Q. Do you have any other documented reports of
22 that problem from anyone other than Mr. Luciano?

23 A. Yes, we did. Several complainants indicated
24 that they had requested taped verification of the
25 conversations and that Basic Long Distance indicated

1 that they would send that tape to the consumer, and
2 those consumers still have not received the taped
3 verifications.

4 Q. Last night, or I should say late yesterday
5 afternoon, you faxed to us the most recent list, which
6 I think is the Exhibit 3. And on that list the last
7 name is one that is familiar to us by the name is
8 Elizabeth Lipp from Aberdeen?

9 A. Yes.

10 Q. You indicate that complaint was received by
11 you on April 15th?

12 A. Yesterday.

13 Q. And prior to that time did you ever receive
14 any communication from that individual?

15 A. No, we had not. But I do believe she is an
16 advocate who anonymously represented this complaint,
17 but at that time we were not aware of which consumer
18 she was speaking to us about.

19 Q. I think without identifying the individual, I
20 believe you and I had a conversation about this person
21 sometime after the third of April, did we not?

22 A. Yes, we did.

23 Q. So you just received a complaint on the 15th
24 and have no prior knowledge of who the individual was?

25 A. That's correct. And it is somewhat of a

1 difficulty for us as well because she submitted this as
2 a formal complaint. I have not taken any action on
3 that particular complaint pending these proceedings

4 MR. SCHROYER: That's all, I think.

5 MS. WIEST: Commissioners?

6 COMMISSIONER NELSON: I have a couple
7 questions. Could you tell me, again, what you
8 recommended for the fine, to make sure I got it right?

9 A. In Utility Analysts' application for
10 Certificate of Authority --

11 COMMISSIONER NELSON: There was a tariff.

12 A. Right.

13 COMMISSIONER NELSON: And in the tariff you
14 said their rate?

15 A. In the tariff they indicate that the
16 liability of the company for misrepresentation should
17 be an amount equal to five times the initial minutes
18 charged provided under this tariff for intrastate long
19 distance calls for the period during which the call was
20 affected.

21 COMMISSIONER NELSON: Does that mean that
22 we're going to suggest five times 25 times the total
23 minutes that they were billed for?

24 A. No. It indicates the initial minutes
25 charged. So for the first minute of every call made by

1 the consumer, we would assess this penalty.

2 COMMISSIONER NELSON: Okay. So does that
3 mean we're only assessing them for one minute?

4 A. Of each call.

5 COMMISSIONER NELSON: Of each call. Okay.
6 Who would get the money? Are we assuming that we send
7 it to the customers?

8 A. A determination of where the fine would go
9 has not been contemplated.

10 COMMISSIONER NELSON: How many in 1998 -- you
11 also talked about the complaints that had been
12 resolved. How many? I missed the number that you
13 said. How many people had been?

14 A. We have received 105 complaints since January
15 1st through April 15th. Of those 105, 33 have been
16 resolved. The rest of them the company has indicated
17 no wrongdoing.

18 COMMISSIONER NELSON: When you look at that
19 Luciano tape, do we have any record that Mr. Luciano
20 was ever billed for services provided for Basic Long
21 Distance?

22 A. No. As you read through the transcript, the
23 telemarketer and he disengaged the conversation before
24 a commitment was reached.

25 COMMISSIONER NELSON: Okay. Thank you.

1 CHAIRMAN BURG: Would you classify these
2 complaints more as slamming or more as deceptive
3 marketing?

4 A. Ultimately the customer was slammed so that's
5 how we have noted it in our database. The slam did
6 result through deceptive marketing, in my opinion.

7 CHAIRMAN BURG: And the defendant's lawyer
8 basically was quizzing on whether Basic Long Distance
9 was a generic term used to describe the type of service
10 or whether they were giving the company in that
11 exchange. Do you see that being part of the problem?

12 A. Yes, I do. In fact, even when consumers
13 received their billing, when the calls are itemized,
14 they are itemized under a category headed Basic Long
15 Distance. Many customers believed that that is just a
16 generic term saying that these are your long distance
17 calls and not representing a company name.

18 CHAIRMAN BURG: Under that column is that
19 Basic Long Distance capitalized or smaller?

20 A. Typically in the bills everything is
21 capitalized.

22 CHAIRMAN BURG: So you can't distinguish
23 between title name compared to a generic term?

24 A. Right. Even the town where the call is
25 placed is capitalized so that whole bill is in one

1 font.

2 CHAIRMAN BURG: How many of the customers on
3 the charts that we had, something that would be helpful
4 and I'm not sure if we have it here now, do you have
5 any idea of each of the companies listed, how many
6 total customers they have?

7 A. No, I do not.

8 CHAIRMAN BURG: And, of course, I did a
9 little calculation. I think in the opening statement
10 Mr. Schroyer said they have 1,600 customers in South
11 Dakota. Did you remember that?

12 A. Yes. They did submit to us yesterday
13 afternoon a listing of their customers. Curiously
14 enough, the front page of that listing just happened to
15 catch my eye because they were Pierre numbers. One of
16 the customers that they list there is the Capitol
17 Cafe. Being thirsty at about that time of the day, I
18 did go down to the Capitol Cafe and happened to ask
19 Marv Brinkman who his long distance carrier was. He
20 indicated Frontier, to his knowledge, was his carrier;
21 and this would indicate that he is a Basic Long
22 Distance customer.

23 CHAIRMAN BURG: Okay. And then in my
24 calculation would be if they had 135 complaints out of
25 1,600 customers -- and of course a lot of those

1 complaints probably came before they had those
2 numbers. But just using those raw figures, that's over
3 eight percent of all the customers they had have filed
4 a complaint with us?

5 A. The number of complaints has increased since
6 the order was issued. We now have 152 complaints
7 against this company. That's roughly nine percent of
8 their customer base.

9 CHAIRMAN BURG: And I also noticed in going
10 through the 1998 complaint list, Exhibit No. 3, that I
11 see none of them having been granted a refund until
12 February 27th. And I don't -- maybe there was one or
13 two, but just in scanning it, I didn't see any since
14 that time. A large percentage of them have been
15 refunded. Is there any explanation for that?

16 A. I believe once we brought this to the
17 Commission's attention and Mr. Somerville had a chance
18 to respond to us, they have attempted to make a much
19 better attempt at resolving the complaints to the
20 customers' satisfaction.

21 CHAIRMAN BURG: Any reason, though, why they
22 did not go back and resolve those that are still
23 pending based on that same?

24 A. I cannot answer that. I believe they may
25 have in the offering a new resolution offer that they

1 may bring forward today.

2 CHAIRMAN BURG: As a matter of fact, and I'm
3 quickly going through it, since February 27th I do not
4 see a single one that was denied. There are some that
5 have not been resolved yet, or there is nothing
6 indicated in your column, but there was not a single
7 one denied before that time. Almost 100 percent were
8 denied or unresolved?

9 A. Right. Since that time most of the customers
10 have been satisfied in full.

11 CHAIRMAN BURG: You indicated -- let's see,
12 you indicated that some of the complainants were
13 slammed more than once?

14 A. After they were told that their account had
15 been canceled, a number of months would go by where
16 they did not receive billings and then again they would
17 receive a billing from Basic Long Distance. So, to me,
18 that would appear they were slammed twice.

19 CHAIRMAN BURG: Did any of those indicate
20 that they had been called more than once?

21 A. No. Most of the people do not remember a
22 call in the first place. Those that do remember a call
23 where the telemarketer represented themselves as the
24 local company wanting to combine their billings.

25 CHAIRMAN BURG: Do you indicate -- did you

1 indicate that the Basic Long Distance script that they
2 submitted to us in this Exhibit No. 9 was not the same
3 script as what the complainants said that they recall?

4 A. That's correct. They are quite dissimilar.

5 CHAIRMAN BURG: Any explanation for that from
6 the company?

7 A. No.

8 CHAIRMAN BURG: Whatever. I think that's all
9 I have right now.

10 MS. WIEST: Leni, looking at Exhibit 9 and
11 the Basic Long Distance script, do you believe that
12 that script in and of itself is deceptive?

13 A. No. Immediately the telemarketer represents
14 themselves as with Basic Long Distance, so I would
15 believe this would be a good script.

16 MS. WIEST: And you said that 33 of the 105
17 complaints in 1998 received a credit or there was a
18 resolution. What type of resolution or credit was
19 received?

20 A. Full credit of all charges and cancellation
21 of their account.

22 MS. WIEST: So they didn't have to pay for
23 any of the calls?

24 A. That's correct.

25 MS. WIEST: And what was it for 1997

1 complaints?

2 A. I believe three.

3 MS. WIEST: Three of 47 were resolved?

4 A. Two of 47.

5 MS. WIEST: Two of 47?

6 A. Were completely credited and canceled.

7 MS. WIEST: And then you consider 45 to be

8 unresolved?

9 A. Unresolved to the customers' satisfaction.

10 MS. WIEST: Meaning were some of them

11 switched back but weren't given a credit?

12 A. That's correct. And that the company claimed

13 no wrongdoing, which was unacceptable to the customer.

14 MS. WIEST: Are they also charged the \$5.00

15 PIC change?

16 A. When the customer contacts their local

17 company requesting a change in their long distance

18 carrier, if they have indicated that this was done

19 through slamming, the local carrier waives the \$5.00

20 PIC change.

21 MS. WIEST: And getting back to your

22 recommendation, the five times the 25 cents, I believe,

23 initial minute charged, that would mean that the

24 Commission would get the bills of each of these

25 complainants to determine how many calls were made?

1 A. I don't know how else that could be
2 obtained. We would have to.

3 MS. WIEST: But that would be --

4 A. Right, it would have to come from the
5 customer records.

6 MS. WIEST: Okay. Any other questions?

7 CHAIRMAN BURG: Yeah, I would have a couple I
8 forgot. If we go to Exhibit No. 9, and that was the
9 one where the defendant's lawyer was arguing or was
10 indicating he thought Basic Long Distance was a generic
11 term. The last sentence there it said, "you can keep
12 your local long distance calls all on one telephone
13 bill by using Basic Long Distance provided through U S
14 West." To me, the word "through" rather than "by" U S
15 West is significant. How do you feel on that? Any
16 comment on it? I'll probably ask the company as well.

17 A. It would be less confusing for the consumer
18 if the local company's name were not used in the
19 telemarketing pitch. However, that in itself would not
20 necessarily be deceptive.

21 CHAIRMAN BURG: What I mean, though, is if
22 they were just a generic Basic Long Distance service,
23 not a company, then it would be provided by U S West.

24 A. That's true.

25 CHAIRMAN BURG: But if they are -- and of

1 course this is not capitalized here because it's from a
2 tape recording so you would not know.

3 A. That's right.

4 CHAIRMAN BURG: And so you don't know they're
5 talking now Basic Long Distance as a catch name, but to
6 me when they say provided through U S West, that would
7 mean that it was not by U S West, it had to be by
8 someone else. But I will also ask that. It's probably
9 almost a legal determination. And I had one more, but
10 I don't remember it so I'll let it go.

11 MS. WIEST: Any other questions?

12 MR. BEST: Ms. Healy, on Exhibit 2 you stated
13 that, I believe, it was two individuals were given a
14 full credit?

15 A. That's right.

16 MR. BEST: So on the second page, the top
17 entry where it says a credit was issued, they were
18 given part?

19 A. Partial credit.

20 MR. BEST: Thank you.

21 MS. WIEST: Any other questions from the
22 Commission? Any redirect, Mr. Hoseck?

23 MR. HOSECK: No redirect.

24 MS. WIEST: Thank you.

25 MR. SCHROYER: I have one question as a

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1 result of the question of one of the Commissioners.

2 RECROSS-EXAMINATION

3 BY MR. SCHROYER:

4 Q. Ms. Healy, the list that we've provided to
5 you of the customers, present customers, would only be
6 the active accounts as we were representing them; is
7 that correct?

8 A. That's correct.

9 Q. Wouldn't it be true that over the period of
10 time that Basic Long Distance has been authorized in
11 South Dakota, that their total number of customers
12 would be somewhat larger in light of the fact there's a
13 certain amount of turnover in every one of these
14 businesses?

15 A. I really don't have any information to
16 confirm or deny that.

17 Q. Well, for instance --

18 A. It would be likely.

19 Q. All of the people who presumably complained
20 and have disconnected with them are not on that list;
21 is that right?

22 A. I don't know. That has not been checked.

23 MR. SCHROYER: That's all I have.

24 CHAIRMAN BURG: I do have one additional
25 one. You indicated, I believe, that you do not see it

1 necessary to -- or you did not see it necessary at this
2 time to recommend that we discontinue the Certificate
3 of Authority; is that correct?

4 A. That is a difficult determination for me to
5 recommend. I believe that the consumers in South
6 Dakota are entitled to choices. If Basic Long Distance
7 were to have more of a commitment to the consumers in
8 South Dakota, it may be in their best interest to allow
9 them to continue practicing in South Dakota. However,
10 if we do not penalize or somehow limit or direct their
11 activities and the current activities were allowed to
12 continue, then it would be a disservice to the
13 consumers. So in answer to your question as to whether
14 I believe that their certificate should be revoked,
15 that is an option you may consider. It's not one that
16 I would recommend.

17 CHAIRMAN BURG: Was it your testimony that
18 you felt that the name Basic Long Distance is deceptive
19 in itself?

20 A. I believe it to be.

21 CHAIRMAN BURG: Would part of the
22 recommendation if they were offer to do business in
23 South Dakota is to eliminate that deceptive name?

24 A. I think they could probably keep their name
25 as long as it were made very clear to the consumer that

1 it is a company name and not a generic service.

2 CHAIRMAN BURG: Do you feel that customers
3 would have lack of adequate competitive choices if
4 Basic Long Distance were not allowed to serve South
5 Dakota?

6 A. It would be one less company that the
7 consumers could chose.

8 CHAIRMAN BURG: But how many choices do they
9 have now? In other words, would there be a lack of -
10 would there be an insufficient number of choices?

11 A. No. There are more than adequate companies
12 providing service in South Dakota. However, we would
13 be limiting the consumers' choice if we took one away.

14 CHAIRMAN BURG: One of how many? Do you have
15 any idea?

16 A. It's over 300, I believe.

17 CHAIRMAN BURG: Okay.

18 MS. WIEST: Any other questions?

19 MR. HOSECK: None.

20 MS. WIEST: Thank you, Miss Healy. (Witness
21 excused.) Do you have any other witnesses,
22 Mr. Hoseck?

23 MR. HOSECK: Could I have a ten-minute recess
24 to confer with my clients? I may have another.

25 MS. WIEST: We'll take a ten-minute break.

1 (AT THIS TIME A SHORT RECESS WAS TAKEN.)

2 (EXHIBITS NO. A-D WERE MARKED FOR
3 IDENTIFICATION.)

4 MS. WIEST: Mr. Hoseck.

5 MR. HOSECK: I have one more witness to
6 call. At this time I would call Sue Cichos to the
7 stand.

8 SUE CICHOS,

9 called as a witness, being first duly sworn,
10 was examined and testified as follows:

11 DIRECT EXAMINATION

12 BY MR. HOSECK:

13 Q. Could you state your name for the record,
14 please?

15 A. Yes. My name is Sue Cichos.

16 Q. And where do you work?

17 A. I work for the Public Utilities Commission.

18 Q. What is your job?

19 A. I'm the business manager.

20 Q. And have you been present in the hearing room
21 this morning listening to the testimony in this matter?

22 A. Yes, I have.

23 Q. In front of you is an exhibit numbered seven,
24 which is a letter from a Mr. Luciano. Have you had an
25 opportunity to read the transcript that is contained in

1 this letter?

2 A. Yes, I have.

3 Q. And have you personally ever received a call
4 similar in nature?

5 A. Yes, I have.

6 Q. Do you know approximately when that took
7 place?

8 A. Earlier this year, late January, early
9 February, in that time frame.

10 Q. And what was the sum and substance of the
11 conversation that you had with the person that called
12 you?

13 A. Clearly when -- I answered the phone myself,
14 and the person on the phone represented themselves as
15 calling from U S West. And I verified that probably at
16 least two times during the conversation that they were
17 indeed from U S West because I thought that was rather
18 odd or out of their normal course of business from what
19 I do know from the company. And throughout the
20 conversation they indicated -- if I can refer to the
21 Luciano exhibit?

22 Q. Please do.

23 A. Yes. The conversation -- of course I didn't
24 transcribe it or anything, but my recollection is very
25 similar to what it shows in Mr. Luciano's transcribed

1 notes here, that there were some billing -- it was in
2 some way going to combine my billing between U S West
3 and AT&T. And if I wanted to continue to receive that
4 on one bill, I would need to change. And I do remember
5 the words Basic Long Distance being used; only my
6 recollection, even after hearing all this, was that it
7 was a service, not a company.

8 MR. HOSECK: I have no further questions of
9 this witness.

10 MS. WIEST: Mr. Schroyer?

11 CROSS-EXAMINATION

12 BY MR. SCHROYER:

13 Q. Miss Cichos, you're not suggesting, then, in
14 any way this call that you received was from Basic Long
15 Distance that we're talking about here today?

16 A. I know that I went on and received -- a
17 verifier came on the line to verify, and they asked me
18 questions such as Social Security number and date of
19 birth. Again, I'm not specifically positive which
20 questions, but one similar to that for identification
21 purposes, which immediately led me to believe I was
22 being switched, which up until that point I had no idea
23 that was the basis of the call. So what I did then was
24 come into the office the next morning and discuss it
25 with Miss Healy in our office, who deals with these

1 situations; and that's when I realized the rest of the
2 scenario, I guess.

3 Q. Was the verification that you described part
4 of the same call?

5 A. Yeah, it was.

6 Q. Or was it a separate call?

7 A. It was hold on the line; and then as I
8 remember, at least, implied that someone else was
9 coming on, but I didn't ever hang up.

10 Q. There was never a break in the call?

11 A. No. They just said hold on the line.

12 MR. SCHROYER: That's all I have. Thank
13 you.

14 CHAIRMAN BURG: The question I have, did you
15 approve a switch, or did you approve whatever their
16 question was?

17 A. I let them -- well, see, I didn't approve
18 anything, although I knew when I was switched to a
19 verifier that I was being switched. But until the
20 verifier came on, I thought it had something to do with
21 billings and U S West and AT&T and nothing at all to do
22 with my actual service. So it wasn't until I came in
23 the next day and then I also called U S west and said I
24 didn't authorize any switching in my long distance
25 carrier.

1 CHAIRMAN BURG: So after talking with Miss
2 Healy, you then called U S West?

3 A. Right.

4 CHAIRMAN BURG: You just told them you did
5 not authorize a switch? You did not ask them if you
6 had been switched?

7 A. I had been switched though.

8 CHAIRMAN BURG: You had been?

9 A. Yeah. I found that out on -- that there was
10 a \$5.00 nonrecurring -- the terminology I'm not sure
11 of, but the switching charge.

12 CHAIRMAN BURG: Did it give the company you
13 had been switched to, that \$5.00 charge for switching?
14 Did it indicate the company you had been switched to?

15 A. I don't believe it did because I didn't make
16 any calls during that time because I switched right
17 away the next morning I canceled it and made sure that
18 -- but, again, without having the billing in front of
19 me, I'd have to --

20 CHAIRMAN BURG: I might ask for that to be
21 submitted as a late-filed exhibit. Do you have the
22 bill yet?

23 A. I can check.

24 CHAIRMAN BURG: Okay. If we have it, it
25 might indicate. Because what I find us trying to do

1 here today is to determine whether this particular ca
2 came from Basic Long Distance or not.

3 A. The indication that I had from Miss Healy
4 from U S West that it was.

5 CHAIRMAN BURG: That it was Basic Long
6 Distance?

7 A. Uh-huh.

8 CHAIRMAN BURG: And so the questioning I j
9 heard was trying to verify there was no proof that t
10 people that did this script were Basic Long Distance
11 But the times coincide and the dates coincide; is th
12 correct, with when you got the call?

13 A. Right.

14 CHAIRMAN BURG: And the indication that
15 you've got is it was Basic Long Distance; is that
16 correct?

17 A. Right.

18 CHAIRMAN BURG: In your estimation, would
19 that verify -- not this statement because we don't
20 know. But the script that you had that was similar
21 this was with a Basic Long Distance person; is that
22 correct?

23 A. That's what I was told.

24 CHAIRMAN BURG: Okay.

25 MR. SCHROYER: I have one further questio

1 MS. WIEST: Go ahead

2 FURTHER CROSS-EXAMINATION

3 BY MR. SCHROYER:

4 Q You do believe that you have this billing yet
5 in your possession?

6 A. I may have. I think I do.

7 Q. We would be able to check that today?

8 A. Yes. I live in Pierre so I can get it.

9 Q. If you don't have it, I assume you can order
10 a copy of it from your billing company? Would you do
11 that?

12 A. Yeah.

13 Q. Do you remember there being a phone number or
14 the listed with the name of the carrier? Is there any
15 reference?

16 A. On my actual bill?

17 Q. Right.

18 A. I just really probably need to see the bill
19 to be sure.

20 Q. Well, it would seem the number of the phone
21 number would probably be a very pertinent to this
22 discussion.

23 A. Right, that could be listed on there

24 MR. SCHROYER: Thank you. That's all.

25 MS. WIEST: Any redirect?

1 MR. HOSECK: No redirect.

2 MS. WIEST: Thank you. Any further
3 witnesses, Mr. Hoseck?

4 MR. HOSECK: No further witnesses.

5 MS. WIEST: Mr. Schroyer.

6 MR. SCHROYER: I call Brian Somerville.

7 BRIAN SOMERVILLE,

8 called as a witness, being first duly sworn,
9 was examined and testified as follows:

10 DIRECT EXAMINATION

11 BY MR. SCHROYER:

12 Q. Would you state your name and address.

13 A. Brian Somerville, 15540 Meadowbrook, Redford,
14 Michigan, 48239.

15 Q. For those of us that are not familiar with
16 Michigan, can you tell me basically where Redford is
17 located?

18 A. Redford is a suburb of Detroit. It's in the
19 Metropolitan Detroit, southeastern district.

20 Q. Mr. Somerville, are you the principal and an
21 officer of the company known as Utility Analysts, Inc.,
22 d/b/a Basic Long Distance?

23 A. Yes, I am.

24 Q. Would you briefly describe your educational
25 background?

1 A. Yes. I have a degree in accounting. My
2 professional experience was working as a tax accountant
3 for one of Michigan's major utilities, Michigan
4 Consolidated Gas Company. Worked six months as a
5 member of a CPA firm, although I was never certified.
6 I did pass Michigan's certification exam, but didn't
7 qualify under the two-year. To become certified you
8 must work two years for a firm. I formed Utility
9 Analysts, Inc., in 1985, seven months out of college.

10 Q. What was the -- at that time what was the
11 principal business of the company?

12 A. The principal business of Utility Analysts,
13 Inc., was utility rate consulting, utility cost
14 reduction consulting. We primarily represented
15 industrial businesses in Michigan. Eventually we
16 worked in three other states with that service,
17 representing them against their utilities, petitioning
18 their utilities to adjust their billings and recompute
19 them and provide them with refunds in the case of
20 overcharges. And we worked on a contingency fee basis
21 in all those cases.

22 Q. In that respect would you have considered
23 yourself at that time to have been a consumer advocate?

24 A. Yeah. I always considered myself a consumer
25 advocate, and my clients always have considered me a

1 consumer advocate. We've represented approximately 20
 2 percent of Michigan industry. Michigan has about
 3 20,000 industrial companies, and we've got a client
 4 base of about 4,000 of those have been clients of our
 5 company on our cost reduction consulting practice.

6 Q. During the time that you were operating
 7 principally in that area, how many dollars in refunds
 8 were generated through your activities?

9 A. We've generated over two million dollars in
 10 refunds for our clients and we've produced over five
 11 million dollars in bill reductions and savings for our
 12 clients. 90 percent of our clients have been in
 13 Michigan.

14 Q. Did there come a time when you became aware
 15 of opportunities in the telecommunications business?

16 A. Yes. In late 1991 I felt my consulting
 17 practice had kind of plateaued in that we had
 18 researched other states and there was really -- it was
 19 not what I would call a generic opportunity in that the
 20 things that we were doing for Michigan business we were
 21 not able to do for businesses throughout the country.
 22 We had studied quite a few states. We had test
 23 marketed Pennsylvania and Minnesota and found that it
 24 was not viable to grow this into a national business.

25 At that same time AT&T resell was something

1 that was just beginning. That was something called
2 SDN. And my research was at that point oriented to how
3 could I come up with a second offering for the
4 thousands and thousands of clients that I had in
5 Michigan. And my research led me to find something
6 called AT&T's distributed network service, which was
7 what is now more commonly known as a reseller, but at
8 that point -- this was late '91 -- resell was brand new
9 to me. I think it was a fairly new industry. And we
10 -- I positioned my firm to become one of the early
11 resellers of AT&T long distance service in mid-1992.

12 Q. How would you characterize the motivations of
13 AT&T to engage firms like yourself and others to get
14 into the resell business?

15 A. I think AT&T's motivations were initially SDN
16 was thrust upon them. It was basically tariffed
17 loopholes that some entrepreneurs found that they
18 should qualify for. They were special deals AT&T had
19 cut with some major international companies. Some
20 entrepreneurs knew that they would qualify for those
21 same tariffs and created a resell market. AT&T
22 initially resisted it with the launching of distributed
23 network service, which was a program we were involved
24 in. They were using it as a strategic marketing
25 maneuver by AT&T.

1 And the one thing we found as we were
2 offering consumers savings, consistently we produce 15
3 to 20 percent savings below where they were currently
4 at if they were AT&T already. AT&T provided billing
5 services for us, and the only promotional pieces of
6 literature they ever gave us with the program was a
7 piece of literature that indicated no matter how you
8 buy your long distance, make sure your bill is prepared
9 by AT&T. Which it became clearer and clearer to me
10 over the three years we were directly and then
11 indirectly involved with that program, AT&T
12 corporation's agenda was to utilize third-party
13 marketing, but at the same time establish control over
14 consumer billing. Because up until that point most of
15 the consumers all were just getting one bill from their
16 local phone company. And with the advent of the DNS
17 program and some other commercial programs that AT&T
18 launched, they strategically were starting to move
19 consumers to getting a separate bill from them.

20 Q. I'm going to hand you what's been marked as
21 Exhibit D. Is that a copy of the flyer?

22 A. This is a copy of the promotional material
23 that AT&T's billing division provided us when we were
24 reselling long distance services that we were
25 purchasing from AT&T and utilizing AT&T's billing

1 services.

2 Q. And that document has been marked as Exhibit
3 D. Is that basically the only promotional piece that
4 you recall having received from them?

5 A. Yes.

6 Q. In response to that work that you were doing
7 with AT&T, what then developed with regard to your
8 business?

9 A. What developed with the long distance and the
10 AT&T resell is we were -- our customer base and our
11 AT&T contracts, both the contract to buy time a
12 multi-year commitment we had and the contract to
13 utilize the AT&T's billing division, which was also a
14 multi-year commitment, were bought by a company called
15 EqualNet Company out of Houston, Texas. They were a
16 larger reseller who soon after that went public. We
17 continued indirectly to be involved in the marketing of
18 AT&T resell products first for EqualNet and then for
19 another company called TelSav Holdings, another company
20 that went public.

21 For the next three years we marketed AT&T
22 resell products. After we gave up our contracts and
23 our direct resell position, we continued to actively be
24 involved as marketing agents for other resellers up
25 until late 1995, at which time market conditions were

1 changing and AT&T was trying to create a separation
2 between themselves and their resellers. At that point
3 they pulled the AT&T name off of the customers' bills
4 and the AT&T name was instrumental as to why these
5 customers had elected to go with the resellers because
6 the resellers were using AT&T's network and AT&T was
7 still doing the billing.

8 So late 1995 when AT&T basically injured the
9 program from the standpoint of the viability of the
10 program, we then ventured into the current project,
11 which is we went from being a marketing agency to
12 getting tariffed and registering ourselves as a
13 reseller in early 1996. And I don't know the time we
14 started here in South Dakota, but I know it was
15 approximately of that same time the first couple months
16 of 1996 at which time Utility Analysts became a
17 reseller of long distance service for the second time
18 and started the Basic Long Distance program.

19 Q. When you chose the name to do business under
20 Basic Long Distance, was it your intent to in any way
21 try to deceive a potential customer?

22 A. No. The intent with Basic Long Distance is
23 Basic Long Distance's main feature was a fact that the
24 consumer would be positioned getting one billing.
25 Basic Long Distance initially was targeted totally to

1 businesses. And Basic Long Distance being targeted to
2 businesses, we did not want we did not want a name that
3 would -- we did not want a name like Low Cost
4 Provider. Our selling point wasn't so much cost, which
5 is always what small long distance providers do. We
6 were selling the convenience of getting the consumers
7 repositioned back on one bill. And the reason we felt
8 that this product would be viable is we had just been
9 involved for three years marketing services for AT&T in
10 which they had been strategically maneuvering consumers
11 to get two bills.

12 Q. Did you find that that was a prime motivation
13 with regard to the business customers in choosing your
14 service?

15 A. Without question. It was the feature benefit
16 that consumers chose to take our service.

17 Q. Did there come a time then in the latter part
18 of 1996 when you branched out into the residential
19 market?

20 A. We branched into the residential market --
21 actually, initially, we tried a trial in July or August
22 of '96. We had tremendous results from a statistical
23 standpoint in terms of number of new customers per
24 marketing expenditure. We actually pulled the program,
25 or pulled back because it was about that time that

1 price wars started in the residential market. You had
2 AT&T and MCI go to flat rate pricing.

3 At that point we momentarily pulled back
4 based on the belief that we would no longer be
5 competitive, that it wasn't going to be a justified
6 venture; and we had actually started this residential
7 push because it enabled us to expand our business
8 hours. We went from having one shift to this enabled
9 us to have a night shift. Which, obviously, with the
10 hours businesses are open, you're not able to have a
11 night shift, so we started this off to develop a night
12 shift.

13 We got it going in '96. And basically not
14 because of lack of consumer response, but we just
15 assumed that the consumers would not be responsive
16 because the rate was not competitive with what the
17 major players were currently offering. But we tried it
18 again in early '97 and we found that the consumer
19 response was strong enough for the service that it was,
20 you know, justified from the standpoint of that we
21 could profitably hire marketing agencies, hire
22 telemarketing, and have the campaign pay off for
23 itself; that the campaign was a viable campaign.

24 We found that a tangible business factor for
25 us, as we have a facility that seats 48 telemarketers.

1 We have found turnover to be -- let me use the word
2 nightmarish, to try to maintain staff. When you're
3 employing telemarketers, your turnover is dramatic.
4 What we found when we went to the residential project
5 is the morale of the marketers was up dramatically
6 because they felt they were finally trying to get to
7 talk to people to make decisions as opposed during the
8 business market they go through so many screens and the
9 stimulus response and they get so much negative
10 response from the businesses the marketers normally
11 hear and that they were getting more favorable and more
12 positive response. So by mid to late '97 we
13 transformed to where we turned the day shift into a
14 residential marketing also.

15 Q. How many states are you currently conducting
16 your business in?

17 A. We -- and I'm not exact on it, but I believe
18 it's 12 or 13 states. It might be as high as 14 or
19 15. It's in that range. I'm going to say 15 states.

20 Q. At my request and at the request of the
21 Commission, did you prepare a list of your customers in
22 South Dakota?

23 A. Yes, we have prepared a list of current
24 active customers. And I believe this was pulled out of
25 the system within the last week. I see the report, I

1 know, is dated 4-14 or 4-13. And I know the data is at
2 least within a week of currentness in terms of these
3 are active customers as of -- I think it was pulled
4 from the actual computers within the last week.

5 MR. SCHROYER: By the way, I'll offer Exhibit
6 D.

7 MS. WIEST: Any objection to Exhibit D?

8 MR. HOSECK: Is this D?

9 MR. SCHROYER: D is the sheet from AT&T.

10 MR. HOSECK: Could I ask a couple of
11 questions for purposes of a potential objection?

12 MS. WIEST: Go ahead.

13 MR. HOSECK: Mr. Somerville, with regard to
14 Exhibit D, which is the flyer from AT&T, when did you
15 first get into the telephone business?

16 A. I believe our first customers were signed up
17 in May of 1992.

18 MR. HOSECK: And so this flyer was a current
19 flyer at that point in time that AT&T was sending to
20 customers; is that correct?

21 A. This was as resellers of AT&T. There were
22 defined parameters as what we could and could not
23 represent in terms of our relationship to AT&T. This
24 was the only piece of literature that AT&T's billing
25 division provided us that we could utilize in

1 soliciting end users to join our service. So this was
2 the only piece of literature they provided during that
3 program.

4 MR. HOSECK: No objection.

5 MS. WIEST: Exhibit D has been offered and
6 received.

7 Q. Mr. Somerville, I've distributed a document
8 which is labeled Exhibit A. It says South Dakota
9 active customers. Is that the same document that was
10 furnished at the request of the Commission by your firm
11 yesterday and delivered to the PUC, Leni?

12 A. Yes, it is.

13 MR. SCHROYER: We'd offer Exhibit A.

14 MS. WIEST: Any objection to Exhibit A?

15 MR. HOSECK: No objection.

16 MS. WIEST: Exhibit A has been offered and
17 received.

18 Q. How many total customers do your records
19 reflect that you have in the state?

20 A. 1,664.

21 Q. Now, there was some discussion before about
22 the number and the relationship of the number of your
23 customers to the number of complaints. Is it not a
24 fact that this is the list of what you understand to be
25 the present billed customers and would not necessarily

1 represent the total number of customers that you've ha
2 in the state since you've been licensed here?

3 A. Yes, that is accurate.

4 Q. Do you have any idea how much turnover
5 there s been or how many additional customers you have
6 had in the past that are not on the list today?

7 A. I know from the mathematical model is most o
8 the customer base is residential. Residential
9 customers have a four and a half month life span in
10 terms of statistically that's what we have found is th
11 average residential customer is going to maintain
12 service for four and a half months. I would estimate
13 that we've probably -- if we have 1,600 active
14 customers at this point, we've probably had another,
15 I'm going to project, 2,000, 3,000 customers who have
16 been on the service and have left with the four and a
17 half month life span. That could be as low as a
18 thousand. I don't have the numbers, but without
19 question you've had attrition. Attrition is a given in
20 this market, which certainly we've certainly had
21 customers who are with us and who are no longer with
22 us.

23 Q. Now, in response to the communications you've
24 had from the -- well, strike that. First of all, you
25 acknowledge that you've received copies of the exhibits

1 that were introduced earlier, Exhibits No. 2 and No. 3,
2 being the complaints from 1997 and 1998?

3 A. Yes. And Exhibit 3, is that the 1998
4 customers is Exhibit 3.

5 Q. Correct.

6 A. And I think there's been some -- when I got
7 on the plane yesterday to come here, we had something
8 real similar to that. There's been some minor
9 modification. This was a new list we got yesterday.
10 But I know we've had most of this information before
11 today, and some there were a few new customers on that
12 Exhibit 3 that I got brief feedback from my offices
13 this morning on, but we haven't --

14 Q. Well, sometime prior to that, the date of
15 that document, did you prepare a complaint record?

16 A. Yes. The complaint record is a list of --
17 and I think this was based off of what Leni Healy had
18 sent us, most recent list we had, up to about a few
19 days ago. And we took all of those customers and
20 queried them out and did a printout in BTN order of
21 credits that we had provided those customers. One
22 thing in regards to the credits we provided customers,
23 we were not able to get the additional information. We
24 tried to retrieve it in the last few days. Some
25 customers received credits from the billing company

1 USBI, and we don't always have total information on
2 some additional credits that they may have provided
3 these customers also.

4 Q. I'm going to distribute what's been marked as
5 Exhibit D, copies to the various parties here today.
6 And what has been marked as Exhibit C, you say is the
7 complaint credit record that you've prepared effective
8 as of the 14th of April?

9 A. Yes.

10 Q. And does that reflect all of the response to
11 each of the complaints that were listed in the
12 exhibits?

13 A. To my knowledge, this is a summary of the
14 credits in the exhibits. I know we have one other
15 document that sort of corroborates or covers -- I don't
16 know if it covers all that same detail, but I know
17 between the two, it's the most complete information
18 that we have at this point.

19 Q. At your request, did your counsel prepare a
20 response following receipt of that, the latest version
21 of Exhibit 3, that you received? Did your counsel
22 prepare a response and forward that to the Commission?

23 A. Yes, they did. And I believe you
24 hand-delivered this yesterday to the Commission.

25 Q. I don't believe that I did.

1 A. Oh, you didn't?

2 Q. I don't believe I received this yet until
3 this morning.

4 A. I know we had -- we were working on this
5 yesterday, finalizing.

6 Q. I'm going to distribute what has been marked
7 as Exhibit B. Sorry these are out of order. Exhibit
8 B, being a letter dated April 15, 1998, to you from Lee
9 Somerville, who's your counsel, and basically forwarded
10 to me by mail. That lists the 145 complaints at that
11 point in time and the response to each of those in an
12 alphabetical fashion; is that correct?

13 A. Yes.

14 Q. And you've reviewed that document?

15 A. I've reviewed this document. And I think
16 this document, along with the credit list that we just
17 handed out, give a complete picture of our records up
18 through current.

19 Q. Let's, just for the purposes of illustration,
20 go back to Exhibit 2, which is the -- we'll go back to
21 Exhibit 2, being the 1997 complaint list. And if you
22 looked at the first name, for instance, Michael Hanlon
23 and you've got the phone number there. Does Mr. Hanlon
24 appear on Exhibit B?

25 A. Yes, on Exhibit B, on page -- Michael Hanlon

1 on page two of seven, item 34, Michael Hanlon is listed
2 as being canceled on the 17th of February, '98, and
3 given that \$2.06 credit on April 11th of '98.

4 Q. And would that likewise be carried through on
5 the credit list in which is Exhibit C?

6 A. Yeah, I believe so. On the credit list is in
7 BTN order, so if we look at this 605-335-6678, yeah,
8 it's cross-referenced there.

9 Q. Are you satisfied, Mr. Somerville, that all
10 of the complaints that you had received or were made
11 aware of prior to the time that this letter was written
12 on April 15th have been addressed by your firm?

13 A. I believe we've addressed every consumer
14 complaint where we have enough information to respond
15 to it. I've got some notes that I received this
16 morning from my counsel back in Redford in regards to a
17 few accounts that were new to us as of today. Erna
18 Hartley, which is -- these are all 605. Hartley, which
19 is 22-2535; Flannagan or Flagan, which is 341-5855;
20 Pritchard, which is 339-3952; Walman, 352-6598. These
21 were all new to us. Another one that was new to us,
22 Lipp, which is 226-0058, we had information on before.
23 That was a new BTN. I think there was two new that we
24 were faxed yesterday that we don't have responses to.
25 Waldner, 343-4129, Prince, 853-3584. I think the point

1 being the two for 47 on the '97 list, I think if we
2 review it, we're going to see we've got a much better
3 track record than that; and we are committed to be
4 responsive to all of these complaints, '97 and '98.
5 And I don't have the exact statistics. I think Lee
6 Somerville summarizes some of it in her front letter
7 that she addressed to me yesterday in terms of the
8 number of complaints. But I think that the review of
9 this will show a lot more final actions that we
10 apparently haven't gotten over to Leni Healy to add to
11 her chart.

12 Q. Prior to this time and attached to Exhibit B
13 are some additional items of correspondence between the
14 Commission and Lee Somerville as your counsel; is that
15 correct?

16 A. Yes.

17 Q. And were those just prior letters that you
18 are aware of from your files that attempted to address
19 some of the complaints from time to time?

20 A. Yeah. I think a couple of them have even
21 been already submitted today as exhibits. This one in
22 our Exhibit B, within it there's references to what are
23 called Exhibit A, B, and C, which I guess would be
24 subexhibits of this one. And I think the first one,
25 which is March 25th correspondence from Leni Healy to

1 Lee Somerville, I think that's already been submitted
2 today.

3 Q. Previously?

4 A. Previously.

5 Q. All right. These are records from your
6 business that were copied and then forwarded to me; is
7 that correct?

8 A. Yes.

9 MR. SCHROYER: And I would offer Exhibit B.

10 MS. WIEST: Any objection to Exhibit B?

11 MR. HOSECK: No objection.

12 MS. WIEST: Exhibit B has been offered and
13 received.

14 MR. SCHROYER: I'm not sure if we've actually
15 formally offered A and C, but I would offer those
16 exhibits.

17 MS. WIEST: A has been received. C has not
18 been offered.

19 MR. HOSECK: No objection.

20 MS. WIEST: Exhibit C has been offered and
21 received.

22 Q. I take it that since the first of the year
23 sometime you have apparently changed your position with
24 regard to crediting the accounts of some of the
25 complaining customers. Is that accurate?

1 A. Yeah. We've -- when we said changed our
2 position, I feel I've gotten my staff to execute what
3 was my position all along. Frankly, I was shocked when
4 I heard the initial statistics from Leni when you had
5 called and spoke to some of my staff. I assumed the
6 staff was already executing my policy is a customer is
7 king. And if a consumer is complaining -- I mean it
8 floored me to hear the statistics of zero for 47, or
9 two for 47. I've always given training to our customer
10 service that the consumer should be given a credit and
11 basically the consumer should be responded to in a far
12 more favorable manner and certainly from a financial
13 standpoint than our track record was indicating in
14 '97. But I've made sure that these policies had been
15 implemented in recent months, yes.

16 Q. And prior to sometime in 1990, early 1998,
17 did you employ outside firms to assist with
18 telemarketing?

19 A. Yes. And the with Basic Long Distance, when
20 we got it started in '96, a big portion of our
21 telemarketing was from outside agencies. We ceased
22 utilization of the outside agencies, I believe it was
23 approximately June or July of '97. And it was the
24 issue of representation and monitoring. It was very
25 difficult for us to monitor the marketing efforts of

1 outside agents that we had previously contracted, and
2 we ceased all contracts by mid-year last year.

3 Q. Is it your belief that at least some of the
4 problems that might have occurred prior to that time
5 were the result of the breakdown of communications or
6 lack of direction, perhaps, that some of these
7 independent contractors had with your business?

8 A. Yes.

9 Q. What are you doing, or what have you done
10 most recently with regard to marketing? How are you
11 handling that?

12 A. In regards to the marketing, we've instituted
13 a couple changes. Basically we have added a second
14 person. We've always had one telemarketing manager.
15 In reality, their role became more of a production
16 manager, just making sure people were taking the calls
17 and doing their fundamental task of working the phone,
18 handling 20 or 30 calls an hour. We added a second
19 person whose role is simply monitoring the content of
20 the calls and monitoring the individual telemarketing
21 sales representatives at a far closer level to
22 determine was their script in compliance. And in cases
23 of variance of the script, to study what was occurring
24 and what corrective actions we had to take with
25 telemarketers to get them to properly represent our

1 service as we had outlined for them and with the
2 scripting, which is scripting and rebuttals.

3 Q. With regard to the scripting, we've again
4 previously furnished a copy of the letter that your
5 counsel -- and, by the way, Lee Somerville, is she
6 related to you?

7 A. Yes, she is.

8 Q. In what way?

9 A. She's my sister.

10 Q. She's an attorney, however, that maintains a
11 law practice in Michigan?

12 A. Yes.

13 Q. And acts as counsel to your company?

14 A. Yes.

15 Q. She wrote a letter to Miss Healy, which was
16 Exhibit 9, previously admitted, and it contained the
17 script that was requested of your company attached
18 thereto. You're familiar with Exhibit 9?

19 A. Yes.

20 Q. At this point in time, or at least since
21 you've taken over the marketing of your product, do you
22 have total control now over the script that's utilized
23 by your employees?

24 A. We have total control over it and that the --
25 anybody who has been representing this product has been

1 an employee recently, we ceased all outside contractors
2 so we obviously have control over employees. And with
3 the technology that we have invested in, which are
4 called predictive dialers, we are able to call monitor
5 the marketers and what they're representing on their
6 phone calls.

7 Q. What's the system that your firm has utilized
8 to verify the orders?

9 A. For verification of orders, we have utilized
10 a company called Confirmation Center; and they actually
11 call back the consumer. It's not what is a live
12 switch, which I don't remember the exact situation, but
13 I know it was a description earlier, someone had given
14 it that was affiliated with your staff. I forget the
15 woman's name. She described a live switch call, which
16 is a call where a telemarketer has a person on the
17 phone. If they're interested in the service, they put
18 them on hold, basically, and transfer the call to a
19 confirmation person. We don't have that technology.
20 We don't have that capability. With the dialers we
21 have, a call record -- if a consumer says yes, it's
22 edited at a terminal and that is shot over to the -- to
23 the other facility where they have a network system.
24 And it's shot out as hard copy to those people. They
25 then tear off the hard copy and they make a call back.

1 One of the things we did because of the close
2 physical proximity of the two companies, we instituted
3 something back in December. We were concerned there
4 could be collusion between marketing reps and
5 verification personnel. So we had the programmers
6 change the records so that there was no indication of
7 who the sales representative had been, which would
8 eliminate any potential collusion between a sales
9 representative and a confirmation specialist. But they
10 utilize what is called a call-back method, and they
11 don't have the capability to do what was presented
12 earlier as a potential one of our solicitations because
13 that was a live switch.

14 Q. And that also apparently was the case with
15 the complaint that was presented earlier in the form of
16 a letter from Mr. Luciano, Exhibit 7, under the system
17 that's utilized by -- well, first of all, you had the
18 opportunity to review Exhibit 7?

19 A. Yes, I have.

20 Q. And does that in any way correspond with any
21 of the telecommunication or the scripting that was ever
22 utilized by your firm?

23 A. No. I've reviewed the scripting and the
24 thing that they're saying here is the \$2.50 service
25 fee. That is something that we have. The methodology

1 courtesy call, not a sales call -- I'm reading some of
2 the representations given. That is certainly something
3 that we would not allow one of our telemarketing
4 representatives to do. We have sat down with
5 telemarketing representatives and indicated there's two
6 big issues as far as we're concerned when it comes to
7 proper representation here. One, does the consumer
8 understand that we are not the local phone company?
9 Two, does the consumer understand that they will be
10 switching their long distance? And this call here is
11 obviously way outside the parameters in that you've got
12 somebody flat out representing they're U S West. And
13 that is something that is not an allowable practice.

14 The thing that on here that shows any
15 similarity to our services, you got a \$2.50 service
16 fee, and that is something we do have a \$2.50 service
17 fee, but this type of solicitation methodology is not
18 anything we have scripted, and it's not something we
19 would allow in our facility, these type of
20 representations.

21 Q. Mr. Somerville, at some point in time after
22 the first of this year, did you believe that your
23 solicitations in the state of South Dakota had been
24 terminated?

25 A. Yes.

1 Q. And what do you believe that date to be
2 initially?

3 A. I initially thought that we had ceased all
4 marketing efforts in the state after the first meeting,
5 which was sometime in December. Upon review of
6 compiling this customer information, I found that we
7 ceased marketing at the end of January prior to the
8 meeting. I think there was a meeting of the Commission
9 on February 2nd, I believe; and our customer base
10 records indicate the last verified sale was January
11 31st. So the marketing efforts ceased at the end of
12 January, not at the end of the December, which is what
13 I had indicated previously.

14 Q. Since that time has there been any further
15 solicitation with your authorization in this state?

16 A. No, and there's no solicitation period in
17 this state because without our authorization there's no
18 way it could get provisioned.

19 Q. If we went back to Exhibit 2 and we did the
20 example of the first name on the list, have you gone
21 through this and cross-checked the other documents that
22 we've introduced and are you satisfied that for the
23 most part virtually all of these are accounted for in
24 your records?

25 A. Yes.

1 Q. There's apparently been a concern, or at
2 least an incidence of persons who have complained,
3 apparently been terminated or have stopped receiving
4 the service, and then later were added back on and
5 rebilled for additional service. Can you explain how
6 that might have occurred, if it did?

7 A. Yeah, I'm specifically aware of a problem
8 that occurred with the -- and I think it's indicated in
9 our exhibit. Is this Exhibit B? In our Exhibit B, sub
10 Exhibit A, which is a correspondence from Leni Healy to
11 Lee Somerville regarding that several end users have
12 complained that they've continued billing services
13 beyond when they were terminated. We have a letter
14 that we had sent to QAI, Inc. QAI, Inc., is a
15 reseller, another reseller of long distance service,
16 and we are a sub reseller of their service. They had
17 the relationship with USBI, the direct relationship we
18 do not.

19 So we were informed that there was an error
20 in some consumers who had previously been terminated,
21 were billed again the service fees, and we isolated a
22 list of all these consumers and sent this over to QAI
23 indicating to them our concern over this. In light of
24 the investigation that was already in progress, it
25 certainly shed us in bad light to have consumers get

1 rebilled after they were canceled.

2 And we did everything in our power in working
3 with QAI to make sure these accounts were credited and
4 that this type of situation will not recur in the
5 future. In general, QAI has been very effective and
6 efficient at handling provision and billing functions
7 for us; and that is an isolated situation that was
8 caused by human error. I don't know all the details
9 behind it. But some consumers were erroneously put
10 back on the system. And we have, to my knowledge,
11 responded and gotten credits to all of these consumers
12 where that happened.

13 Q. The last name on the list that was furnished
14 to us most recently, and that would be Exhibit 3, was
15 referencing a person by the name of Elizabeth Lipp of
16 Aberdeen, South Dakota. Had you been aware of that
17 name prior to the date that this was prepared?

18 A. Yes.

19 Q. What was your first contact with regard to
20 Ms. Lipp?

21 A. Miss Lipp, was, I guess, someone who was not
22 associated with the PUC staff, but someone who
23 represented themselves as a consumer advocate. And I'm
24 searching for the words to describe the advocate's
25 methods. Badgering, redundant. I mean, she would just

1 plague us with phone call after phone call after phone
2 call. And we weren't sure what the reasons were, but I
3 know we've got some documents that show a response to
4 her.

5 (EXHIBIT E WAS MARKED FOR IDENTIFICATION.)

6 Q. Looking at Exhibit E, is that a packet of
7 various correspondence that's occurred since you first
8 became aware of the Lipp issue?

9 A. Yes, it is.

10 Q. And when was the first item of correspondence
11 generated, according to your records?

12 A. According to our records, we have a response
13 here on, in reading this letter dated April 3rd, to
14 Ms. Elizabeth Lipp from Lee Somerville. She references
15 the initial sale, the initial confirmation of this call
16 was November 18, '97. When the consumer first called,
17 I don't have the exact date. I believe it was the last
18 week of March.

19 Q. And attached to that first item of
20 correspondence is a taped transcript?

21 A. Yes.

22 Q. And who prepared that?

23 A. That transcription was prepared at, I
24 believe, at my sister's law offices.

25 Q. Do you have the tape of that transcription,

1 the tape of the original conversation?

2 A. Yes, I do.

3 Q. And have you listened to that and compared it
4 to the transcription?

5 A. Yes, I have.

6 Q. Are you satisfied it's a fair and accurate
7 representation of the conversation?

8 A. Yes.

9 Q. Okay. Now, when that letter was sent out, it
10 was sent to what address?

11 A. It was sent to, I believe, it was 805 South
12 Lincoln. Yeah, that's the address shown on the April
13 3rd letter.

14 Q. And that's in Aberdeen, South Dakota?

15 A. Yes.

16 Q. Did you subsequently come to find out that
17 that letter had not been received?

18 A. Exactly. As it turned out, the address we
19 had on Elizabeth Lipp was inaccurate. And we got the
20 correct address on April 13th, at which time apparently
21 Lee Somerville couldn't locate the tape. She had sent
22 a copy of the tape on April 3rd, and on April 13th she
23 sent another letter explaining that -- and I believe on
24 April 14th she -- I don't know if she FedEx'd it
25 overnight, a letter a correspondence to Miss Lipp,

1 including that tape.

2 Q. And that's to the other address which you
3 believe now to be the correct address?

4 A. Yes, yes.

5 Q. Now, irrespective of when the tape was
6 furnished, or the transcript was furnished, did you at
7 the first instance give Miss Lipp a credit and cancel
8 her account with your company?

9 A. Yes.

10 Q. Was there ever any objection on your part to
11 doing that?

12 A. No.

13 Q. What was the result then or the response from
14 the consumer advocate representing her?

15 A. I am not -- I don't have precision in
16 response to that. I just know it was multiple phone
17 calls, and she kept recording her phone calls to the
18 customer service staff. And they -- I know they had
19 called me up and drew to my attention. They had called
20 me up and said they felt they were being harassed by
21 this advocate. And I just suggested to them that they
22 tape her calls coming in harassing them if that's, you
23 know, where they felt it was at.

24 Q. During one of those calls, did the advocate
25 threaten if there was going to be a formal complaint

1 filed?

2 A. Yeah. She had indicated she was going to
3 formally complain, yes.

4 Q. Did she indicate on one occasion she was
5 aware of this hearing date?

6 A. She actually informed us of the hearing date
7 before the Commission did.

8 Q. And did she tell you she was going to be
9 here?

10 A. Yes.

11 Q. Have you heard anything further from this
12 advocate since this last correspondence?

13 A. No, we haven't, to my knowledge.

14 Q. Would you like to go through the taped
15 transcript?

16 A. I would like to go through the taped
17 transcript just to add a little clarity for the
18 Commission regarding the sales methodology, because
19 we've covered the scripting on the telemarketing
20 sales. We had forwarded the scripts to Leni back in
21 January. This call is sort of representative of the
22 scripting that goes on when the independent company
23 calls back in terms of a lot of consumers have accused
24 us of switching them unauthorized or they don't recall
25 switching.

1 The key points that we require the third
2 party company to make sure they capture is obviously
3 they get us a record. They get a tape-recorded
4 capturing of the person, who they are, that they're
5 authorizing it, and that they understand the rate.
6 Because I know it's at 25 cents a minute. I want them
7 to understand the rate they're receiving and that we
8 are independent of the local phone company, and they
9 will be getting this service on the one bill from the
10 local phone company. This is basically typical of what
11 the consumers have gotten in terms of the call from the
12 independent center to confirm what has been said on the
13 first call.

14 The question I ask you is, if you look at an
15 example like Mr. Luciano and the scripting that he went
16 through, now, this is someone who backed out at the
17 presentation level and was upset by the representations
18 he was receiving. The consumers who joined our service
19 received a call back, and on the call back the key
20 points were gone over. And when a consumer calls up, I
21 don't go into that with them. I'm going to credit
22 them. I'm going to try to relieve them from being
23 upset with us. But I firmly believe that we do not
24 slam customers. We utilize proper methodologies.

25 Miss Healy forwarded us something that's

1 going to go in effect in South Dakota in June, I
2 believe, July, the new slamming rules. And reviewing
3 those, I feel we've been in full compliance with those
4 rules already and it's something that I'm open to
5 suggestion as to what we can do to make it better in
6 terms of the representations are clear. But I just
7 want to give you a full overview of the methodologies
8 that we've used and some of the changes we've done.

9 Q. Mr. Somerville, at one point in time in
10 communication with the Commission staff, there was
11 apparently a concern expressed about the relationship
12 between the confirmation center that you're utilizing
13 and your company?

14 A. Yes.

15 Q. Are they located near one another physically

16 A. Yes, they are located in adjacent buildings.

17 Q. Are you in any way connected to them
18 businesswise? Do you have any financial interest in
19 that business?

20 A. I have zero financial interest in that
21 business. One of the reasons that that relationship
22 has served us is with the technology we have, we've
23 invested, I don't know, of the -- I'm going to estima
24 between a hundred and \$150,000 in dialing technology
25 over the last three years. These technologies are no

1 equipped to go out and grab a line live. Which means
2 if a sales representative has somebody on the phone, we
3 don't have the capability to go switch to a center
4 that's in another state or even in another part of our
5 town. The administrative convenience of having their
6 computer systems networked allows us to actually police
7 and control this in a more efficient manner. And we
8 have been conscious of the fact that there's potential
9 conflicts when the workers of the two companies are so
10 close together, and we have instituted what we feel are
11 adequate internal controls to assure that there cannot
12 be any collusive or fraudulent activities between the
13 sales representatives and the employees of the
14 confirmation center.

15 MR. SCHROYER: I'd offer Exhibit E.

16 MS. WIEST: Any objection?

17 MR. HOSECK: No objection.

18 MS. WIEST: Exhibit E has been offered and
19 received.

20 MR. SCHROYER: We have no further questions
21 at this time.

22 MS. WIEST: Mr. Hoseck?

23 MR. HOSECK: Thank you.

24 CROSS-EXAMINATION

25 BY MR. HOSECK:

1 Q. Mr. Somerville, could you tell the Commission
2 a little bit basic structuring of the Basic Long
3 Distance and who owns this company?

4 A. I'm 100 percent owner of Utility Analysts.

5 Q. And then Utility Analysts does business as
6 Basic Long Distance?

7 A. Yes. Basic Long Distance is an assumed name
8 of Utility Analysts.

9 Q. You've had some testifying here today about
10 the use of telemarketers. And if I'm understanding
11 your testimony correctly, at some point in time your
12 telemarketing was done by someone under contract; is
13 that correct?

14 A. We previously contracted some telemarketing
15 services. We always had some in-house employee
16 telemarketing, but we -- previously when we launched
17 the campaign in 1996, I would estimate 60, 65 percent
18 of the volume was from telemarketing from the outside
19 agencies, and 30 to 35 percent was in-house generated.

20 Q. So what was the time span that you used some
21 outside telemarketers?

22 A. The outside telemarketers were as much as --
23 we started this stuff in February '96. We really
24 picked up significantly late March '96 is when we
25 brought in outside agencies. We utilized outside

1 agencies through the early part of '97, but the biggest
2 push in the outside agencies was summer and fall of '96
3 is when the outside agencies made up the biggest
4 portion of our marketing efforts.

5 Q. Did you have any type of a long-term contract
6 then -- or strike that. Did you have any type of a
7 contract with the telemarketers?

8 A. Yes.

9 Q. What was the duration of that contract?

10 A. The contracts, I think the way they were
11 written, they were renewable. But I believe we
12 formally terminated all those relationships
13 contractually.

14 Q. Did you have more than one outside
15 telemarketer?

16 A. I believe we had four different agencies that
17 we contracted in '96 and in the first months of '97.

18 Q. And how were these people paid?

19 A. The outside agencies were paid on a what's
20 called ante basis, a per ante basis, which is for
21 verified antes they would be paid a certain amount.
22 And I believe those amounts -- this is when we were
23 just doing business. I think the antes, they were paid
24 11 to \$13 per phone number. So it was a performance
25 based contract.

1 Q. In other words, a commission type thing?

2 A. Precisely.

3 Q. You make a sale, you get a Commission.

4 A. Precisely.

5 Q. And if you terminated these relationships
6 with your multiple telemarketers, that was done in
7 1997?

8 A. It was done in '97 with the final agency. I
9 believe we terminated some of the agencies before '96
10 was out. And when I say terminated the agencies, I
11 think a couple of the agencies, I know one or two at
12 least, had just left us. You know, they went to market
13 other services. But I believe the final agencies were
14 terminated in early to mid-'97.

15 Q. So if I understand your testimony correctly,
16 right now you're doing all of your telemarketing
17 in-house?

18 A. Yes.

19 Q. How many telemarketers do you typically have
20 on staff?

21 A. Typically we've -- and we went through
22 periods. I would say through -- let's look at the time
23 period of the third and fourth quarter of '97. I would
24 say we averaged 80 telemarketers on staff.

25 Q. Aside from your telemarketing staff, what's

1 the total number of people that worked for Basic Long
2 Distance?

3 A. Beyond the telemarketing staff we employ, I
4 would say, about 12 to 14 other people.

5 Q. The telemarketers that you used, the contrac
6 telemarketers now --

7 A. Yes.

8 Q. -- where were they physically located with
9 relationship to your business?

10 A. We had a couple agencies that were in
11 Detroit, which was -- you know, we're in a suburb of
12 Detroit, so they were in proximity, 20, 25 miles. We
13 had one in a subdivision called Mount Clemens. We had
14 one agency that was located out of Las Vegas, Nevada.
15 It was a business contact I had introduced by somebody
16 else in the center industry and they worked with us for
17 a while. So we had -- I think we had, of the
18 telemarketing agencies that did anything significant,
19 two of them were Metropolitan Detroit, and one of them
20 was from Las Vegas.

21 Q. Were any of them located in the same building
22 or next to the same building that you're in?

23 A. No.

24 Q. I'm going to switch now to questions about
25 the independent verifier that you used the company

1 named the Confirmation Center?

2 A. Yes.

3 Q. I noticed that your address is 26032 Grand
4 River in Redford, Michigan. Excuse me, 26202. And
5 that theirs is 26032, both on the same street.

6 A. Yes. They're on the -- they're adjacent
7 buildings.

8 Q. So is there any type of a relationship at
9 all? I know you mentioned that there was no ownership,
10 but do any of the directors of your company or anything
11 of that nature, do they have a stake in the
12 confirmation company?

13 A. No. The confirmation center is 100 percent
14 owned by Tom O'Connor, who has no affiliation with the
15 Utility Analysts. Oh, yeah, he had been a former
16 employee, yeah.

17 Q. And you mentioned earlier that you were
18 concerned about collusion between the telemarketers and
19 the confirmation party. What raised this question in
20 your mind?

21 A. What I've experienced in running
22 telemarketing, a telemarketing business focused on the
23 long distance industry over the last four years, is we
24 found over time the type of tricks, fraudulent activity
25 potential, that can happen with employees where a

1 retail business has to worry about employee theft and
2 things being procured from their business. We found
3 that the areas we had to enforce and have some internal
4 controls on were theft of the orders. Theft of the
5 orders was actually -- and this is one of the reasons
6 we went residential is theft of the orders was a
7 concern.

8 Telemarketers -- the typical life span of a
9 telemarketer in the business is three to four months.
10 There's many telemarketing centers in the southeast of
11 Michigan area marketing competing long distance
12 services. We had concerns with telemarketers who
13 worked for us recording their antes, writing down the
14 phone numbers they had procured, customers who said
15 yes, and then giving it to a friend who worked for one
16 of our competitors and reselling our business. What we
17 found when we went residential is we minimized that
18 risk factor.

19 We were concerned in the case of the
20 confirmation center the physical proximity of the
21 facilities. These people could have lunch together.
22 They could know each other after work. When you're in
23 adjacent buildings, staff can potentially know one
24 another. We became concerned there was potential
25 collusion when those orders generate and they come, the

1 printers go off in the confirmation center, that used
2 to have at the top who the sales representative was.
3 And we felt that was creating bias and prejudice by the
4 confirmation center workers. Because even if the bias
5 wasn't even conscious, you get bias if you're verifying
6 orders for the same sales reps. Over a period of time
7 you might see an order and you immediately prejudge
8 this is going to be good or this is bad.

9 And then there was even the potential concern
10 that what if you had a relationship where someone who
11 works for confirmations is giving favoritism or even
12 getting salesish when they're supposed to be verifying,
13 so we wanted to make that where it would be a faceless
14 order. They wouldn't know who the representative was
15 who created the sale. And we felt that that would --
16 it was just an internal control that we felt was going
17 to be useful.

18 And we have seen deceptive practices amongst
19 telemarketers. It is -- my background is accounting.
20 My brother was an internal auditor for a large
21 international company. And we're conscious of
22 controlling a business, what you need to look out for.
23 We've got a fiduciary right to the consumers. And
24 that's just one of the areas that we thought was
25 important.

1 Q. Okay. But then would you answer this? Did
2 you have problems with collusion between any of your
3 employees and the third-party verifiers?

4 A. We supported potential collusion. And
5 because of that we -- and the collusion, even if it was
6 psychological, you had sales representatives
7 complaining that they were branded as bad so their
8 orders would get turned in. All their orders would
9 show up on the reports. The next day they would put 20
10 sales in and they'd have 16 cancels. They felt it was
11 personal biases against them where other
12 representatives would have a high statistical
13 percentage of sales that went through. And we
14 wondered. We weren't hearing from them complaining,
15 but we wondered when we heard from the people
16 complaining about too much of their stuff wasn't
17 getting adequately addressed that maybe favoritism was
18 going on.

19 Q. So you did some sort of internal
20 investigation, is that what you're telling the
21 Commission?

22 A. Yes, yes.

23 Q. Now, the question I have -- and we've had
24 some discussion here today about this letter that was
25 sent in by Mr. Luciano out of Rapid City.

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1 Q. Yes.

2 Q. You know, is it possible that that was a
3 transcript that did reflect the actions of some
4 solicitor on behalf of your company?

5 A. Without question, possibly, yeah, it is
6 possible. And it's a matter of whether or not -- I say
7 probable. I would say no, but I wouldn't say it's a
8 super long shot. It's possible, yeah.

9 Q. Could you explain to the Commission what your
10 company policy is on this fraud control? In other
11 words, what is done at this point in time to see that
12 there is some sort of quality control on this matter of
13 confirmation and collusion? What checks do you have in
14 place at this point in time?

15 A. At this point in time the checks that we have
16 on confirmations and potential collusion between sales
17 representatives of Basic Long Distance and verifier
18 representatives of the independent company is we've
19 eliminated any access between the buildings. If
20 anybody walks in from one company to the other, that's
21 off limits. That's a suspension. I think the most
22 significant -- and I don't know if you understand the
23 significance of it. I'm so close to it. I study it.
24 Getting their names off the orders was really
25 significant. I felt in that it made for truly a more

1 neutral verification. There wouldn't be any
2 preconceived perception by the verification center as
3 to the quality of the order.

4 And in terms of procedures on the
5 telemarketing side, we've put a person full-time just
6 monitoring. We've got 48 stations. The dialers are
7 set up, you've got eight stations to each dialer. So
8 it's actually sort of six subsystems that our
9 facilities run off of. So you've got six locations
10 where you can go to that location, you can monitor on
11 any of these eight people. So that is one person's
12 role. Now, that's all she does. She monitors what's
13 going on in terms of representations, and she makes
14 recommendations to the human resource person if this
15 person should be terminated, if they need to be
16 retrained, if they need to be suspended in regards to
17 what they are representing.

18 Q. I believe you testified earlier that you had
19 implemented a policy of call-backs as far as the
20 confirmation. In other words, your relationship with
21 the independent confirming company was that this was to
22 be done by a call-back. When was that process
23 implemented?

24 A. That process of using call backs was
25 implemented -- it was always the case with the internal

1 market. Let me make the distinction here. Call-backs
2 have always been the way that anything marketed by our
3 employees, the Utility Analysts employees. Their
4 orders have always been verified on a call-back basis.
5 When there were outside agencies doing the marketing,
6 they had an inbound phone center set up at the
7 confirmation center where those would occur on live
8 switch. So when the outside agencies created a sale,
9 they will come into the center with a live switch. You
10 know, it would be a ring in verifier. If their line is
11 busy, it jumps to two, jumps to three, jumps to four.
12 Their orders were verified on a live switch method.
13 But there hasn't been any outside agency orders since
14 the latest since June, probably May '97.

15 Q. With regard to the script that's used by your
16 telemarketers, do you personally approve that?

17 A. I used to. I don't do that, or I haven't
18 done that. I've gotten more involved in the last
19 couple months because of the concerns of the Commission
20 and because it's become a bigger issue in the news, the
21 whole slamming, and the amount of consumer complaints
22 has grown.

23 Q. Well, could you explain to the Commission
24 what terms -- what you have in terms of internal
25 control over what is used in terms of a script?

1 A. In terms of the script? I do give a final
2 review of it. At one point I used to be involved maybe
3 more in closely in it, but it does pass my desk before
4 anything is instituted. But I have two people have
5 been part of the firm for five years and two years
6 respectively, who the one, her name is Angela Landon.
7 She is the person who monitors the representations
8 being made on the floor. If there's any script
9 adjustments or proposed script adjustments, she will
10 takes those to Serita Barnes, (sp) who's the other
11 research director and the person responsible for hiring
12 the new telemarketers. Those are the two people who I
13 mainly put responsibility on. And, frankly, at this
14 point I've got a lot of faith in their skills and
15 knowledge of this industry.

16 Q. Do you use a different script for different
17 states?

18 A. No, we don't use a different script for
19 different states.

20 Q. I want to go over with you just a little bit
21 your experience in the management of the
22 telecommunications company.

23 A. Yes.

24 Q. And I may have these dates wrong here so
25 please correct me. But as I understand it, you got

1 into this business sometime in the early 1990's; is
2 that correct?

3 A. Yes. Specifically we started AT&T resell in
4 May of '92. We terminated our direct relationship with
5 AT&T in February of '93.

6 Q. And so this company that we've been talking
7 about today is the same company that operates in the
8 maybe up to 15 other states; is that correct?

9 A. Yes.

10 Q. The same corporation?

11 A. Same corporation, yes.

12 Q. Has this company ever been brought before any
13 other utility regulatory commissions or boards with
14 regard to slamming or deceptive marketing practices?

15 A. No, we have not.

16 Q. And I want you to tell me in just very brief
17 terms what has been done by you as a manager of this
18 company to address the problems that have occurred here
19 in South Dakota and that we've been talking about here
20 today.

21 A. What specifically I've done is I've added a
22 position of a person as a full-time monitor. She
23 monitors the representations. She's responsible for
24 reviewing their compliance with scripting. She's
25 responsible for coordinating with the human resource

1 director any disciplinary acts regarding telemarketers
2 misrepresenting. We have changed the computer
3 interface between our company and the independent
4 company to make the orders nameless so there can be no
5 indicator to the independent verifier as to who was the
6 sales representative involved.

7 We have had our production manager be
8 conscious that none of our employees ever wander over
9 into the confirmation center. Confirmation center
10 employees never come into our facility, that there's a
11 cleaner separation that there's no intermingling during
12 staff hours of those two staffs.

13 And basically I have put, for lack of any
14 other word, I've used some real serious fear motivation
15 with my staff. I've indicated to them that if we
16 cannot clean up our acts, that Utility Analysts will no
17 longer be involved in the arena of long distance
18 marketing because we are -- you know, this is not
19 representative of what I formed this corporation to be
20 about. And if we have dissatisfied consumers, we
21 either take our actions -- if the correct -- if the
22 actions are getting -- if we're getting the desired
23 outcomes, the numbers of consumer complaints, we should
24 see reductions, and if we aren't getting results, these
25 telemarketers are no longer going to have a job.

1 So I think the fear motivation is probably --
2 of the many things we've done, the fear motivation
3 can't be underestimated. I've had meetings with them.
4 I had a meeting with them on last week where I -- you
5 know, I'm not going to say sarcastically, but I
6 sarcastically thanked them for this vacation they were
7 giving me to South Dakota, and I discussed some
8 vacations that I might be offering them in response to
9 these type of events.

10 Q. Have you in fact taken any disciplinary
11 action against any of your employees as a result of the
12 complaints that have been registered in South Dakota?

13 A. Yes. What we have -- when I say -- I'm going
14 to say the internal controls we have put in place have
15 been as a direct result -- because this has been my
16 focus has been the state of South Dakota and the
17 problems we've had with the consumer complaints here.
18 We've instituted new measures. Have we released any
19 telemarketers because of misrepresentations? Yes.
20 Have we suspended telemarketers because of
21 misrepresentations? Yes. Have we fined telemarketers
22 because of misrepresentations? Yes. We have taken
23 actions that have affected them financially. We've
24 given people time off. We've released people. We --
25 the symbolic things that we had to do here to show them

1 it wasn't a lip service.

2 Q. Have you changed any of your supervisory
3 tactics as far as the running of your company as a
4 result of these complaints in South Dakota?

5 A. Well, yes. And I want you to understand the
6 difference of the second person. My facilities are --
7 they're all small facilities I own. They're all a
8 thousand square feet. So you've got 16 marketers here,
9 you've got 16 here, you've got eight here. My
10 production manager used to have his hands full just
11 keeping order. It would get chaotic. You would have
12 different times where you would have breaks. So the
13 person I had managing the operation was caught up so
14 much in the process of just where are the bodies? Are
15 the people working that are supposed to be? Where did
16 this person go; that they didn't really have the time
17 to do quality checks. So the second person we've
18 implemented -- we don't - she doesn't have the formal
19 title, but she's a quality control manager where the
20 other person was basically facilities manager. But it
21 wasn't realistic for him to be able to have his ear to
22 what was being said. It wasn't physically possible
23 with his other responsibilities so we gave the second
24 person -- that's their role.

25 Q. Now, you mentioned, I believe, that you have

1 added an additional person to your company. Have you
2 done any other changes in terms of budgeting in terms
3 of -- what I'm specifically getting at, have you
4 increased your expenditures internally within the
5 company to assure a higher level of quality control?

6 A. Yes.

7 Q. And what expenditures have been made? Could
8 you describe those specifically?

9 A. Specifically we ordered three monitor boxes.
10 We didn't have monitor boxes for each of the stations,
11 which a monitor box allows us to monitor up to eight
12 telemarketers. We ordered new monitor boxes. We put a
13 person in place. That's 12 an hour, eight hours a
14 day. We put a person in place, so that's their job.
15 They monitor the representations being made, and they
16 report to the human resource person. The human
17 resource person has the firing and firing capability.
18 But they go off the recommendations they work well
19 together. So as a ratio of marketers to management,
20 we've added a whole another position, which is totally
21 the position was developed to get better quality out of
22 what the telemarketers are saying, getting the
23 telemarketers in compliance with our scripting.

24 Q. Mr. Somerville, I'm going to ask you to go
25 over a little bit the information contained in Exhibit

1 A, which is the customer list. And, specifically, if
2 I'm understanding your testimony with regard to this
3 exhibit, these are customers that you have right now;
4 is that correct?

5 A. Yes, these are active customers.

6 Q. So if we look on page one, number 37 we've
7 got a Harvey M. Crow. That individual is an active
8 customer of yours in Pierre, South Dakota?

9 A. Yes. And you got two date fields there.
10 Verified date is what the first one is and provisioned
11 is the second. So verified date is when the sale was
12 confirmed, and the provision date is the date that tha
13 actually hit network, that the customer actually got u
14 and their usage started to be metered with us.

15 Q. If we go to the bottom there, number 58, it
16 says Capitol Cafe?

17 A. Yes.

18 Q. And that would be a customer of yours, too;
19 is that correct?

20 A. Yes.

21 Q. I want to you turn to the last page, page
22 and specifically record number 1617 and 1618.

23 A. Yes.

24 Q. Can you explain why the verification took
25 place in October but they weren't provisioned until

1 end of February for both of those individuals?

2 A. I'll tell you, I don't know why there's that
3 such time lag and it's certainly atypical. I know the
4 typical time lag from verification date to provision
5 date should be under a month. Should be typically more
6 like two, three weeks. I have no idea why there's that
7 long a time lag. And, frankly, I noticed this last
8 night as I was perusing this document I noticed that.
9 It seems our provisioning has gotten very slow. I
10 don't understand it. I know from a standpoint as a
11 business manager, I'm very concerned because that's not
12 good for us.

13 Q. Could you look at entry 1646?

14 A. Yes.

15 Q. And that has no verification date in there
16 and installation date or provisioning date of March
17 31st. Why is there no verification date?

18 A. When we -- when this was procured from QAI,
19 the active customers and my programmer, I told them how
20 to set up this chart. And he told me there was, I
21 believe, a total of 80. I can give you an exact
22 amount. There was a total of 69 customers who we
23 didn't show a verification date for. I don't know why
24 it wasn't in the system. But I know that the -- of
25 those 69, that it was -- there wasn't any distinct

1 pattern of their provision dates being, you know, '96,
2 '97, and '98, but there was 69. We're missing that
3 field in the database.

4 Q. So that would be the case also with entry
5 1654, which would just be down a bit, 1657, 1658, so
6 and so forth?

7 A. Precisely. There's a total of 69 out of
8 these 1,664 that do not show verification dates. I
9 don't know why we're missing that information in our
10 database.

11 Q. But if I'm understanding your testimony,
12 you're no longer selling your product in South Dakota;
13 is that correct?

14 A. That is correct.

15 Q. And that was as of what date?

16 A. The last verification date of any of our
17 customers is January 31st. We had two customers who
18 are current who are verified on January 31st. I would
19 guess that the last sale date was probably the 28th,
20 29th, or 30th of January.

21 Q. So these customers that are getting
22 provisioned at the end of March is just some kind of a
23 lapse is what you're telling the Commission?

24 A. Yes.

25 Q. And that's not anything of your doing. In

1 other words, that's not a solicitation after January
2 31st?

3 A. No. I can guarantee to the Commission there
4 have been no solicitations since February 2nd,
5 positively. And all my data records indicate is the
6 very last verification date as January 31st.

7 Q. I want you to look at, please, Exhibit B
8 which is an explanation for a bunch of these
9 complaints. The question that I have is do you know
10 why was this information not furnished to Leni Healy
11 prior to this point in time?

12 A. I think if you look at this whole handout,
13 there are other correspondences to Leni within this
14 exhibit. This exhibit is called B. We have within it
15 we have Exhibit A, B, and C. If you look at the
16 correspondence of -- it's about halfway into this
17 packet, it says Exhibit B. It's a March 9th
18 correspondence to Leni, which gives information on
19 quite a few consumers. What is it, 30 some consumers.

20 In terms of accumulating that data, I know
21 I've had the staff working on it over the last week. I
22 thought that you were going to get a copy of that on
23 late 14th or early 15th. I know I was coordinating
24 with some late business in going to the airport, but I
25 thought you would have at least had that by yesterday.

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1 A lot of this has been compiled. This summary exhibit
2 was just really compiled, but I don't believe this is
3 all new information.

4 This exhibit is designed sort of, at least
5 the pages seven of seven, the front of it, this is sort
6 of an all-inclusive alphabetical listing, I think, of
7 the consumer complaints we've received 126 of them.
8 And I believe Leni can confirm that on many of these
9 she's got this information previously, but I am a bit
10 puzzled why we didn't get more back and forth to get
11 your exhibits and ours a little more align with the
12 current available information.

13 Q. Well, Mr. Somerville, the point I'm getting
14 at is on Exhibits 2 and 3, which are the charts --

15 A. We put in evidence with regard to the number
16 of complaints that came in.

17 Q. There's a lot of blank spaces there when it
18 comes to final action, which indicates to me that your
19 company has not been responsive to Miss Healy. And,
20 you know, we get this morning -- and, you know, if some
21 of these things have been taken care of prior to this
22 time, you know, these proceedings might have been
23 different. But, on the other hand, we get this the
24 last minute. And I think the question I have is, you
25 know, why wasn't this provided to Miss Healy in a more

1 timely manner? I mean your company has been dealing
2 with her, and you have not responded.

3 A. Yeah.

4 Q. Do you agree that there is -- you have not
5 responded?

6 A. I agree. It's a valid point. And the
7 efficiency of handling it should have been better than
8 it was. I mean the inability of us to get this over to
9 Leni more timely has certainly injured us in this
10 case. And from an efficiency of operations, I don't
11 have an answer right now as to why we weren't more
12 efficient in getting it. I know Lee Somerville's time
13 -- she's in court and a lot of different places a lot
14 of times. She often indicates to me that, you know,
15 that these other clients are what's paying her bills
16 and this and that. But I have to take responsibility.
17 We should have been more timely. And I can assure you
18 in the future we will do a better job of communicating
19 in a timely basis with the Commission staff.

20 Q. Let me ask you this one general question: Do
21 you agree you've got too many complaints for a company
22 your size in South Dakota?

23 A. Yes.

24 Q. As I understand the situation based on the
25 testimony here today, you say you're not marketing in

1 this state since the end of January 1998; is that
2 correct?

3 A. That's correct.

4 Q. And yet the evidence that's in front of the
5 Commission as contained in Exhibit No. 3 shows that
6 complaints were coming in as recent as yesterday, I
7 believe.

8 A. Yes.

9 Q. What guarantees can you give this Commission
10 that this is not going to continue, short of revoking
11 your Certificate of Authority?

12 A. In terms of guarantees that I can give, I can
13 guarantee that operationally we've improved our
14 efficiencies on getting the telemarketers to represent
15 what we've scripted for them to represent. In terms of
16 ongoing solicitation, at this point I have no
17 short-term plans to reactivate any solicitations of
18 Basic Long Distance in South Dakota. I do have
19 definitive short-term plans from a corporate standpoint
20 of going back to selling businesses as opposed to
21 residential.

22 Frankly, my experience with the residential
23 market, while it improved the morale of my
24 telemarketers because they had more human voices to
25 interact with and more decision-makers they could speak

1 with, I found that the residential market -- the volume
2 of consumer complaints is unacceptable. I've talked
3 with peers in this industry and they market products to
4 businesses, and from a corporation standpoint, if we
5 were to re-enter South Dakota, it would be marketing to
6 the businesses of South Dakota. I have ceased the
7 residential marketing campaign. And we are -- if we do
8 re-enter with new solicitations, it would be to South
9 Dakota business, not to South Dakota residents.

10 Q. But do you agree that if you have an
11 unrestricted Certificate of Authority you can start
12 selling in South Dakota any time you want? It's
13 strictly your business decision as to whether or not
14 you do that; is that correct?

15 A. It would strictly be our business decision.
16 And from a prudence standpoint, and I know I had my
17 first discussion with you last week, I had indicated to
18 you a little bit about our long-term direction. My
19 background is the utilities and the deregulations
20 regarding the electric and gas industry. My corporate
21 direction is right now to get involved in the electric
22 deregulation that's going on in this country. I have
23 no incentives to come back in and stir up problems from
24 my corporation, potentially give myself a corporate
25 black eye, for lack of another word, that we cannot

1 manage ourselves and operate -----
2 incentives to come back in and market until I either
3 get a new product or find a more fail-safe system.
4 Because the residential complaints, there's just too
5 many residential complaints.

6 One thing, it's an aside, but I think it's a
7 relevant thing. Statistically, I get updated by the
8 FCC on consumer complaints. I get these FCC updates.
9 And Leni might be able to shed some light on this. I
10 believe consumer complaints in regards to switching or
11 unauthorized switching of telecommunications services
12 are up at least five-fold nationally. At least
13 five-fold. This isn't a 10 percent increase, a 20. I
14 think it's a 500 percent increase, the number of
15 consumer complaints that all telecommunication
16 companies have been facing that rise. As I used to get
17 this little, you know, 15-page thing that would be a
18 month of consumer complaints. Now it's a book. So I
19 don't think it's an isolated situation. I think
20 there's a higher consumer awareness. I think the buzz
21 word slamming, if I was to do a poll of people
22 throughout the country, I think there's just -- there's
23 consumer complaints on the rise everywhere.

24 Q. Well, Mr. Somerville, just to bring this to a
25 conclusion, this is my last question. You do

1 understand that it's not a national trend we're talking
2 about here today. We're talking about your company's
3 operation in South Dakota.

4 A. Yes.

5 MR. HOSECK: Thank you. I have no further
6 questions.

7 COMMISSIONER NELSON: I have lots.

8 (A DISCUSSION WAS HELD OFF THE RECORD.)

9 MS. WIEST: Go ahead. Back on the record.

10 MR. SCHROYER: If I might, in response to
11 your concerns, Commissioner Nelson, I did communicate
12 with Mr. Hoseck about the timing of this. We were made
13 aware of the fact that there was another matter
14 scheduled this afternoon and that it was not
15 anticipated that this would last beyond the noon hour,
16 and that's why I gave that information to
17 Mr. Somerville. He made his plans based on my
18 representations of what we were dealing with here. And
19 he certainly didn't do that on purpose or in any effort
20 to, you know, try to shorten up these proceedings. We
21 are prepared to stay here as long as it's necessary.
22 If we have to come back, that's fine. He can
23 reschedule that. I wanted you to be aware of that
24 because we were asked if we would stay and we were
25 willing to do that. But if you'd prefer to take a

1 break, that's perfectly fine.

2 COMMISSIONER NELSON: With that in mind, I
3 have less of a problem with it since it was really us
4 that was probably the problem and not Mr. Somerville.
5 I feel this is very serious, and the idea that somebody
6 would fly in here and fly out of here in a matter of
7 time, whether this was resolved or unresolved, I found
8 troubling. But since it was our problem and not yours,
9 I apologize.

10 CHAIRMAN BURG: Go ahead. You have the
11 floor.

12 COMMISSIONER NELSON: I have a lot of
13 questions. First, let's start with I think it's your
14 Exhibit E. Anyway, and I assumed it says taped
15 transcript Elizabeth Lipp. And I assume that's your
16 script; right?

17 A. Yes.

18 COMMISSIONER NELSON: Well, I would say
19 whether it's by accident or design, basically long
20 distance is somewhat depending on how you use the term
21 a little misleading. And then when you look down here
22 where it's one, two, first, second, third, fourth, the
23 fifth paragraph, when you say that and it's your
24 representative you say if your bill is \$25 a month,
25 there is no service fee under 25 or 2.50. But now

1 we're confirming that you are the authorized person.
2 We have your permission to keep everything in one bill
3 from your local phone company long distance, provided
4 by long distance. To me that says, whether
5 intentionally or not, that we're talking about a
6 consolidation of a bill. Do you believe that that
7 could be the way some people would interpret that?

8 A. In terms of how they would interpret that,
9 the fact that we have their permission to keep
10 everything under one bill from the local phone company,
11 the one bill from the local company is a relevant
12 factor in the marketing efforts of Basic Long
13 Distance.

14 The fact that we're competing with national
15 giants who have international reputations and billion
16 dollar budgets, we have latched onto a niche that we
17 discovered when we worked as an AT&T reseller that AT&T
18 was strategically going and offering through
19 third-party programs lower rates and giving the
20 consumer a separate bill. We know that from the fact
21 that we observed two companies we did business with go
22 public, put millions and millions of dollars in monthly
23 usage, hundreds of thousands of customers; and we knew
24 those customers were all now getting separate bills.
25 We were selling the key feature that we have an

1 arrangement to get Basic Long Distance billed on the
2 local phone bill. This will enable you, the consumer,
3 to have the convenience of getting all your phone
4 charges on the one bill.

5 COMMISSIONER NELSON: Who would that billing
6 person be?

7 A. Yeah, since you have a variety of people that
8 you do lines, like, for instance, you do U S West and
9 maybe -- I don't know. We utilize a company called
10 USBI. There was -- called a billing clearing house.
11 There's two big billing clearing houses in this
12 company. One is called OAN. They're a division of
13 EDS, the company Ross Perot found; and there's USBI.
14 We initially looked at getting the companies like U S
15 West, Ameritech, and the various phone companies, but
16 the cost was very prohibitive. For example, when I
17 priced getting billing departments from the company
18 Ameritech, it was going to be a 70,000 flat one-time
19 fee just to start to coordinate the big process.

20 COMMISSIONER NELSON: So when I read that and
21 I'm someone that you're soliciting as the telemarketer
22 to get my business, it says to me that you're going to
23 provide for me a bill. Now, if I have like U S West as
24 my provider, is U S West going to be providing me your
25 charges as well as mine?

1 A. Yes. Our charges will be billed by U S
2 West. What we in effect have is we have a billing
3 relationship with a company called USBI. USBI has
4 contracts with U S West, Ameritech, Pac Bell. They
5 have contracts with all the RBOC's, so they enable us
6 to get our long distance charges billed right on the
7 local phone company bill.

8 COMMISSIONER NELSON: That explains that.
9 But you don't feel that could be kind of misleading?

10 A. When you say kind of misleading, we're
11 reemphasizing at the point with where we're asking the
12 consumer do they have a service. We're reemphasizing
13 the one feature basic. What would -- why would they
14 want Basic Long Distance service over AT&T? We can't
15 match them on brand name. The only fee feature we've
16 got to offer, our customers utilize our service with,
17 we're being billed on the local phone bill. That is
18 our main selling point. So it is reemphasized at the
19 point of when you're asking the consumer is this
20 accurate? Do you understand you're going to be billed
21 at a quarter a minute on all your calls? Under there
22 would be \$2.50 service charge if you bill under \$25?
23 Do you understand that the long distance provided by
24 Basic Long Distance is billed on your local phone bill
25 so it's basically you have to have -- a verification

1 company has to come in and capture this on record that
2 the consumer is agreeing to these things.

3 COMMISSIONER NELSON: I guess I find it
4 extremely misleading. It says to me that you're asking
5 -- I think when your telemarketers ask me do I want
6 one bill, sure I want one bill. Do I want all my basic
7 long distance on that one bill? Sure. But that to me,
8 I guess, it does say it, if you take it literally, but
9 I do think it's somewhat misleading in terms of how the
10 customer would interpret that because it says to me
11 that their definition of Basic Long Distance and mine
12 is somewhat different than yours apparently, or could
13 be.

14 A. I understand the point.

15 COMMISSIONER NELSON: And you are misleading
16 the name in itself when you talk about consolidation of
17 bills and the name of your company, when you put the
18 two together, for most people, I think a lot of people
19 would be somewhat misled. But that's the script that
20 you have, and that may be or may not be part of the
21 problem here. But I guess I have a few worries and
22 questions. Can I assume, then, that all the complaints
23 on your Exhibit B, the people that you say you've
24 resolved all these complaints on Exhibit B?

25 A. Yes. Exhibit B takes them item by item and

1 indicates what resolutions each of these consumers
2 have.

3 COMMISSIONER NELSON: Can I assume these are
4 all happy customers? In other words, the complaints
5 were resolved satisfactorily with the customers?

6 A. Yes.

7 COMMISSIONER NELSON: Would you be opposed to
8 supplying this Commission with some kind of evidence
9 that you were -- or would you be willing to accommodate
10 -- since you said there was a change in your company
11 policy on how you're resolving complaints today and how
12 you were willing to resolve them in the past, would you
13 be willing to go back and resolve the complaints of the
14 past in the same manner that you've been willing to
15 resolve the complaints that you dealt with since that
16 time when you changed your policy?

17 A. Yes, we would be willing to do that.

18 COMMISSIONER NELSON: Do you have written
19 policies on how you handle complaints?

20 A. We don't. I don't believe we have written
21 policies. My customer service department, you've got
22 some people who have been with me for quite a few years
23 at this point and I guess I give verbal directives to
24 them. I don't have formal written policies. We've had
25 -- we've actually had a little bit of changeover in

1 the last couple weeks in that most of it was getting
2 directed through my sister's law office. And we have
3 adopted a new policy where we're empowering the
4 customer service department with more responsibility on
5 their own. We felt that sometimes the legal letters
6 just rub people the wrong way, and we're trying to
7 resolve things more informally with consumers when they
8 call.

9 COMMISSIONER NELSON: Can I assume you have
10 no written policies for your company?

11 A. No, that's not -- we have -- we document a
12 lot of written stuff with the telemarketers in terms of
13 rules, how they get paid, what their shifts are, what
14 their schedule commitments are. I guess we've always
15 focused -- the company has had 80 percent -- most of
16 the employees are telemarketers, and we spend so much
17 management time trying to figure how we can manage and
18 control and motivate telemarketers that most of the
19 written policies are directed at them because they
20 represent 85 percent of our staff.

21 COMMISSIONER NELSON: Did I understand -- I
22 think I got this out of this Exhibit E, too, your rate
23 is like 25 cents a minute?

24 A. Yes.

25 COMMISSIONER NELSON: Well, just out of

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1 curiosity why would I want a company to be my provider
2 if you charge me 25 cents a minute when without any
3 effort at all hardly you can get 12 cents a minute?

4 A. Well, the fact you can get 12 cents a minute
5 today wasn't a reality in '96 when we started the
6 program. We pay about nine cents a minute for our
7 basic buy rate from the courier. We also pay -- when
8 you add up the cost of LEC billing, between the
9 payments we make to USBI and the payments that we make
10 relating to their Bell contract, we end up at about 19
11 cents a minute is our net cost. We have a 30 percent
12 margin is the eventual margin that we operate on.

13 And I wish I could sell the 12 cents a
14 minute. I was just looking out on the Internet on
15 America On Line the other day and I saw a company
16 selling at five cents a minute, and I'm thinking maybe
17 I need to get back into utility consulting. I don't
18 have the economy of scale to compete on price, and it
19 used to be such a dramatic difference. You might
20 recall the campaigns of the majors, AT&T, MCI, they
21 used to be so confusing. They'd always talk we got --
22 we guarantee you a better rate, but they never talk
23 about what their rates are.

24 COMMISSIONER NELSON: Is it fair for me to
25 assume your rate is still 25 cents a minute?

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A. Yes, the rate is still 25.

2 COMMISSIONER NELSON: It's not necessarily
3 competitive today?

4 A. It's put us in a position where we are not
5 anywhere near the low cost provider in the market.

6 COMMISSIONER NELSON: If there are about 300
7 other long distance possible provide -- possible long
8 distance providers in the state of South Dakota and
9 your company is -- at least the record indicates there
10 have been at least 156 people that have filed
11 complaints and have probably been slammed, why would
12 South Dakotans be deprived if we denied you the
13 opportunity to do business in the state of South
14 Dakota?

15 A. Well, in terms --

16 COMMISSIONER NELSON: Why should I let you do
17 business in the state of South Dakota?

18 A. In terms of the merits of letting us continue
19 to operate in the state of South Dakota, we have
20 operated -- we've laid out our operating policies to
21 you in terms of this is the scripting. This is our
22 response to the consumer complaints. I guess is there
23 any basic right of a business for somebody to set up
24 shop and try to do business in this country or in this
25 state? We're operating a business. We are doing fair

1 practices.

2 We are aggressively studying what we can do
3 to make our offerings better. We are not at this time
4 reaching out to new customers because, frankly, we're
5 re-evaluating our long-term position. Is this a niche
6 that we can operate profitably and provide a service
7 that's of value to the public, whether the public is
8 businesses or residential?

9 I think that there's been nothing
10 dishonorable about the way we've done business. I
11 think that the complaints we've received, we have
12 answered as many of these complaints as we've been able
13 to. And if ones we haven't answered, we are still
14 working on. And from the standpoint of allowing the
15 consumer to consider our option as opposed to the
16 others, I feel that we haven't done that. Our actions
17 have been responsive to the complaints, that we have
18 responded to what has occurred. And that we deserve a
19 opportunity to certainly at least to continue to serve
20 our existing customers.

21 COMMISSIONER NELSON: I guess I don't believe
22 the rates are competitive and the handling the
23 complaints is poor. And I guess I'm not sure exactly
24 why you told me you should be allowed just because you
25 have customers here and these people so far haven't

1 complained, is that it?

2 A. Well, the customers who are with us have
3 chosen to take our service. They're on our service;
4 and if they haven't complained, I guess it's something
5 that -- obviously, we've had real operating cost to
6 incur this. The same point, when we have a valid
7 authorization and we go and credit that South Dakota
8 consumer because we want to do the right thing, I guess
9 I look at it being it would be unjust to us in that we
10 have spent resources and time in putting our business
11 offering out.

12 We've had some consumer complaints. We
13 haven't battled with these consumers. Many of these
14 consumers are not valid -- the majority of these
15 complaints are not valid. We are still willing to
16 compromise and give the consumer a credit if they're
17 dissatisfied. And I just think that the way we've
18 operated has been fair to the consumers. I think the
19 fact that we have real costs associated with the cost
20 it took to build these customers and solicit these
21 customers and put this customer base together.

22 And at this point I have voluntarily quit
23 marketing because there was concerns regarding the
24 viability of the offering, the way the consumer was
25 responding. But the customers that we have put

1 together so far who are still with us, they're with u
2 by choice. And I just think it would be an unfair to
3 eliminate our opportunity to provide that. I do not
4 have problems with conditions on new or ongoing
5 solicitations. But I'm challenged by the fact with c
6 existing customers.

7 COMMISSIONER NELSON: You would be willing,
8 though, I thought I heard you say, to credit people?

9 A. Yes.

10 COMMISSIONER NELSON: Who have complained of
11 -- the people that are on record, if they complain,
12 you'd be willing to make those credits?

13 A. Yes.

14 COMMISSIONER NELSON: Whether or not you fee
15 they have a legitimate verification or not?

16 MR. SCHROYER: I think those have all been
17 done basically.

18 A. Yes.

19 MR. SCHROYER: This goes back to all the '97
20 complaints as well.

21 COMMISSIONER NELSON: All right.

22 MR. SCHROYER: There are a few blanks in
23 there. I did find when you go through the list there
24 are some that aren't accounted for yet, but I think the
25 vast majority of them, probably 90 percent, are

1 resolved in that exhibit.

2 COMMISSIONER NELSON: Are your telemarketers
3 still paid a commission?

4 A. Yeah, the telemarketers are paid a
5 combination of hourly wage and commission.

6 COMMISSIONER NELSON: So for every sale they
7 get, they get a little more; right?

8 A. They get a little more for the sales. We put
9 a countermeasure on them that they are penalized, the
10 commission is offset, if they have a high percentage of
11 cancels. In other words, if a telemarketer turns in
12 ten orders and five of them canceled, the allowable
13 percentage of cancels is one out of three. So if you
14 have 20 of your sales orders that go up, if you have
15 anything over ten that went down, it means you're
16 turning in some bad business. Something is wrong with
17 your business because you just talked to a consumer,
18 the independent company calls them back five minutes
19 later, and if a high percentage of them walk, we allow
20 them without penalizing them two to one. For every two
21 verified sales, they're allowed one canceled
22 verification. Anything above that they receive
23 commission penalties.

24 COMMISSIONER NELSON: Do you feel that by
25 paying those people on a Commission that there is an

1 incentive for them to slam?

2 A. An incentive to slam? There is an incentive
3 to sell. An incentive to slam? I mean when you say
4 slam, you're saying switching somebody without
5 authorization?

6 COMMISSIONER NELSON: Let's just say close
7 the deal.

8 A. Certainly. That's what it's designed as with
9 any sales position. My experience is if you pay
10 telemarketers on a flat hourly wage, you get a real
11 laid-back, unmotivated group that's basically working
12 your clock and not producing. And it's -- I
13 acknowledge that it's from a standpoint of motivation
14 will -- yeah, it does drive them to work harder for a
15 sale than if their compensation wasn't influenced by
16 whether they were getting a sale or not.

17 COMMISSIONER NELSON: I think that covers my
18 questions.

19 CHAIRMAN BURG: Okay. You said you operated
20 in, you weren't sure, 12, 13, 14 states; is that
21 correct?

22 A. Yes.

23 CHAIRMAN BURG: What's been your complaint
24 record in other states?

25 A. The complaint record in other states? We've

1 had consumer complaints. When you say complaint
2 record --

3 CHAIRMAN BURG: I'm trying to compare it to
4 do you have the same experience that you've had in
5 South Dakota?

6 A. We've had nothing in like this from another
7 state in the volume. This is unprecedented, the
8 statistical number of complaints we've gotten out of
9 the state. And statistically, I mean statistically, I
10 think we're probably looking at maybe two and a half,
11 three percent would be more typical. We've got to be
12 up at five percent, four and a half percent here.

13 CHAIRMAN BURG: Do you have any explanation?

14 A. I don't understand it. I do not understand
15 why we're getting more complaints. The only thing that
16 I can conjecture a couple things. One, I would
17 conjecture U S West is the local phone company through
18 most of the state, and I think U S West has been more
19 aggressive than the other RBOC's in the way they've
20 trained their customer service personnel. In other
21 words, when a call comes in, when a consumer calls, I
22 think they're more likely to have the seed planted
23 that, "Oh, you were slammed." "Oh, here's the number
24 of the Public Utility Commission. Here's the number of
25 the FCC." I think U S West has been way more proactive

1 than other Bell operating companies on the whole issue
2 of slamming.

3 CHAIRMAN BURG: Okay. Has your resolution in
4 other states been similar to what you're doing here of
5 the complaints?

6 A. Yeah, the resolutions are pretty standard.
7 We've put special focus in the last few weeks to make
8 sure we've cleaned up every matter we can in your
9 state. But in terms of customer service, that is
10 another thing I didn't mention. We did add to our
11 customer service staff in '98.

12 CHAIRMAN BURG: Given the numbers that you
13 have you said you resolved almost 100 percent of almost
14 all the complaints and there you're paying back the
15 full amount of what you billed them, is that what you
16 understand?

17 A. Yes.

18 CHAIRMAN BURG: Are you losing in South
19 Dakota now?

20 A. We are losing, yeah. It's not a pretty
21 picture when you --

22 CHAIRMAN BURG: We've gone through quite a
23 bit on your marketing. And you indicated the one
24 advantage you have, especially when asked at 25 cents a
25 minute and also with a \$2.50 service fee, is that a

1 good deal today?

2 A. At the residential level, I don't think it's
3 the best price opportunity in the marketplace.

4 CHAIRMAN BURG: But you said that your
5 advantage has been that you do it in one bill?

6 A. The one bill.

7 CHAIRMAN BURG: Are you only marketing the
8 people that get multiple bills now then?

9 A. We do not know when we market if a consumer
10 is getting multiple bills.

11 CHAIRMAN BURG: So I think that's not
12 probably as big as a factor as you're saying because
13 there's quite a few companies that have U S West do
14 their billing.

15 A. It's become more commonplace.

16 CHAIRMAN BURG: So I don't know.

17 A. It has become more commonplace. Most of the
18 marketers were doing AT&T resell with a separate bill,
19 but it's shifted over in the last year.

20 CHAIRMAN BURG: The next one was you said
21 that you have satisfied the complaints that we've had,
22 and yet the question is why do they continue? We've
23 been over a lot of that. I don't know if you have
24 anything to add or not. Do you feel you've addressed
25 the basic flaw in what appears to be evident to us?

1 A. I think we have. I think we have addressed
2 the basic flaw. And the one operational thing that
3 we're doing is we have changed -- we're not in South
4 Dakota right now in terms of any active solicitations,
5 but we are going back to soliciting businesses for a
6 couple reasons. One, the business rates, you don't
7 have the dime rate out there for business. Businesses
8 are still more in the 20 cents a minute. It's more
9 common amongst small business consumer, so we're more
10 price competitive in the business market. The
11 residential market, the price wars that have occurred,
12 have put us in a less competitive position. Where in
13 the business market we feel we're still more
14 competitive on pricing than we are in the residential.

15 The other thing that we never anticipated is
16 this whole consumer complaint. I mean we've been
17 marketing long distance products for other companies in
18 the years when we weren't a long distance reseller, and
19 it's been unprecedented of what's happened in the last
20 four, five months in terms of consumer complaints.

21 CHAIRMAN BURG: If we could go to Exhibit A
22 and Exhibit C, you indicate in Exhibit C that those are
23 complaints that you've credited; right?

24 A. Yes.

25 CHAIRMAN BURG: Would by crediting them have

1 you lost them as a customer?

2 A. 99 percent of the time when we credit a
3 customer they're cancelling at the same time.

4 CHAIRMAN BURG: Well, I ask that because I
5 did happen to catch one I recognize as a local. And
6 you've got Don Shields, which is about six lines down,
7 as far as those credited; and you go down to number 48
8 and it shows them as a current customer yet.

9 A. Okay. What's the credit date? I'm not
10 finding it.

11 CHAIRMAN BURG: The credit date is 3-20-98.

12 A. Okay. And they're still listed as a current
13 customer?

14 CHAIRMAN BURG: Right.

15 A. I'm surprised. Most cases when a customer
16 calls for and wants a credit, it's usually if they want
17 a credit, they want to be switched back.

18 CHAIRMAN BURG: Well, of course, that's my
19 question. Are they not getting switched as they
20 wanted?

21 A. Let me explain this about the cancel because
22 this had me confused as the owner/operator. On a
23 cancellation when we credit a consumer and cancel them,
24 two things have to have happen. We're not allowed to
25 go and connect them and reconnect them. Let's say they

1 were with AT&T or MCI. We cannot legally make the call
2 and put them back to AT&T or MCI. We have to coach
3 them to take that action themselves. We then put a
4 cancel in our system, and the cancel in the system is
5 so we can get it in that USBI's computer to get rid of
6 that 2.50 service charge if the 2.50 service charge was
7 there.

8 When we put the cancel in the system, the
9 only thing that's going to repick the customer and get
10 them to another long distance carrier is their next
11 action. And the customer service reps are trained to
12 let them know, okay, who you want to go back to? Oh,
13 AT&T, that is 800, you know. We have of the majors,
14 AT&T, MCI, and Sprint, we have the 800 numbers. And we
15 stress to the consumer when we put it in our system, if
16 they don't go back, it's going to recur because they're
17 still going to be PIC'd to us at the local phone
18 company level. So when a consumer gets canceled, we
19 cannot switch them back. We can't go and make the
20 change. We would love to make it cleaner, more
21 efficient, but it's not something we have the
22 capability under the regulations. They have to, you
23 know, give authorization back to that other company to
24 put them back.

25 CHAIRMAN BURG: You indicate your principal

1 interest is in business customers, not residential?

2 A. Yes.

3 CHAIRMAN BURG: Do you know what percentage
4 of this list is business and what percent residential?

5 A. No. Let me correct that. We have targeted
6 residential. What I'm indicating is my going forward
7 outlook is that we are going to reposition into the
8 business market because the residential market has had
9 too many pitfalls for us as a corporation.

10 CHAIRMAN BURG: But you don't know right now
11 how much is business?

12 A. I would estimate 90 percent residential, 95
13 percent residential.

14 CHAIRMAN BURG: I guess that's all I have.

15 COMMISSIONER NELSON: I have a question. Are
16 you saying that -- I think I heard you say that you
17 thought the business rates were more competitive or
18 closer to the 25 cents?

19 A. Yes.

20 COMMISSIONER NELSON: Why would that be?
21 Because I ran a small business and I got 10 cents a
22 minute, and I didn't have any problem getting it.

23 A. You know, like the AT&T one rate, that's just
24 a residential program. MCI has their residential
25 program. Small business -- many small businesses are

1 still on programs that are, what do I call it, mileage
2 band tiered, mileage band programs. And if you look at
3 the last tariffs that AT&T had, they were still having
4 many of their small businesses on their different
5 business products which were banded products that might
6 go from 19 to 29 cents a minute going out on mileage
7 bands. The main reason is small business is too small
8 a niche for the billing carriers. AT&T and MCI are
9 aggressively trying to cost cut and get the residential
10 market because of other revenue streams they see in
11 that forum, but they're not very aggressive in serving
12 small business in the same fashion.

13 COMMISSIONER NELSON: Thank you.

14 MS. WIEST: Could you go to Exhibit 9, your
15 Basic Long Distance script? Do you have that before
16 you?

17 A. Yes, I have it in front of me.

18 MS. WIEST: Toward the middle of that page
19 the statement made by your telemarketer is that AT&T,
20 MCI, and Sprint are beginning to separate from LEC, or
21 local exchange company. And the question is do you
22 want to pay them separately or would you like to
23 continue consolidated billing? Do you know, does AT&T
24 or MCI actually send a separate bill in South Dakota
25 from the local exchange company?

1 A. I don't know in South Dakota. I developed
2 this whole business concept in this Basic Long Distance
3 assumed name, and this whole resale project was based
4 on our experience as working as a AT&T reseller
5 directly. And indirectly and we knew that they had
6 taken all of their small business customers and got
7 them off of getting one bill and getting a separate
8 bill. And it was -- we had seen similar things from
9 MCI and Sprint, but we didn't really know their
10 operations as intricately as we did AT&T.

11 MS. WIEST: And you said that was small
12 business customers. So do you know does AT&T and MCI
13 do separate billing for residential?

14 A. What we know is in Ameritech region, which is
15 my home state of Michigan, Ameritech had inserts in the
16 residential phone bills last year on two different
17 months which said, do you want one bill or two? You
18 open it up and says many long distance companies want
19 to give you a separate bill. So we know those
20 campaigns were going on with the major carriers through
21 the Midwest. It's usually a safe assumption, because
22 of the national or international natures of these
23 companies that if that's their marketing tactic in the
24 Ameritech region, we made the assumption that they're
25 using the same tactic in U S West and Bell Atlantic, et

1 cetera, in the other major RBOC areas.

2 MS. WIEST: But you have no knowledge whether
3 AT&T, MCI, or Sprint are actually doing separate
4 billing in South Dakota; right?

5 A. No, we don't have specific knowledge in this
6 state. We know that they were using these tactics in
7 the Midwest.

8 MS. WIEST: Well, then go to the second part
9 or the statement right after that.

10 A. Yes.

11 MS. WIEST: You say what we can do is put
12 Basic Long Distance on the LEC bill. That will give
13 you some insurance against paying a separate long
14 distance bill and you'll receive a flat rate of a
15 quarter per minute in the U S West and Canada. That
16 isn't a question, is it?

17 A. No, that's basically --

18 MS. WIEST: It's a statement.

19 A. It's a summary statement of the benefit.

20 MS. WIEST: Right. And so where in this
21 script do they actually agree to use Basic Long
22 Distance? Where do they say, yes, they want Basic Long
23 Distance?

24 A. Okay. In this script we say what we can do
25 is we can put Basic Long Distance on your local phone

1 bill. That will give you some insurance against paying
2 a separate long distance bill. You'll receive a flat
3 rate of a quarter per minute. It's an assumptive
4 close. If they get this statement, and then you say,
5 all I need to do is confirm this, confirm that.
6 Basically what you're doing there is if they agree that
7 they put this on, then they're going to get a call back
8 in five minutes that's going to spell it out confirming
9 all this information. What you've got here is you are
10 presenting to the consumer we can put Basic Long
11 Distance on your bill. If a consumer agrees to it --

12 MS. WIEST: Where do they agree to that?

13 A. What I'm saying, if they don't agree to it,
14 they're not going to just confirm this information,
15 confirm that information. They're not going to move
16 forward with a second call where somebody comes on and
17 says, I've got to record this, and I need your name and
18 then they voice their name. The whole thing is you get
19 agreement on this first call. You get agreement that
20 they --

21 MS. WIEST: But they don't actually ever have
22 to say yes?

23 A. If the telemarketer is misreading it and get
24 a bunch of consumers who don't want it, they're going
25 to cancel when they get another call. What I'm saying

1 is if give it their yes, if they listen to this and
2 they agree to it, they're not going to go ahead through
3 the next phase. They're not going to say yes on a
4 tape-recorded call following that if they don't agree
5 to it. It's how many times you can ask the same
6 questions. I mean there are certainly deficiencies
7 from a standpoint of telemarketing presentation. You
8 can't -- how many -- how you state a question when
9 you're telemarketing versus how you would state a
10 question in writing. I guess there's some conflict
11 here.

12 MS. WIEST: Right. My point is this isn't a
13 question and you can say --

14 A. No, it's a statement.

15 MS. WIEST: Apparently they don't have to say
16 yes here, and so their only opportunity to deny it is
17 to when they get the follow-up from your third-party
18 verifier.

19 A. The reality is nine out of ten calls get
20 denied at this level. A consumer is not going to go
21 through with we can put your Basic Long Distance on
22 Ameritech's bill. If the consumer has AT&T, they're
23 not going to go through with this call. They're going
24 to say put Basic Long Distance on the bill. I've
25 already got AT&T on the bill. I'm already getting

1 AT&T

2 MS. WIEST: Are customers informed of the
3 \$5.00 PIC change charge?

4 A. The \$5.00 PIC change charge was effective on
5 January 1. We have not integrated the \$5.00 PIC charge
6 into the presentation, and the \$5.00 PIC charge is
7 something that I am disputing with the reseller right
8 now that I sell through because I don't think it should
9 be a \$5.00 PIC charge. This is a government cost they
10 assess the carriers.

11 MS. WIEST: I'm not talking about the PICC
12 charge. I'm talking about the primary interexchange
13 charge charged by the local.

14 A. The \$5.00 switch fee?

15 MS. WIEST: Yes.

16 A. I don't think we covered that in this script.

17 MS. WIEST: Now, you stated that you do not
18 market any more and you have no short-term plans to
19 reactivate marketing at this time but you may start go
20 back and ask for business from business customers; is
21 that correct?

22 A. That's correct.

23 MS. WIEST: So would you be willing to inform
24 the Commission if you decide to continue marketing in
25 South Dakota and prior to you continuing marketing in

1 South Dakota, get permission from the Commission?

2 A. Yes.

3 MS. WIEST: For any type of business,
4 residential or --

5 A. We would be willing to agree to give you an
6 advanced notification before we made one new phone
7 call.

8 MS. WIEST: And to get permission from the
9 Commission to do that?

10 A. Yes.

11 MS. WIEST: Going back to the third-party
12 verification company, does -- your third-party verifier
13 does record the conversations; correct?

14 A. Yes.

15 MS. WIEST: And do you know how long those
16 records are retained?

17 A. I believe they're retained for a 12-month
18 period.

19 MS. WIEST: And do you know does the
20 third-party verification company -- are its employees
21 paid on a Commission basis per verification?

22 A. No, they're not paid on a Commission basis
23 per verification. They're paid on a basis per calls,
24 per calls that they take verified canceled.

25 MS. WIEST: Okay.

1 A. They're -- they are based off --

2 MS. WIEST: The number of calls they take?

3 A. But not of --

4 MS. WIEST: Whether they say yes or no?

5 A. Exactly.

6 MS. WIEST: And you listened to Miss Healy
7 and her recommendation --

8 A. Yes.

9 MS. WIEST: -- on the fines? What's your
10 position on that?

11 A. You know, I'm trying to quantify it. I guess
12 I have reservations in passing a judgment on that yet
13 because I couldn't calculate it in my mind. I feel
14 that if we can go back and retroactively credit the
15 consumers, that would be an adequate action.

16 MS. WIEST: And you credit them the full
17 amount? You don't just take the difference between --

18 A. Precisely.

19 MS. WIEST: -- their carrier and what you
20 charge; correct?

21 A. Yes.

22 MS. WIEST: Any other questions from the
23 Commission?

24 CHAIRMAN BURG: Yeah. You prompted one
25 that's a very good question on the fact that I don't

1 see in this script any confirmation, any acceptance at
2 all.

3 A. Yeah.

4 CHAIRMAN BURG: And we do not have the script
5 for the verification, do we?

6 A. We don't have it here. We can certainly get
7 that for you.

8 CHAIRMAN BURG: I would like to see that.

9 MR. SCHROYER: It would be very similar to
10 the one attached to the letter.

11 A. You've got it on the back of the Lipp letter.

12 MS. WIEST: Can we get an official one?

13 A. Yes.

14 CHAIRMAN BURG: What I'm trying to find out
15 is what you are verifying there.

16 A. The actual approval line in the verification
17 is shown in that.

18 CHAIRMAN BURG: All they ask is to state
19 their name.

20 A. They ask them to state their name.

21 CHAIRMAN BURG: The amount of business they
22 do.

23 A. They read back the phone number. They
24 confirm the amount of the business they do. They
25 confirm the date of birth, which is a code that the

1 telemarketer asked them to give. Then they inform them
2 that if they bill 25 a month, there won't be a service
3 fee under 25, it will be 2.50. Then they confirm
4 they're the authorized person and we have their
5 permission to keep everything under one bill with the
6 local company with long distance.

7 CHAIRMAN BURG: There is no place on either
8 script that I can see an agreement to switch.

9 A. Okay. When we have their permission to keep
10 everything on one bill from the local phone company
11 with the long distance service provided by Basic Long
12 Distance, do you feel that that is?

13 CHAIRMAN BURG: By Basic Long Distance?

14 A. Yes. Long distance service provided by Basic
15 Long Distance.

16 CHAIRMAN BURG: I mean, maybe it could be
17 construed that way. But if they already have it on one
18 bill, like you said, you don't solicit only to people
19 that have more than one bill, so they could be just
20 feeling they're confirming they want to keep it like it
21 is if they only get one bill. That's the way I see
22 it. It's a very, very thin confirmation to me that to
23 authorize switch.

24 A. Yeah. We would certainly be open to an
25 ongoing basis working with you on phrasings.

1 CHAIRMAN BURG: You're not going to market
2 any more, so we don't need to worry about that; right?

3 A. Exactly.

4 MR. SCHROYER: Residential. I think his
5 testimony was that they're considering that.

6 A. If we were to go back in and you said you
7 would -- you want us to give you advance notification,
8 we certainly could work with scripting and revisions to
9 have an acceptable level of, you know, where the
10 phrasing was preapproved by you before we implement it.

11 CHAIRMAN BURG: There's one other late-filed
12 I'd like is some confirmation of your experience in
13 other states, both the number of consumers you have
14 currently and the rate of complaints that you've had.

15 A. Okay. Some statistical feedback state by
16 state of billing volume or number of customers and
17 number of related complaints, yes.

18 MS. WIEST: Anything else from the
19 Commission? Mr. Schroyer, do you have any redirect?

20 MR. SCHROYER: No, I don't.

21 MS. WIEST: Any other questions of this
22 witness?

23 MR. HOSECK: No.

24 MS. WIEST: Do you have any other witnesses,
25 Mr. Schroyer?

1 MR. SCHROYER: No, we do not.

2 CHAIRMAN BURG: I have one. I'm not sure how
3 to approach it. I guess I'm wondering if Miss Healy,
4 some comments -- she made a recommendation to us on the
5 fine, and I'm not sure whether that was prior to -- at
6 least it was prior to my knowledge that they had been
7 refunding full amounts. And right now in my mind
8 there's a question between what would be better for the
9 customer getting their full bill back -- and even if
10 they can get the fine, and we don't know if we can do
11 that and/or if they got the fine on the first minute.
12 There's a question in my mind which is better for the
13 customer. So I guess in light of that, my question
14 would be is your recommendation still the same, or
15 would you either like to reserve that recommendation
16 for a study, or have a different one? And I don't know
17 the proper procedure.

18 MS. WIEST: We can ask Leni to respond.

19 MS. HEALY: I don't see why we would have to
20 choose between full credit and a penalty. I believe a
21 penalty is warranted, but I also believe that the
22 consumers are entitled to full credit, so I believe
23 both.

24 CHAIRMAN BURG: Okay. That answers my
25 question.

1 MS. WIEST: Any other questions of any
2 witnesses at this time?

3 MR. HOSECK: I would like to call Sue Cichos
4 back to the stand. She did have her phone bill and
5 found it and would obviate having to submit a
6 late-filed.

7 MS. WIEST: We can put that in the record.
8 (EXHIBITS NO. 10 and 11 WERE MARKED FOR
9 IDENTIFICATION.)

10 SUE CICHOS,

11 called as a witness, being previously sworn,
12 was examined and testified as follows:

13 DIRECT EXAMINATION

14 BY MR. HOSECK: At this point in time the record should
15 reflect that I have recalled Sue Cichos to the stand.

16 Q. Sue, you have in front of you two exhibits
17 marked Number 10 and 11. Can you identify those
18 exhibits for the Commission, please?

19 A. They're my home telephone records for January
20 and February. Due dates are January and February, but
21 they're records of my home telephone.

22 Q. And earlier are these the bills that you
23 testified about with regard to a solicitation by Basic
24 Long Distance?

25 A. They are. They're a result of the phone

1 conversation that I was referring to earlier.

2 Q. And do both of those reflect a charge to
3 Basic Long Distance?

4 A. Right, they do.

5 MR. HOSECK: At this time I would offer
6 Exhibits 10 and 11.

7 MS. WIEST: Any objection?

8 MR. SCHROYER: No objection to the entry of
9 the exhibits.

10 MS. WIEST: 10 and 11 have been offered and
11 received.

12 Q. And just one final question. What was your
13 recollection of the confirmation process when you
14 received the call in this matter?

15 A. During the course of the confirmation, as if
16 you can call it that, they did say, "Do you wish to
17 keep your billing all in one billing?" I mean it
18 wasn't a choice at that point. It was made clear if
19 you wish to keep your billing on one.

20 Q. That was the only question that was asked of
21 you?

22 A. They asked my address because -- one of the
23 other reasons why I knew something was wrong is because
24 they had an old address. And I said, "Well, U S West
25 has my current address, so this can't be U S West.

1 This address you have is two years old." So I mean,
2 obviously, I was aware right off the bat it wasn't U S
3 West even though they kept arguing that they were.
4 Other than my address and asking me to keep the phone
5 billings on one, I'm not exactly sure. I believe they
6 probably asked my date of birth; however, I usually
7 don't ever give that out, and I don't give my Social
8 Security out either. So if they asked, I know I
9 wouldn't. I'd be surprised if I would have answered
10 them, but they probably did ask them.

11 MR. MOSECK: I have no further questions of
12 this witness.

13 MS. WIEST: Mr. Schroyer?

14 CROSS-EXAMINATION

15 BY MR. SCHROYER:

16 Q. Are you sure that this process that you've
17 described was in one phone call and not more than one
18 call?

19 A. I guess I can't be hundred percent positive,
20 but that's the way I remember it. I'm fairly certain.
21 I am fairly certain.

22 Q. At least your recollection is whatever you
23 said to them in the affirmative sense, whether you
24 meant it to mean whether you want to just keep your
25 bill together or you wanted it changed, you did confirm

1 that was your position?

2 A. No, I didn't confirm anything. All I did was
3 argue that U S West has my correct address because that
4 was brought up in the initial conversation, and nowhere
5 along the line did I confirm anything. Because I said
6 my bills are already in one with the initial person.

7 Q. Did you receive a bill since February now
8 with this charge on it? Have you gotten your March?

9 A. It appears the charges have stopped.

10 Q. Did you ever receive a credit for these?

11 A. No, I haven't yet. I did -- I didn't pay the
12 \$5.00 switching fee; and, you know, that doesn't show
13 up on my bill any more as due.

14 Q. Do you remember them using the name Basic
15 Long Distance?

16 A. I do clearly remember them saying Basic Long
17 Distance, but I, even knowing better, assumed they were
18 talking about a service. All along I was clearly
19 argued with that it was U S West I was talking to and
20 not anybody from any other company. I mean they argued
21 with me about that, so -- but I do remember the words
22 Basic Long Distance in referring to a service, is my
23 understanding of it.

24 Q. Would it be your recollection that this must
25 have occurred sometime in early 1998 then?

1 A. The actual call?

2 Q. Yeah.

3 A. I actually believe that was in October.

4 Q. Of '97?

5 A. Right. Well, let me say that's when the
6 \$5.00 switching charge showed up, so however long that
7 takes before that.

8 Q. Do you remember seeing these bills on the
9 November or December statements?

10 A. They did not. They showed up on the October
11 one. That's when I called and said, you know, I was.
12 And I knew the next day that obviously something was
13 going to happen that I didn't want to happen just
14 because of the knowledge that I do have working in the
15 Commission, and that's why they never I never paid the
16 five dollar switching fee. But then when these
17 invoices didn't show up on my bill until recently, to
18 be honest, I didn't notice they were on there again now
19 so now I want credit for those too.

20 MR. SCHROYER: We would like to have copies
21 of these.

22 MR. HOSECK: We'll get you those.

23 MS. WIEST: Any other questions,
24 Mr. Schroyer?

25 MR. SCHROYER: No.

1 MS. WIEST: Commissioners, any questions?

2 CHAIRMAN BURG: Just one for clarification.

3 You immediately called the next day U S West and said I
4 do not want mine switched? And, well, can we tell from
5 this was it actually switched?

6 A. Well, apparently because the bills show up.
7 And I do also have the bill that has the \$5.00 charge
8 on it, too, that was dated back in October. So, I
9 mean, I know the switch was made. And when I called
10 U S West, I didn't pay that. They said, you know, if
11 you're disputing it, you don't have to pay that \$5.00.

12 CHAIRMAN BURG: I'm going to do it at this
13 time because I'm going to -- Mr. Schroyer, I believe,
14 objected to her statements being verification that it
15 was Basic Long Distance, the actual company at that
16 time; is that correct.

17 MR. SCHROYER: Yes.

18 CHAIRMAN BURG: You still stand with that
19 objection?

20 MR. SCHROYER: Well, I think we need an
21 opportunity to respond. Mr. Somerville has not been
22 able to determine from this material we have here --
23 we do not show that individual or this individual as a
24 customer. And I will have to go back and look at our
25 credits to see if there's -- apparently there were

1 credits issued sometime in the past, and we would have
2 a record of that.

3 CHAIRMAN BURG: There would be no credit
4 issued if it had never been paid, would that be
5 correct.

6 MR. SCHROYER: No, but she did pay it.

7 A. I did pay the charges to Basic Long Distance
8 have been paid. I didn't pay the \$5.00 switching fee.

9 COMMISSIONER NELSON: Mr. Chairman, I think
10 there's some reasonable evidence here that all of the
11 information provided by Basic Long Distance is not
12 necessarily very accurate, so I'd be interested in
13 verifying most of the information. The two things I'm
14 particularly interested in verifying is the list of
15 their current customers and the list of the people, the
16 hundred, at least, 56 people who have complained.
17 Would you have been on the list of people who had
18 complained, Sue?

19 A. I didn't formally complain because I knew
20 what had happened, and I didn't pay the \$5.00 so I
21 thought I don't really have anything to complain about
22 because I hadn't been harmed. Now I'm going to
23 complain. I want those two months' worth of charges
24 back because I thought it was all resolved, you know,
25 earlier when I first called them. I didn't realize it

1 was showing up again.

2 COMMISSIONER NELSON: I'd like to verify who
3 the current customers are and for the 156 people that
4 we know have complaints because we can identify those
5 people. I'd like to contact those people, and I'd like
6 to know if they had -- if their complaints were handled
7 satisfactorily, if they were credited, or if they were
8 not.

9 CHAIRMAN BURG: I have one other request as
10 far as late-filed. Once the staff receives the
11 information about the other states, I would like a call
12 to the states to verify their experience.

13 MS. WIEST: Any other questions of this
14 witness? Thank you. (Witness excused.) Any other
15 witnesses, Mr. Hoseck?

16 MR. HOSECK: No further witnesses.

17 MS. WIEST: Any other witnesses,
18 Mr. Schroyer, or rebuttal?

19 MR. SCHROYER: No.

20 MS. WIEST: Do any of the parties wish to
21 make any closing statements at this time?

22 MR. HOSECK: Yes. Mr. Chairman and
23 Commissioner Nelson, what we have, I think, it is very
24 apparent here today is that we could have subpoenaed
25 many South Dakota customers to come in here, but one

1 approach the staff took in presenting its case was th
2 this was a case of magnitude. It involved about 152
3 people from all over this state who have had a bad
4 experience with Basic Long Distance. We've heard a l
5 of explanations today. And despite these explanation
6 complaints have continued to roll in as late as
7 yesterday against this company. I would suggest to t
8 Commission that this is more than coincidental. And
9 would suggest that this is the worst case, and I thin
10 the facts sustain that this is the worst case this
11 Commission has ever seen in terms of unauthorized
12 switching of customers, or at the very least, not bei
13 up front and straightforward with customers in
14 telemarketing of these telecommunications services.

15 You've been presented with Leni Healy's
16 opinion as to what she thinks might be done in terms
17 some sort of monetary penalty. And if in your
18 deliberations you have an opportunity to look at that
19 tariff, I would emphasize that the charges that can b
20 made can be imposed for such things as mistakes,
21 omissions, interruptions, delays, errors, and other
22 defects or misrepresentations. The tariff that has
23 been filed by this company gives you, I believe, very
24 broad grounds for the imposition of these types of
25 monetary charges. If these are going to be imposed,

1 would submit to the Commission that that would be
2 subject to some sort of an audit process which would
3 have to be performed. And would suggest that that
4 would have been necessary for any type of an accurate
5 imposition of these charges.

6 There's another thing that I'm going to
7 suggest that the Commission consider. And that is if
8 we've got 1,600-some odd people in South Dakota who are
9 now customers of this company; and I suggest to this
10 Commission that there has been reasonable doubt raised,
11 at least in my mind, and I would submit that perhaps in
12 the Commission's mind, that those who are customers
13 presently may not be willing and knowing customers.
14 That perhaps one of the things that could be done is
15 that the Commission staff could be allowed to contact
16 these customers and confirm whether or not they in fact
17 wish to continue as Basic Long Distance customers.

18 Finally, there is the ultimate penalty in
19 this case and one that I would suggest the
20 Commissioners take a very serious look at and that is a
21 revocation of the Certificate of Authority. Under the
22 law that governs the granting of certificates of
23 authority, 49-31-3, the violation of a law is a grounds
24 for the revocation. In that I would suggest that the
25 Commission look at SDCL 37-30A-3, which says that

1 telemarketers cannot engage in unfair or deceptive
2 telephone solicitations. I believe that the record
3 establishes this in this particular case. And it also
4 says that the certificate can be withdrawn for other
5 good cause. And I would submit to the Commission that
6 other good cause in this case could well rest upon the
7 fact that 152 people in South Dakota have had major
8 problems with this company as far as doing business
9 with them.

10 So, in conclusion, I would urge that you give
11 very serious consideration to the revocation of the
12 license. And if it is not your choice to do that, that
13 there be a calculation of this damage factor and that
14 there be a further confirmation of whether or not the
15 people who are customers of this company should
16 continue -- or, rather, that they be asked whether or
17 not they want to continue being customers of that
18 company within this state. The bottom line is staff
19 urges that this type of activity shouldn't be rewarded
20 and it shouldn't continue. And whatever action the
21 Commission takes, we would urge that it be definitive.
22 Thank you.

23 MS. WIEST: Mr. Schroyer, do you have any
24 closing?

25 MR. SCHROYER: Very briefly. We would

4913.166
1 certainly urge the Commission to consider the request
2 and the suggestions that Mr. Somerville has made in the
3 course of the testimony, that we have recognized and
4 acknowledged that there's a problem here. It appears
5 from exhibits that the company has tried to address
6 those for some time now, most recently taking care of
7 what we think is probably the balance of the complaints
8 by offering a full refund.

9 In other words, all of these folks that had a
10 complaint that received credit have received credit for
11 the charges from Basic Long Distance, but they've
12 gotten free long distance service during this period of
13 time. And we feel that that basically is a benefit
14 that would surpass any fine mechanism at this point.
15 It's really much harder on the company to pay that than
16 it would be to pay a fine. Although, without
17 calculating the effect of the fine, it's somewhat
18 difficult for us to judge whether or not that would be
19 fair. But we do feel we've been fair in crediting all
20 of the accounts.

21 The company is not marketing the product any
22 longer in the state. They've agreed they won't do it
23 without further authorization from you or a
24 notification permission. That's, I think, a big a
25 concession as you could expect at this point in time.

1 We would like to retain -- let them retain their
2 customer base. They've spent a great deal of money.
3 And, obviously, these credits are a part of that in
4 maintaining and developing this customer base. It
5 gives them an opportunity to recover some of their
6 costs in this project. And we think it would be unfair
7 at this point for you to simply pull their
8 certificate.

9 But we certainly are willing to live with any
10 reasonable conditions that the Commission would put on
11 us, and I think that the recommendation of Miss Healy
12 in terms of not revoking the certificate at this point
13 is the one that we would recommend the Commission
14 take. That's essentially my discussion.

15 MS. WIEST: Since the Commission has asked
16 for additional documents, it will take this matter
17 under consideration. So thank you all for coming.

18 (THE HEARING CONCLUDED AT 12:51 P.M.)
19
20
21
22
23
24
25

1 STATE OF SOUTH DAKOTA)
2)
3 COUNTY OF HUGHES)
4

5 I, Lori J. Grode, RMR, Notary Public, in and
6 for the State of South Dakota, do hereby certify that
7 the above hearing, pages 1 through 163, inclusive, was
8 recorded stenographically by me and reduced to
9 typewriting.

10 I FURTHER CERTIFY that the foregoing
11 transcript of the said hearing is a true and correct
12 transcript of the stenographic notes at the time and
13 place specified hereinbefore.

14 I FURTHER CERTIFY that I am not a relative or
15 employee or attorney or counsel of any of the parties,
16 nor a relative or employee of such attorney or counsel,
17 or financially interested directly or indirectly in
18 this action.

19 IN WITNESS WHEREOF, I have hereunto set my
20 hand and seal of office at Pierre, South Dakota, this
21 21st day of April 1998.

22 Lori J. Grode
23 Lori J. Grode, RMR
24
25

TC96-148

In the Matter of IN THE MATTER OF THE
APPLICATION OF UTILITY ANALYSTS,
INC., D/B/A BASIC LONG DISTANCE
FOR A CERTIFICATE OF AUTHORITY
TO PROVIDE TELECOMMUNICATIONS
SERVICES IN SOUTH DAKOTA

Public Utilities Commission of the State of South Dakota

MEMORANDA

DATE	
7/22 96	Filed and Packeted;
7/25 96	TC Last Filed;
9/18 96	Order Granting COA;
9/18 96	Packet Closed.

EXHIBIT

1

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(810) 644-8211
(810) 642-6500 FAX

RECEIVED

July 19, 1996

South Dakota Public Utilities Commission
State Capitol
Pierre, South Dakota 57501-3809

Re: Utility Analysts, Inc. d/b/a Basic Long Distance

Dear Sir/Madam,

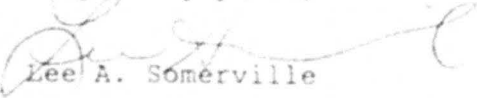
Enclosed for filing in your usual manner, please find the Application of Utility Analysts, Inc., d/b/a Basic Long Distance, for a Certificate of Authority, along with 10 copies, and the corporation's check in the amount of \$250, representing the applicable filing fee.

Please advise me if you require any additional information in order to reach a decision on the application.

Thank you for your anticipated cooperation. Please do not hesitate to call if you have any questions or concerns.

Thank you for your anticipated cooperation. Please do not hesitate to call if you have any questions or concerns.

Very truly yours,


Lee A. Somerville

enc.

APPLICATION FOR CERTIFICATE OF AUTHORITY
FILED WITH THE
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE APPLICATION
OF UTILITY ANALYSTS, INC., D/B/A
BASIC LONG DISTANCE, A
MICHIGAN CORPORATION, FOR A
CERTIFICATE OF AUTHORITY

No.

RECEIVED
JUL 22 1996
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Application is hereby made to the South Dakota Public Utilities Commission for a Certificate of Authority to provide telecommunications services within the State of South Dakota, by Utility Analysts, Inc., d/b/a Basic Long Distance, a Michigan corporation authorized to do business in the State of South Dakota. The following general information and specific exhibits are furnished in support thereof:

General Information

1. The name, address and telephone number of the Applicant: Utility Analysts, Inc. ("Applicant") d/b/a Basic Long Distance; 26020 Grand River, Redford Township, Wayne County, Michigan 48240; 313-534-9700.
2. Applicant will provide services under its assumed name, Basic Long Distance. Attached as Exhibits A and B, respectively, please find Applicant's Certificate of Good Standing, and Certificate of Assumed Name.
3. Applicant is a Michigan corporation:

a. Applicant was incorporated January 29, 1985, and is authorized to transact business in the State of South Dakota. Attached as Exhibit C please find Applicant's Certificate of Authority to transact business in South Dakota, issued by the Secretary of State.

b. Applicant has no office within the State of South Dakota; its registered agent is Corporation Services Company, 503 South Pierre Street, Pierre, South Dakota 57501.

c. One Hundred percent (100%) of Applicant's stock is owned by Brian Somerville, a Michigan resident.

d. Applicant owns no subsidiaries.

4. Applicant intends to offer intrastate message toll services to business and residential customers within the State of South Dakota. Applicant offers switched and dedicated MTS and 800 interexchange services by the resale of the services of underlying carriers. Underlying carriers ("Underlying Carriers") refers to the facilities based interexchange carriers providing the long distance services being resold by Applicant, currently Frontier Communications and Sprint. Services are available 24 hours a day, 7 days a week on a flat rate basis.

5. Applicant submits that it does not own, operate, manage or lease any facilities used to provide telecommunications for hire, sale or resale to the general public within or without the State of South Dakota. All equipment used in the provision of services provided is the equipment of the Underlying Carriers.

6. Applicant intends to offer services throughout the State of

South Dakota, in all equal access areas.

7. Attached as Exhibit D, please find the current balance sheet and income statement of the Applicant, and the latest Annual Report of the Applicant. The Applicant has only one shareholder, and does not issue a "report to shareholders".
 8. Attached as Exhibit E, please find Applicant's proposed tariff, with the proposed conditions and terms of service.
 9. Applicant's services are billed through the Local Exchange Carrier, through an intermediate billing service: USBI.
 10. Applicant is authorized to do business in the following states: Michigan, Missouri, Pennsylvania, South Dakota, Washington, Wisconsin, Ohio, Utah, Colorado, New Jersey, Arizona, Georgia, Idaho, Iowa, Louisiana, Maine, Massachusetts, Nevada, New Hampshire, Nebraska, South Carolina, Tennessee, Virginia, Texas, Wyoming, Montana, and Oregon. Applicant is currently providing or is authorized to provide, telecommunications services in the following states: Michigan, Colorado, New Jersey, Arizona, Idaho, Iowa, Massachusetts, Virginia, Texas, Wyoming, Montana, and Oregon. Applicant has not been denied authority to do business in any state to date.
 11. Applicant markets its services through in-house telemarketing, and through contracts with independent agencies. Applicant does not currently utilize brochures to assist in the sale of services.
- Attached please find Exhibits A through E, incorporated herein by reference.

WHEREFORE, the undersigned Applicant requests that the South

Dakota Public Utilities Commission grant it a Certificate of Authority, and to allow it to file its tariff, attached as Exhibit E, hereto.

Dated at Redford, Michigan this 17th day of July, 1996.

UTILITY ANALYSTS, INC.

By: Brian Somerville
Brian Somerville, President

State of Michigan)
County of Wayne) ss.

Brian Somerville, being first duly sworn, deposes and says that he is President of Utility Analysts, Inc., the Applicant in the proceeding titled above, that he has read the foregoing application and knows the contents thereof; that the same are true of personal knowledge, except as to matters which are therein stated on information or belief, and as to those matters he believes them to be true.

Brian Somerville
Brian Somerville, President
Utility Analysts, Inc.

Subscribed and sworn to me this 17th day of July, 1996.

Lee A. Somerville
Lee A. Somerville, Notary Public
Wayne County, Michigan
My commission expires 9-29-99.

EXHIBIT A

Immediately following this page please find a copy of Applicant's Certificate of Good Standing in the State of Michigan.



Michigan Department of Commerce

Lansing, Michigan

This is to Certify That

UTILITY ANALYSTS, INC.

was validly incorporated on January 29, 1985, as a Michigan profit corporation, and said corporation is validly in existence under the laws of this State.

This certificate is issued to attest to the fact that the corporation is in good standing in this office as of this date and is duly authorized to transact business or conduct affairs in Michigan and for no other purpose. It is in the usual form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.

In testimony whereof, I have hereunto set my hand and affixed the Seal of the Department, in the City of Lansing, this 13th day of March, 1996.

Carl L. Lysen, Director
Corporation & Securities Bureau

EXHIBIT B

Immediately following this page please find a copy of Applicant's Certificate of Assumed Name for the name Basic Long Distance.

CSS 541 (Rev. 6/84)

MICHIGAN DEPARTMENT OF COMMERCE - CORPORATION AND SECURITIES BUREAU		095048710 0630 DRG&FT \$10.00
Date Received		(FOR BUREAU USE ONLY)
JUN 30 1995		FILED
		JUL 05 1995
Name LEE A. SOMERVILLE		Administrative MICHIGAN DEPARTMENT OF COMMERCE Corporation & Securities Bureau
Address 20700 TELEGRAPH, SUITE 4646		
City BINGHAM FARMS	State MI	Zip Code 48025
Document will be returned to the name and address you enter above		EXPIRATION DATE DECEMBER 31, 2000

CERTIFICATE OF ASSUMED NAME
For use by Corporations, Limited Partnerships and Limited Liability Companies
(Please read information and instructions on reverse side)

Pursuant to the provisions of Act 284, Public Acts of 1972 (profit corporations), Act 162, Public Acts of 1982 (nonprofit corporations), Act 213, Public Acts of 1982 (limited partnerships), or Act 23, Public Acts of 1993 (limited liability companies), the corporation, limited partnership, or limited liability company in item one executes the following Certificate:

1. The true name of the corporation, limited partnership, or limited liability company is:	UTILITY ANALYSTS, INC.
2. The identification number assigned by the Bureau is:	1 7 5 - 1 7 8
3. The location of the corporation or limited liability company registered office in Michigan or the office at which the limited partnership records are maintained is:	15540 MEADOWBROOK REDFORD MICHIGAN 48239 (Street Address) (City) (State) (ZIP Code)
4. The assumed name under which business is to be transacted is:	BASIC LONG DISTANCE

COMPLETE ITEM 5 ON LAST PAGE IF THIS NAME IS ASSUMED BY MORE THAN ONE ENTITY.

Signed this 29th day of June, 19 95
By Brian Somerville
(Signature)
BRIAN SOMERVILLE PRESIDENT
(Type or Print Name) (Type or Print Title)
(Limited Partnerships Only - Indicate Name of General Partner & a corporation or other entity)

EXHIBIT C

Immediately following this page please find a copy of Applicant's Certificate of Authority to do business in the State of South Dakota.

State of South Dakota



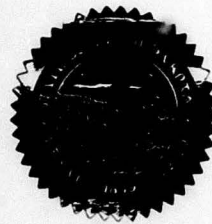
OFFICE OF THE SECRETARY OF STATE

CERTIFICATE OF AUTHORITY

I, JOYCE HAZELTINE, Secretary of State of the State of South Dakota, hereby certify that duplicate of the Application for a Certificate of Authority of UTILITY ANALYSTS, INC. to transact business in this state duly signed and verified pursuant to the provisions of the South Dakota Corporation Acts, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this Certificate of Authority and attach hereto a duplicate of the application to transact business in this state under the name of UTILITY ANALYSTS, INC.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this 19TH DAY OF JANUARY, 1993.



Joyce Hazeltime
JOYCE HAZELTINE
Secretary of State

EXHIBIT D

Immediately following this page please find Applicant's latest annual report, which contains an income statement and balance sheet.

**MICHIGAN ANNUAL REPORT
DOMESTIC PROFIT CORPORATIONS**

COMPLETE BOTH SIDES

IDENTIFICATION NUMBER

175178

1995

FOR BUREAU USE ONLY

REQUIRED BY SECTION 915, PUBLIC ACTS OF 1972. FAILURE TO FILE THIS REPORT MAY RESULT IN THE AUTOMATIC DISSOLUTION OF THE CORPORATION.

If the Resident Agent, Registered Office, or the mailing address of the Registered Office has changed, enter the corrections below and add \$8.00 to the \$15.00 filing fee. Make remittance payable to the State of Michigan.

This Report must be filed on or before May 15, 1995

1. Corporate Name

UTILITY ANALYSTS, INC.
15540 MEADOWBROOK
REDFORD MI 48239

1a. Mailing address of registered office if different than 1

2. Resident Agent

BRIAN SOMERVILLE

2a. Resident Agent if different than 2

3. Registered Office Address in Michigan - NO. STREET, CITY, ZIP

15540 MEADOWBROOK
REDFORD 48239

3a. Address of registered office if different than 3 - NO. STREET, CITY, ZIP

FOR BUREAU USE ONLY

The corporation states that the address of its registered office and the address of the business office of its resident agent are identical. Any changes were authorized by resolution duly adopted by its board of directors.

4. Federal Employer Number

38-2583283

5. Term of Existence (if not perpetual)

6. Act under which incorporated

284-1972

7. Incorporation Date

01/29/1985

8. State the nature and type of business in which the corporation is engaged:

UTILITY COST CONSULTING

9. Total Authorized Shares

50,000

10. Corporate Officers and Directors (name, street address, city, state, zip code)

President: BRIAN SOMERVILLE 15540 MEADOWBROOK REDFORD MI 48239

Vice President:

Secretary:

Treasurer:

Director:

Director:

Director:

REPORT MUST BE SIGNED IN INK. If the Mailing Address of the Registered Office, Resident Agent, or Registered Office is changed, this report must be SIGNED IN INK by the President, Vice-President, Chairperson, Vice-Chairperson, Secretary, or Assistant Secretary of the corporation. Except, if only the registered office is changed, this report may be signed by the President. I certify that for a Professional Service Corporation, the corporation meets the requirements of Act 192, PA of 1962, as amended.

Signature of Authorized Officer or Agent

Title

PRESIDENT

Date

7/15/1995

Daytime Telephone Number

(313) 532-1400

Printer's Name

LOCATION NUMBER

175178

11. The following is a statement of the assets and liabilities, within and outside Michigan, as shown by the books of the corporation on December 31, 1994 or (enter the closing date of the latest corporate fiscal year prior to May 15, 1995). The balance sheet of a Michigan corporation must be the same as furnished to shareholders.

ASSETS	TOTAL	WITHIN MICHIGAN	OUTSIDE MICHIGAN	LIABILITIES AND EQUITY	
Cash	127,557	127,557		Notes and Accounts Payable, Trade	17,168
Notes and Accounts Receivable	39,361	39,361		Notes and Accounts Payable, Other	10,532
Inventories				Accrued Expenses	
Prepaid Expenses	6,295	6,295		Long Term Indebtedness	26,052
Non-current Notes and Accounts Receivable					
Land					
Depreciable Assets				Reserves and Contingent Liabilities	
Machinery and Equipment	127,241	127,241		Deferred Income Tax	
Furniture and Fixtures					
Buildings				Stockholders Equity	
Other				Common Stock	2,000
Less Depreciation	40,101	40,101		Preferred Stock	
Net Depreciable Assets	87,140	87,140		Additional Paid-in Capital	
Investments				Retained Earnings (deficit)	104,597
Investments in Subsidiaries				Other	
Other Investments				Total Stockholders Equity	106,597
Other Assets					
TOTAL ASSETS	260,355	260,355		TOTAL LIABILITIES & EQUITY	260,355

12. Principal business office, and if different, principal place of business in Michigan:

26020 GRAND RIVER

REDFORD, MI 48240

12a. Name of parent corporation:

12b. List all subsidiary corporations:

This report will be open to reasonable public inspection pursuant to Section 915, Act 284 of 1972, as amended.

RETURN TO:

THE OFFICE IS LOCATED AT:

MICHIGAN DEPARTMENT OF COMMERCE
CORPORATION AND SECURITIES BUREAU
CORPORATION DIVISION
P.O. BOX 30051
LANSING, MI 48909

6545 MERCANTILE WAY
LANSING, MI 48910
(517) 334-6300

EXHIBIT E

Immediately following this page please find Applicant's initial proposed tariff.

Utility Analysts, Inc.
d/b/a Basic Long Distance

South Dakota Tariff No.1
Original Page No. 1

TITLE SHEET

SOUTH DAKOTA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishings of long distance telecommunications services within the state of South Dakota by Utility Analysts, Inc. /d/b/a Basic Long Distance, with principal offices at 26020 Grand River, Redford, Michigan 48240. This tariff applies to services furnished within the state of South Dakota. This tariff is on file with the South Dakota Public Utilities Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

Tariff Check Sheet

<u>SHEET NO.</u>	<u>REVISION</u>
Sheet 1	Original
Sheet 2	Original
Sheet 3	Original
Sheet 4	Original
Sheet 5	Original
Sheet 6	Original
Sheet 7	Original
Sheet 8	Original
Sheet 9	Original
Sheet 10	Original
Sheet 11	Original
Sheet 12	Original
Sheet 13	Original
Sheet 14	Original
Sheet 15	Original
Sheet 16	Original
Sheet 17	Original
Sheet 18	Original
Sheet 19	Original

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

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Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

SYMBOLS SHEET

- D- Deleted or Discontinued rate or regulation
- I- Rate increase
- M- Matter moved or relocated without change
- N- New rate or regulation
- R- Rate reduction
- T- Change in text, but no change in rate or regulation

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

TARIFF FORMAT SHEETS

A. Sheet numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. New sheets, however, are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet revision numbers - Revision numbers also appear in the upper right hand corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised sheet 14 cancels the 3rd revised sheet 14. Because of various suspension periods, deferrals, and other factors beyond the Company's control, the most current sheet number on file with the Commission may not always be the tariff page in effect. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph numbering sequence - There are nine levels of paragraph coding. Each level is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A.
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).1

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

D. Check sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the page if these are the only changes made to it. The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to the underlying carrier's central office.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Commission - The South Dakota Public Utilities Commission.

Company or Carrier - Utility Analysts, Inc. d/b/a Basic Long Distance.

Customer - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Holidays - The Company's recognized holidays are New Year's Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

LEC - Local Exchange Carrier.

Service - The Communications offerings provided by the Company, i.e. resold long-distance voice and data service obtained by the Company from a facilities-based-interexchange carrier.

Underlying Carrier - Facilities-based interexchange carrier providing the long-distance service being resold by the Company.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

SECTION 2. REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to provide Long Distance Message Telecommunications Service within the state of South Dakota in accordance with the terms and conditions set forth in this tariff. The Company does not own or operate long distance transmission facilities, but rather resells the facilities of underlying carriers.

2.1.2 Shortage of Facilities

All services is subject to the availability of suitable facilities. The Company reserves the right to limit the length of communications or to discontinue furnishing of services when necessary because of the lack of satellite or other transmission medium capacity or because of any causes beyond its control.

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Redford Michigan 48240

2.1.3 Liability of the Company

2.1.3.A Except as stated in this Section 2.1.3, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this tariff. This tariff does not limit the liability of the Company for willful misconduct.

2.1.3.B The liability of the Company for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations shall not exceed an amount equal to fives times the initial minutes charge provided for under this tariff for the intrastate long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company.

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- 2.1.3.C The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to acts of God, fires, flood, or other catastrophes; any law, order, regulation, directive, action or request of the United States Government, or any other government having jurisdiction over the Company, or of any department, local government, bureau, corporation, agency, commission, or of any civil or other instrumentally of any one or more of said governments, or of any national or military authority; or national emergencies, insurrections, riots, wars, or strikes or other labor difficulties.
- 2.1.3.D The Company shall not be liable for any act or omission of any other entity furnishing to the Customer facilities, equipment, or services used with the Company's Long Distance Message Telecommunications Service. Nor shall the Company be liable for any damages or losses due to the failure or negligence of the Customer or due to the failure of Customer-provided equipment, facilities or services.

Effective:

Issued:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

2.1.4 Claims

The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable attorney's fees, due to claims for libel, slander, or infringement of copyright in connection with the material transmitted over the Company's facilities; and any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Customer's facilities.

2.2 Prohibited Uses

Long Distance Message Telecommunications Service shall not be used for any unlawful purpose.

2.3 Use of Service

Long Distance Message Telecommunications Service may be used to transmit communications of the Customer in a manner consistent with the terms of this Tariff and the policies and regulations of the FCC and the South Dakota Public Utilities Commission.

Use of Long Distance message Telecommunications Service is considered an order for such service.

Issued:

Effective:

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Redford Michigan 48240

2.4 Payment Arrangements

2.4.1 Payment for Service

2.4.1.A The Customer is responsible for payment of all charges for facilities and services furnished by the Company. Federal, state and local sales, use and excise taxes, where applicable, shall be added to the charges contained herein. It shall be the responsibility of the Customer to pay these taxes and to accept the liability of any such unpaid taxes that may subsequently become applicable retroactively.

2.4.1.B Bills are due and payable upon receipt. If the Customer's net bill is not paid (payment received by the Company) within twenty-two (22) days after the invoice date listed on the bill it shall become a delinquent bill and interest at the lesser of (1) the rate of one and one-half percent (1.5%) per month or (2) the highest rate allowed by law per month shall accrue upon any unpaid amount. If the Company initiates legal proceedings to collect any amount due hereunder and the Company substantially prevails in such proceedings then the defendant Customer shall pay the reasonable attorney's fees and costs of the Company in prosecuting such proceedings and appeals therefrom.

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26020 Grand River
Redford Michigan 48240

2.4.1.C The Customer will be assessed a charge of twenty dollars (\$20.00), or Five percent (5%) of the check amount, whichever is greater, for each check submitted by the Customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.

2.4.1.D The Company may request any customer to pay in advance for toll services based on a good faith estimate of traffic volumes. At the Company's discretion a surcharge of 10% may be added to usage charges when actual traffic exceeds estimates. When estimates exceed actual usage the customer will be credited on the toll statement. All such deposits will be administered in accordance with the rules, regulations and orders of the Commission.

Issued:

Effective:

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Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

2.4.2 Discontinuance of Service for Cause

Upon non-payment of any sum owing to the Company for more than 30 days beyond the date of rendition of the bill for service or upon violation of any of the terms or conditions governing the furnishing of service under this tariff, the Company may, after 24 hour advance notice in writing to the Customer, without incurring any liability, discontinue the furnishing of service under this tariff.

These restrictions on Long Distance Message Telecommunications Service may include, but are not limited to, the following: the Company may withhold the use of a specific 800 number or deny its transfer to another carrier for nonpayment of charges due. Such action may be taken without written notice being sent to the Customer. Upon payment of charges by the Customer this restriction on the use of a specific 800 number will be removed.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

SECTION 3. SERVICE OFFERINGS

3.1 Intrastate Message Toll Service

3.1.1 Description of Services

The company offers switched and dedicated access MTS and 800 interexchange services by the resale of the services of Underlying Carriers, currently Allnet and Sprint. Such service is available twenty-four (24) hours a day, seven (7) days a week. MTS and 800 Services are offered on a flat rate basis.

3.1.2 Timing of Calls

The Customer's long distance usage charge is based on the actual usage of the Company's services. Usage begins when the called Party picks up the receiver, and ends when the calling party hangs up. Calls are measured by Underlying Carriers, whose services are resold by the Company, in accordance with its own Tariff.

3.1.3 Calculation of Distance

The Company uses the V&H coordinate system to calculate the distance of calls.

3.1.4 Minimum Call Completion Rate

A Customer can expect a call completion rate (number of calls completed/number of calls attempted) of not less than 99% during peak use periods.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

3.1.5 Billing Increments

Unless otherwise specified in the Tariff, the minimum call duration for billing purposes is 1 minute for a connected call. Calls beyond 1 minute are billed in 1 minute increments.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

SECTION 4. RATES AND CHARGES

4.1 Dedicated Access

Dedicated access services have initial set up and monthly charges that are dependent on local exchange carrier tariffs and based on the customer's location and individual needs. The customer's needs and physical location may also affect the Company's rates.

4.2 Non-Recurring Charges

Validated Account Codes,
per account install \$5.00

Validated Account Codes, \$5.00

4.3 Recurring Charges

Validated Account Codes,
per account \$5.00

800 Charges \$5.00

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

4.6 Directory Assistance

<u>Switched 1+</u>	
Interstate	\$0.75
Intrastate	\$0.75
International	\$4.00

<u>Travel card</u>	
Interstate	\$0.80
Intrastate	\$0.80
International	\$4.00

4.7 Monthly Service Fee

All customers may be charged a minimum monthly service fee for long distance usage not to exceed \$5.00.

4.8 Special Promotions

The Company may, from time to time, offer special promotions to its customers waiving certain charges. These promotions will be approved by the Commission with specific starting and ending dates and under no circumstance run for longer than 90 days in any twelve month period.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240

4.4 Rates Per Minute

Outbound and Inbound services carry an initial and incremental billing minimum of no greater than one minute.

Switched Access Outbound Service Per Minute Day, Evening and Night

Commercial	\$0.25
Residential	\$0.25

Travel Card Service: Access charges are \$.035 per access, in addition to a \$.25 per minute charge for the duration of the call.

Calls are billed in full minute increments with a one minute billing minimum.

4.5 Operator Assistance

The Company does not provide alternative operator services. Operator assisted calls are limited to live operator or automated operator functions provided by the Underlying Carriers for the processing of Telephone services such as completion of person to person, operator assisted station to station calls, dialing instructions and emergency call handling.

Issued:

Effective:

Issued by: Brian Somerville, President
Utility Analysts, Inc
d/b/a Basic Long Distance
26020 Grand River
Redford Michigan 48240



UTILITY ANALYSTS, INC.
26020 GRAND RIVER
REDFORD, MI 48240

REDFORD TOWNSHIP
COMMUNITY CREDIT UNION
REDFORD, MI 48239
9 7902 2720

7360

7/19/96

PAY TO THE
ORDER OF

South Dakota - PUC

\$ **250.00

Two Hundred Fifty and 00/100*****

DOLLARS

South Dakota - PUC

MEMO

Mark G. Semmler

⑆27207902⑆ 711031595095⑈ 7360

UTILITY ANALYSTS, INC.

South Dakota - PUC

7/19/96

7360

Regulatory Exp

250.00

TC 96-148

Credit Union

250.00

South Dakota
Public Utilities Commission
State Capitol
Pierre, SD 57501-6070
Phone: (800) 332-1782
Fax: (605) 773-3809

TELECOMMUNICATIONS SERVICE FILINGS

These are the telecommunications service filings that the Commission has received for the period of

07/19/96 through 07/25/96

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five days of this filing

KET BER	TITLE/STAFF/SYNOPSIS	DATE FILED	INTERVENTION DEADLINE
REQUEST FOR CERTIFICATE OF AUTHORITY			
148	Application by Utility Analysts, Inc. d/b/a Basic Long Distance (BLD)for a Certificate of Authority to operate as a telecommunications company within the State of South Dakota. (Staff: DJ/AR) BLD proposes to offer switched and dedicated MTS and 800 interexchange services by the resale of the services of underlying carriers.	07/22/96	08/09/96
FULLY COMPETITIVE TELECOMMUNICATIONS FILINGS			
A	AmeriVision Communications, Inc. filed to introduce Debit Card Service. The revision is effective July 23, 1996.	07/19/96	NA
A	LCI International Telecom Corp. filed to introduce three new products: Integrity Option C, World Talk 800 and World Talk Dedicated Service; to change the billing increments and make other minor revisions to Campus Talk 800, to Military Talk, to Earthtalk and to Campus Talk Dedicated Service; to change the per minute usage rates for All American Plan, and Personal Perks Calling Plan - Calling Card; and to introduce two new promotions: LCI Alternative WorldCard One Cent Per Minute Promotion and Simply Guaranteed WorldCard One Cent Per Minute Promotion. These revisions are effective July 26, 1996.	07/24/96	NA
IA	AT&T filed to introduce the AT&T UNIPLAN Switched and Special Access Promotion. This revision is effective July 25, 1996.	07/24/96	NA
IA	WorldCom Network Services, Inc. d/b/a WiTel Network Services filed to add a new service called WiMAX Universal Service. This service is designed for calling from multiple customer locations to stations throughout the state. The tariff is effective on July 26, 1996.	07/25/96	NA

Important Notice

The Commission is compiling a list of internet addresses. If you have an internet address **please** notify the Commission by E-mailing it to Terry Norum at terryn@puc.state.sd.us. Faxing the address to the Commission at 605-773-3809. Thank you and I look forward to hearing from you!

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE APPLICATION OF)
UTILITY ANALYSTS, INC., D/B/A BASIC LONG)
DISTANCE FOR A CERTIFICATE OF)
AUTHORITY TO PROVIDE)
TELECOMMUNICATIONS SERVICES IN)
SOUTH DAKOTA)

ORDER GRANTING
CERTIFICATE OF
AUTHORITY

TC96-148

On July 22, 1996, the Public Utilities Commission (Commission), in accordance with SDCL 49-31-3 and ARSD 20 10 24 02, received an application for a certificate of authority from Utility Analysts, Inc., d/b/a Basic Long Distance (Basic).

Basic intends to offer intrastate message toll services to businesses and residential customers within the State of South Dakota, as well as switched and dedicated MTS and 800 interexchange services by resale of the services of underlying carriers. A proposed tariff was filed by Basic. The Commission has classified long distance service as fully competitive.

On July 25, 1996, the Commission electronically transmitted notice of the filing and the intervention deadline of August 9, 1996, to interested individuals and entities. No petitions to intervene or comments were filed and at its regularly scheduled September 17, 1996, meeting, the Commission considered Basic's request for a certificate of authority. Commission Staff recommended granting a certificate of authority.

The Commission finds that it has jurisdiction over this matter pursuant to Chapter 49-31, specifically 49-31-3 and ARSD 20 10 24 02 and 20 10 24 03. The Commission finds that Basic has met the legal requirements established for the granting of a certificate of authority. Basic has, in accordance with SDCL 49-31-3, demonstrated sufficient technical, financial and managerial capabilities to offer telecommunications services in South Dakota. The Commission approves Basic's application for a certificate of authority. As the Commission's final decision in this matter, it is therefore:

ORDERED, that Basic's application for a certificate of authority is hereby granted. It is

FURTHER ORDERED, that Basic shall file informational copies of tariff changes with the Commission as the changes occur.

Dated at Pierre, South Dakota, this 18th day of September, 1996.

CERTIFICATE OF SERVICE	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by first class mail in properly addressed envelopes, with charges prepaid thereon.	
By	<u>Arthur K. Kline</u>
Date	<u>9/20/96</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION

Kenneth Stofferahn
KENNETH STOFFERAHN, Chairman

James A. Burg
JAMES A. BURG, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

CERTIFICATE OF AUTHORITY

To Conduct Business As A Telecommunications Company
Within The State Of South Dakota

Authority was Granted September 17, 1996
Docket No. TC96-148

This is to certify that

UTILITY ANALYSTS, INC., D/B/A BASIC LONG DISTANCE

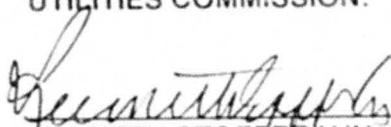
is authorized to provide telecommunications services in South Dakota.

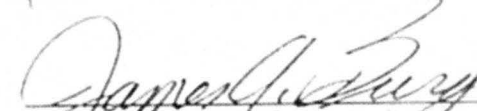
This certificate is issued in accordance with SDCL 49-31-3 and ARSD 20:10:24.02, and is subject to all of the conditions and limitations contained in the rules and statutes governing its conduct of offering telecommunications services

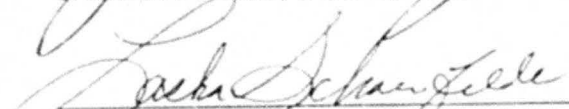
Dated at Pierre, South Dakota, this 18th day of September, 1996



SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION:


KENNETH STOFFERAHN, Chairman


JAMES A. BURG, Commissioner


LASKA SCHOENFELDER, Commissioner

1997 Basic Long Distance Complaints

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Home Phone	Consumer's First Name	Consumer's Last	Address	City	State	Information from Consumer	Final Action
(605) 335-6678	MICHAEL	HANLON	805 N ELMWOOD AVE	SIOUX FALLS	SD	MR HANLON'S SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
	DARYL & GWEN	SCHINDLER	RR 2 BOX 158	WHITEWOOD	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
(605) 225-5802	R C	LATHROP	BOX 1944	ABERDEEN	SD	HIS SERVICE WAS SWITCHED WITHOUT HIS AUTHORIZATION	a full credit was issued.
(605) 229-2765	JIM & WENDY	BLARE		ABERDEEN	SD	THEIR SERVICE WAS SWITCHED WITHOUT THEIR AUTHORIZATION	
(605) 886-0859	LOIS & LYNDON	VANDERFEES	313 1ST SW	WATERTOWN	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 882-1195	ROBERT	ANDREWS	418 5TH AVE NW	WATERTOWN	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	

EXHIBIT

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1997 Basic Long Distance Complaints

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Home Phone	Consumer's First Name	Consumer's Last	Address	City	State	Information from Consumer	Final Action
(605) 882 1706	TIMOTHY & CAROL	MOES	320 7TH ST NE	WATERTOWN	SD	THEY WERE SLAMMED BY BLD	A CREDIT WAS ISSUED.
(605) 886 2246	RON	HUTT		WATERTOWN	SD	HE WAS SLAMMED	
(605) 347 4165	DONALD	TECH	8320 BLUCKSBERG MT RD N	STURGIS	SD	THEY WERE SLAMMED.	
(605) 882 1760	GERALYN	HURRLE	513 3ED ST NE	WATERTOWN	SD	SHE WAS SLAMMED.	
(605) 334 2872	ELIZABETH	DRENKOW		SIOUX FALLS	SD	THEY WERE CHARGED BY A COMPANY THEY DIDN'T REQUEST.	BLD WILL CREDIT THE CHARGES.
(605) 352 4291	CHARLES	WICKHAM	1230 SIMMONS SW	HURON	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld claims no wrongdoing and upholds the charges.

1997 Basic Long Distance Complaints

Home Phone	Consumer's First Name	Consumer's Last Name	Address	City	State	Information from Consumer	Final Action
(605) 352-7727	JOHN	BRACK		HURON	SD	THEY HAVE ALWAYS USED ATT. HE GOT A BILLING FROM A DIFFERENT COMPANY. HE HAD TO UNRAVEL LAYERS TO FIND OUT WHO TOOK HIS BUSINESS. HE DISCOVERED THAT SPRINT WAS THE UNDERLYING CARRIER FOR QAI AND LONG	
	JANICE	VOELK		RAPID CITY	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION. SHE HAS EVERYTHING HANDLED AND WILL BE GETTING HER CHARGES DROPPED. SHE JUST WANTED TO REPORT IT	
(605) 224-5756	CAROLYN	TRAUTMAN	20152 293RD AVE	PIERRE	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A VERIFICATION WAS OBTAINED/ BLD IS UPHOLDING THE CHARGES
(605) 361-8026	BARBARA	LETHCOE		SIOUX FALLS	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	HER SERVICE IS BACK WITH AT&T
(605) 336-2880	TIM	GEBHART	513 S MAIN	SIOUX FALLS	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	the verification center upholds the charges.
(605) 341-5828	BERNARD	SMITH		RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	

1997 Basic Long Distance Complaints

Home Phone	Consumer's First Name	Consumer's Last	Address	City	State	Information from Consumer	Final Action
	LEROY	EKANGER		HUMBOLDT	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 342-0543	JOE	LUCIANO	3610 4TH ST #316	RAPID CITY	SD	HE RECORDED HIS CONVERSATION WITH A TELEMARKETER CLAIMING TO BE U S WEST. IT WAS REALLY BASIC LONG DISTANCE	
(605) 886-2219	DON	FASSLER		WATERTOWN	SD	HE WAS CONTACTED BY A TELEMARKETER INDICATING THAT THEY WERE U S WEST WANTING TO COMBINE THEIR BILLING.	
(605) 339-3784	FERRY	MC DONALD	6404 W SILVER PLACE	ST LOUIS	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	HE WILL GET A FULL CREDIT. A PIC FREEZE HAS BEEN PLACED ON HIS ACCOUNT.
(605) 343-7102	CHARLES	FERRY	2317 ARROW ST	RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	bld denies any wrongdoing and upholds the charges.
(605) 343-2204	PAUL	RICHARDS		RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	

1997 Basic Long Distance Complaints

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Home Phone	Consumer's First Name	Consumer's Last Name	Address	City	State	Information from Consumer	Final Action
(605) 787-6832	BURNELL	GASKINS		RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 787-6372	NANCY	HOLZER	7421 JANE DR	BLACK HAWK	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
(605) 742-2307	VERLIN	RICHARDT		RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
(605) 225-3472	DALE & BARB	GOEHRING	PO BOX 2125	ABERDEEN	SD	THEIR SERVICE WAS SWITCHED AFTER A DECEPTIVE CALL. THEY TAPED THE CALL.	bld denies any wrongdoing and upholds the charges.
(605) 361-8575	MARLYS	WOOLHEATER	3709 S TERRY #3	SIOUX FALLS	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	A VERIFICATION WAS OBTAINED. THE CHARGES ARE UPHELD.
(605) 371-3638	LYNN	UNDERSTOCK		SIOUX FALLS	SD	HER SERVICE WAS SWITCHED WITHOUT HER AUTHORIZATION	A VERIFICATION WAS OBTAINED. THE CHARGES ARE UPHELD.

1997 Basic Long Distance Complaints

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Home Phone	Consumer's First Name	Consumer's Last	Address	City	State	Information from Consumer	Final Action
(605) 892-4106	ADELINE	DODDS	2034 10TH AVE	BELLE FOURCHE	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
	DONNA	RODGO		BELLE FOURCHE	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 892-4847	ELMER	PENNING	RR 1 BOX 342	BELLE FOURCHE	SD	THEIR SERVICE WAS SWITCHED WITHOUT THEIR AUTHORIZATION.	bid uphold the charges
(605) 371-3638	LYNN	UNDERSTOCK	3704 MATTHEW CIRCLE	SIOUX FALLS	SD	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
(605) 225-1344	JOHN & REBECCA	MULVANY		ABERDEEN	SD	THEIR SERVICE WAS SWITCHED THROUGH DECEPTIVE TELEMARKETING.	
	MARGARET	NILMEYER	1105 N MAIN #1	ABERDEEN	SD	HER SERVICE WAS SWITCHED UNDER DECEPTIVE TELEMARKETING PRACTICES.	

1997 Basic Long Distance Complaints

Home Phone	Consumer's First Name	Consumer's Last	Address	City	State	Information from Consumer	Final Action
(605) 361-1025	RUSSELL	NEARMAN	4601 CUSTER LANE #201	SIOUX FALLS	SD	THEIR SERVICE WAS SWITCHED BY A DECEPTIVE TELEMARKETER.	
	AL	ZACHER				HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 339-1961	BELINDA	BLACHFORD	621 S HOLLY	SIOUX FALLS	SD	THEIR SERVICE WAS SWITCHED BY A DECEPTIVE TELEMARKETING CALL.	
(605) 225-2545	CLARENCE	SWENSON	39415 136TH ST	BATH	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	
(605) 343-2256	DONALD	BALL	1805 EVERGREEN DR	RAPID CITY	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 923-5692	MARY	CARIVEAU	301 PARKER DR #4	BOX ELDER	SD	HER SERVICE WAS SWITCHED BY DECEPTIVE TELEMARKETER	

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Home Phone	Consumer's First Name	Consumer's Last Name	Address	City	State	Information from Consumer	Final Action
(605) 886-6443	L	MUNGER	17631 460TH ST	WATERTOWN	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 543-0258	WILLIAM A	GLENDA NEWHOUSE	932 ENCHANIMEN TRD	RAPID CITY	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	
(605) 341-0104	BRETT A	SHAWANA HANSON	2318 CRUZ DR	RAPID CITY	SD	THEIR SERVICE WAS SWITCHED WITHOUT THEIR AUTHORIZATION	bld upholds the charges.
(605) 923-3293	KENNETH	TAYLOR	524 MEADOWLARK DR	BOX ELDER	SD	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING.
(605) 892-4574	DARYL	FULLON	1119 11TH AV	BELLE FOURCHE	SD	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	

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Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
VICTOR	GREENWALDT	1808 PAHA SAPA DR	STURGIS	S D	57785	(605) 347-3995	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/02/98
GARY	WRIGHT	1601 E CHERRY	VERMILLION	S D		(605) 624-4327	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		01/02/98
R. LEE	GINSBACH	12958 IRONWOOD DR	ABERDEEN	S D	57401	(605) 225-5577	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION.	bid upholds the charges	01/08/98

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1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
LARRY	MUNGER	17631 460TH AVE	WATERTO WN	S	57201	(605) 886- D -7132 6443	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld upholds the charges	01/08/98
BERNARD	SMITH	BOX 611	RAPID CITY	S	57709	(605) 341- D - 5828	HIS SERVICE WAS SWITCHED THROUGH DEVIOUS TELEMARKETING	bld upholds the charges	01/12/98
PEGGY	SCHOENTHAL	728 LINE RD	BOX ELDER	S	57719	(605) 923- D - 2832	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld upholds the charges	01/13/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
ROBERT	NORRIS	2200 S WELLINGTON	SIOUX FALLS	S	57106	D -	HIS SERVICE WAS SWITCHED AFTER RECEIVED A DEVIOUS TELEMARKETING CALL	BLD ADMITS NO WRONGDOING	01/14/98
TIMOTHY	GEBHART	1412 S LARKSPUR TRAIL	SIOUX FALLS	S	57106	(605) 361- D - 7289	HE WAS CHARGED A \$5 PIC CHANGE FEE AFTER HE WAS SLAMMED. ALSO HE HAS ANOTHER BILL FROM BASIC LONG DISTANCE	U S WEST CREDITED THE \$5 PIC FEE	01/14/98
LILLIE ANN	TRUE	HC 80 BOX 448	PIEDMONT	S	57769	D -	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld denies any wrongdoing and upholds the charges.	01/16/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
DELBERT	COOPER	1704 GRANDVIEW	SIOUX FALLS	S	57103	(605) 338- 2298	THERE SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/20/98
LEEROY	EIKANGER	4004 BIRCHWOOD AVE	SIOUX FALLS	S	57103	(605) 338- 3105	THEY WERE SWITCHED TWICE		01/20/98
BELINDA	BLACHFORD	621 S HOLLY	SIOUX FALLS	S	57104	(605) 339- 1961	THEY WERE SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/20/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
JOE	HODNY	126545 E SHORE DRIVE	ABERDEEN	S	57401	(605) 226-1902	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/22/98
JULIE & TERRY	HODGE	2009 S KIWANIS AVE	SIOUX FALLS	S			THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING HOWEVER DID CREDIT \$49.80	01/26/98
WILLIAM	NEWHOUSE	932 ENCHANTMENT RD	RAPID CITY	S	57701	(605) 343-0258	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/26/98

1998 Basic Long Distance

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
LOREN	MILLER	632 MINNESOTA SW	HURON	S	57350	(605) 352-7956	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	01/26/98
PAM	ROBINS	2715 W FLORMANN	RAPID CITY	S	D	(605) 348-1014	WHEN A TELEMARKETER CALLED THEM THEY WERE GIVEN FALSE INFORMATION THEY WERE TRICKED INTO THINKING THAT THEY WERE REQUIRED TO CHANGE THEIR CARRIER		01/26/98
PAULINE & DONALD	BALL	1805 EVERGREEN DR	RAPID CITY	S	D	57802 (605) 343-2256	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING BUT WILL PAY THE \$5 PIC FEE	01/27/98

1998 Basic Long Distance

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Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
LLOYD	BEST	1516 CUSTER ST	RAPID CITY	S	57701	(605) 342- D -8020 1700	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING AND UPHOLDS THE CHARGES	01/28/98
MEL	EISENBEISZ	38697 124TH ST	ABERDEEN	S	57401	(605) 225- D -8143 5112	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld uphold the charges	01/29/98
PHYLLIS	HOITSMAN	185 8TH ST NE	WATERTOWN	S	57301	(605) 882- D - 4670	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld denies any wrongdoing and upholds the charges	02/03/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
DON & VONNIE	SHIELDS	803 W CAPITOL	PIERRE	S	57501	(605) 224-7779	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld denies any wrongdoing and upholds the charges	02/03/98
PAM	ROBBINS	2715 W FLORMANN	RAPID CITY	S	57702	(605) 348-1014	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/09/98
FERN	CARROLL	2908 S LOUISE #105	SIOUX FALLS	S	57106	(605) 362-0849	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/09/98

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Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
TRESA	WANGLER	813 S ALDRICH ST	ABERDEEN	S	57401	(605) 225-3493	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/10/98
ELAINE	REINEKE	1812 E 12TH	SIOUX FALLS	S	57103	(605) 336-2653	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/13/98
ELAINE	REINKE	1812 E 12TH ST	SIOUX FALLS	S	57103	(605) 336-2653	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	bld claims no wrongdoing and upholds the charges.	02/18/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
SALLY	WICHE	416 N SUMMIT AVE	SIOUX FALLS	S	57104	(605) 336- 9868	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD CLAIMS NO WRONGDOING AND ISSUES NO CREDIT	02/20/98
DOUGLAS	SHREVES	2207 7TH AVE	RAPID CITY	S	57702	(605) 341- 6094	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD CLAIMS NO WRONGDOING	02/20/98
PHYLLIS	PACKARD	22 BLOOMINGDALE ST	VERMILLION	S	57069	(605) 624- 4762	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD CLAIMS NO WRONG DOING	02/20/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
KEITH & ELIZABETH	WEAVER	220 LINDEN AVE	VERMILLION	S	57069	(605) 624- 5419	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD CLAIMS NO WRONGDOING	02/23/98
EILA	LOGAN	229 E OAKLAND	RAPID CITY	S	57701	(605) 343- 2601	THEY WERE BILLED FOR SERVICES THEY DIDN'T REQUEST	BLD CLAIMS NO WRONGDOING AND ISSUED NO CREDIT	02/23/98
DOUGLAS	SCHREVES					(605) 341- 5828	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	BLD ADMITS NO WRONGDOING	02/24/98

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Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
TIM	PRINCE	310 E NINTH ST	MILLER	S	57362	(605) 853-3584	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/24/98
JACQUELYN	STORM	1300 N HARRISON #305	PIERRE	S	57501	(605) 224-2325	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/24/98
MARGE	GOOD	2004 E 55TH	SIOUX FALLS	S	57103	(605) 334-9796	THEY WERE BILLED FOR SERVICES THEY DIDN'T REQUEST		02/26/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
BRUCE & LIZ	SMIDT	4112 FAIRHALL AVE	SIOUX FALLS	S	57106	(605) 361- 9236	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/27/98
JOHN	STORM	217 ANACONDA RD	RAPID CITY	S	57701	(605) 343- 0186	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		02/27/98
THAD & BETTY	RICHARDS	5 TEXAS ST	RAPID CITY	S	57701	(605) 343- 2204	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	02/27/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
ELSIE	CARLSON	507 2N ST NE	WATERLOO	SD	57201	(605) 886-5398	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/02/98
NANCY	NELSON		VERMILLION	SD		(605) 624-2966	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/03/98
HAROLD	BRIST	2039 10TH AVE	BELLE FOURCHE	SD	57717	(605) 892-6905	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/04/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
JERRY	KUIPER		PIERRE	S	57501	(605) 224- D - 8734	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/04/98
HOWARD	TOUSLEY	1144 W CAPITOL	PIERRE	S	57401	(605) 224- D - 7440	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98
CASEY	HUNTER	PO BOX 2015	BELLE FOURCHE	S	57717	(605) 892- D - 4228	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
JEAN	CANTER		SIOUX FALLS	S	57101	(605) 339-3841	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/11/98
OLIVE	WINCHELL	19 7TH AVE SE #4	ABERDEEN	S	57401	(605) 229-4859	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98
WILLIAM	SEVERSON	1710 S LINCOLN	ABERDEEN	S	57401	(605) 229-1495	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98

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Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
WM	OTTENBACHER	208 22ND AVE NE	ABERDEEN	S	57401	(605) 225- D - 5253	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98
FRED	ROSIN	619 N CONGRESS	ABERDEEN	S	57401	(605) 225- D - 1981	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98
LINDA	LARSON	906 S 4TH ST	ABERDEEN	S	57401	(605) 225- D - 2653	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A REFUND WAS ISSUED	03/11/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
HARRY	GROSS	809 7TH AVE NE	ABERDEEN	S	57401	(605) 225- D - 5797	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/11/98
TIM	GEBHART	1412 S LARKSPUR TRAIL	SIOUX FALLS	S	57106	(605) 361- D - 7289	THEIR SERVICES WERE SWITCHED TO BLD WITHOUT PERMISSION AGAIN	BLD REFUNDED THE PIC FEE	03/12/98
VIOLA	JOYCE	1805 W FULTON #414	RAPID CITY	S	57702	(605) 341- D - 9134	SHE WAS CHARGED FOR SERVICES SHE DIDN'T REQUEST		03/13/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
FRANCES	AUSTIN	1805 W FULTON ST	RAPID CITY	S	57702	(605) 341- D - 4764	SHE BILLED FOR SERVICES SHE DIDN'T REQUEST	A CREDIT WAS ISSUED	03/13/98
ALVIN & NANCY LEI		4731 W MAIN	RAPID CITY	S	57702	(605) 341- D - 5297	SHE WAS BILLED FOR SERVICES SHE DIDN'T REQUEST		03/13/98
MATTHEW	WILHEIM	BOX 1343	RAPID CITY	S	57709	(605) 348- D - 1154	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/16/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
EDYTH	REYNOLDS	2404 S LYNDAL	SIOUX FALLS	S	57105	(605) 338-3166	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/16/98
LAVONNE	GARDNER		ABERDEEN	S		(605) 225-2788	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/16/98
DONALD	NORBY	2001 S JEFFERSON	SIOUX FALLS	S	57105	(605) 339-3573	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/16/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
EVELYN	SCHAUNAMAN	201 NE 5TH AVE #4	ABERDEEN	S	57401	(605) 225-3294	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/16/98
WILLIAM	RYTHER	PO BOX 142	SAINT ONGE	S	57779	(605) 642-8478	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/16/98
REBECCA	MULVANEY	1424 N LINCOLN	ABERDEEN	S	57401	(605) 225-1344	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/16/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
LARRY	ZYCH	3917 E 22ND ST	SIOUX FALLS	S	57103	(605) 336-3575	THEIR SERVICE WAS SWITCHED THROUGH DEVIOUS TELEMARKETING	A CREDIT WAS ISSUED	03/17/98
DONNA	NIKOLAS	117 N LLOYD ST	ABERDEEN	S	57401	(605) 225-4116	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZAITON		03/17/98
ENOCH	BERTSCH	1003 N DAKOTA ST #2	ABERDEEN	S	57401	(605) 225-3938	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/17/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	Sta	Zip Code	Home Phone	Information from Consumer	Final Action	Received
BERNARD	SMITH	PO BOX 611	RAPID CITY	S	57709	(605) 341-5828	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/17/98
JAMES	MACK	4934 GALENA DR	RAPID CITY	S	57702	(605) 343-7010	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/17/98
LISA	SCHARTON	202 ST PATRICK	RAPID CITY	S	57701	(605) 342-4778	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/18/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
JOANNE	HECKEL	1211 ASHWOOD DR	ABERDEEN	S	57401	(605) 225-1422	SHE COMPLAINED ABOUT THIS COMPANY BEFORE SHE HAS BEEN SLAMMED AGAIN		03/18/98
DARYL & SHARON	SCHWAN	38676 127TH ST	ABERDEEN	S	57401	(605) 225-8168 0677	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/18/98
JOE	HODNY	126545 e SHORE DR	ABERDEEN	S	57401	(605) 226-1902	WE CONTACTED BLD IN JAN TO REMOVED THEIR CHARGES THEY CONTINUE TO BE BILLED		03/18/98

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Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
ROZELLA	PARROW	1210 S 2ND ST	ABERDEEN	S	57401	(605) 225-5904	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/19/98
DONALD	WELLENDORF	820 ROBERTS DR	SIOUX FALLS	S	57104	(605) 338-0467	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/19/98
CLARK	SCHMIDT	1325 3 4TH ST	SIOUX FALLS	S	57103	(605) 338-0909 2611	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/19/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
RAYMOND	WIDNER	2605 CAMERON DR	RAPID CITY	S	57702	(605) 343-4129	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION HE WILL SEND IN A COPY OF HIS BILLING		03/20/98
WJ	WOODSON		RAPID CITY	S	57701	(605) 343-2283	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/23/98
STACIA	TUSCHEN	5513 W CLAY ST	SIOUX FALLS	S	57106	(605) 336-1045	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/24/98

1998 Basic Long Distance

4/1

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
DALE	EHLERS	1608 S MAIN ST	ABERDEEN	S	57401	(605) 225-8682	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/24/98
ELIZABETH	WEAVER	220 LINDEN AVE	VERMILLION	S	57069	(605) 624-5419	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/24/98
EDWARD	VALENTINE	321 9TH AVE NE #306	ABERDEEN	S	57401	(605) 225-3247	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/24/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
RUSSELL	NEARMAN	4601 W CUSTER LN #201	SIOUX FALLS	S	57106	(605) 361-1025	THEY WERE PREVIOUSLY SLAMMED BY BLD THAT ISSUE WAS RESOLVED NOW THEY ARE GETTING ANOTHER BILLING		03/24/98
JOHN	STOEBNER	1735 S 4TH	ABERDEEN	S	57401	(605) 225-3543	HIS SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		03/25/98
ADELINE	SLATER	206 S PARK ST	ABERDEEN	S	57401	(605) 226-3209	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/25/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
LISA	STRADINGER	6510 SUN RIDGE RD	RAPID CITY	S	57701	(605) 341-6272	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	A CREDIT WAS ISSUED	03/25/98
ALFRED	FROILAND	1601 S MC COY ST	ABERDEEN	S	57401	(605) 229-4328	HE WAS CHARGED FOR SERVICES HE DIDN'T REQUEST		03/26/98
BURNELL	GASKINS	4696 ZENKER PL	RAPID CITY	S	57702	(605) 787-6832	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was given	03/30/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
WARREN	MEYER	3613 N 6TH AVE	SIOUX FALLS	S	57104	(605) 335-3268	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was given	03/30/98
GAYLEN	ACKERMAN	5401 W 24TH	SIOUX FALLS	S	57106	(605) 361-1596	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was issued	03/31/98
SANDRA	HUFFMAN	214 DOUGLAS	BOX ELDER	S	57719	(605) 923-6458	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was given	04/01/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
HELEN	NAYLOR	840 N SPURCE ST #27	RAPID CITY	S	57701	(605) 342- D - 5648	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was issued	04/01/98
JULIE	SCHAAF	397 2ND ST NW	WATERTO WN	S	57201	(605) 882- D - 1865	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was given	04/01/98
DENNIS	DURAND	517 N LINCOLN	ABERDEEN	S	57401	(605) 225- D - 4753	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a full credit was given	04/02/98

1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
JOANN	SCHULZ	1207 CRESTVIEW DR	VERMILLION	S	57069	(605) 624-3674	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a credit was issued	04/03/98
BEVERLY	AXTELL	1623 10TH AVE SF #1012	ABERDEEN	S	57401	(605) 229-4572	SHE WAS BILLED FOR SERVICES SHE DIDN'T REQUEST	a credit was issued	04/03/98
WALTER & HAZEL	WILLIAMS	2010 STIRLING ST	RAPID CITY	S	57702	(605) 399-2570	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a credit was issued	04/06/98

1998 Basic Long Distance

4/15

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
MRS ROY	SCHMEICHEL	5613 W 50TH ST	SIOUX FALLS	S	57106	(605) 361-6446	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a credit was issued.	04/06/98
GERALD	WEFLEN	4408 RIVER OAKS CIRCLE	SIOUX FALLS	S	57105	(605) 338-6472	THEIR SERVICE WAS SWITCHED WITHOUT AUTHORIZATION	a credit was issued	04/06/98
DOROTHY	WALLMAN	21121 396TH AVE	HURON	S	57350	(605) 352-6598	SHE WAS CHARGED FOR SERVICES SHE DIDN'T REQUEST		04/13/98

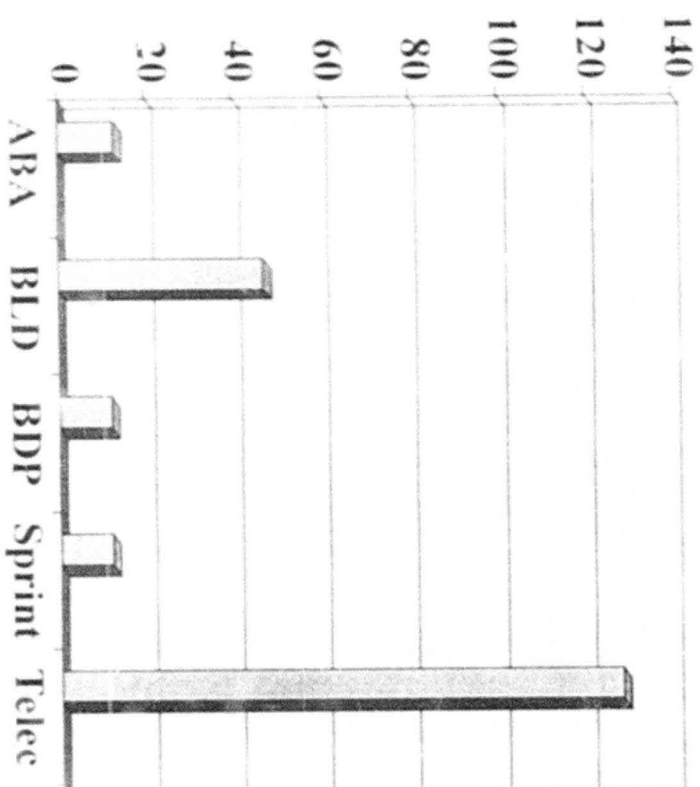
1998 Basic Long Distance

Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
STUART	ROBBINS	2715 W FLORMANN	RAPID CITY	S	57702	(605) 348- D - 1014	THEY COMPLAINED OF SLAMMING IN FEB THEY WERE SLAMMED AGAIN		04/13/98
MRS ROY	SCHMEICHEL	5613 W 50TH ST	SIOUX FALLS	S	57106	(605) 361- D - 6446	THEY HAD COMPLAINED ABOUT SLAMMING EARLIER THE CHARGES WERE REMOVED NEW CHARGES ARE APPEARING ON THEIR BILLING		04/14/98
SUE	POCHARDT	2204 ELIZABETH DR	SIOUX FALLS	S	57103	(605) 339- D - 3952	HER SERVICE WAS SWITCHED WITHOUT AUTHORIZATION		04/14/98

1998 Basic Long Distance

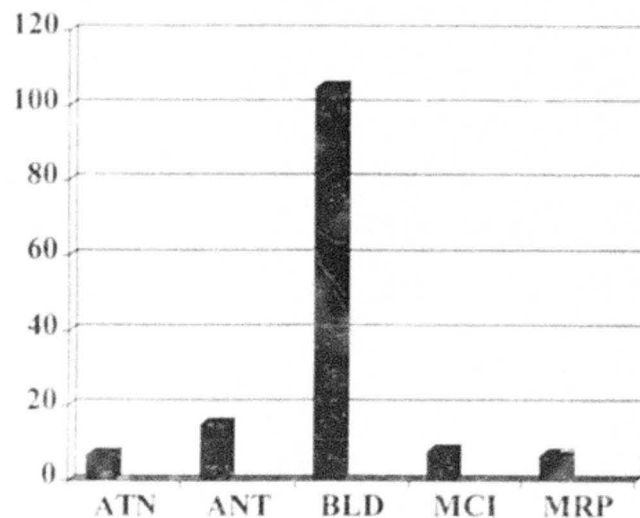
Consumer's First	Consumer's Last	Address	City	State	Zip Code	Home Phone	Information from Consumer	Final Action	Received
ERNA	HARTLEY		PIERRE	S	57501	(605) 224-2535	SHE WAS SWITCHED WITHOUT AUTHORIZATION		04/14/98
FORREST	FLAAGAN	114 SAN MARCO	RAPID CITY	S	57702	(605) 341-5855	HE WAS SWITCHED WITHOUT AUTHORIZATION		04/15/98
ELIZABETH	LIPP	616 S PARK ST #2	ABERDEEN	S	57401	(605) 226-0058	HER SERVICE WAS SLAMMED. WHEN SHE CALLED TO FIND OUT HOW IT HAPPENED SHE WAS TOLD THAT THERE WAS A TAPED VERIFICATION. SHE DEMANDED A COPY OF THE TAPE OR TO HAVE TO TAPE PLAYED FOR HER. SHE HAS RECEIVED NEITHER AFTER SEVERAL CONVERSATIONS. SHE FILED A FORMAL COMPLAINT FORM		04/15/98

1997 Slamming Companies



ABA Group	13	MCI	12
Accutel	2	Mel end	2
Affinity	3	Minimum Rate P	11
Am. TelNet	2	Natl Accts	4
ATN	1	Netw. Serv.	2
AT&T	11	New World	1
Basic Long D.	47	N Am. Tel Co	1
Bus Disc. Plan	12	NOS	2
Cable & Wireless	3	NTC	2
Com. Phone Gr	2	OVAN	1
Corp. Services	1	Polaris	1
CRA	1	Preferred Billing	5
Direct Net. Serv	2	QCC	1
Excel	2	SimTel	1
FurTel	4	Sprint	12
Fronter	4	Star Link	1
Furst Group	7	Tel Net	1
Golden West	2	Tel Sav	2
Group Savings Pl	3	Telco	1
Home Owners LD	1	Telec	128
ICLD	1	Telesav	1
Interpret	13	Touch 1	4
ITVA	5	Trescam	2
LCI	2	Undetermined	8
LD Services	1	U S West	3
LD Wholesale	1	U S Teleconnect	2
LDG	5	USBI	3
LDPS	10	USP&C	4
LDXI	3	VarTec	1
LDS	3	VIP Tele	1
Leam Cost Rout	2	Weathercom	1
Long Dist Charges	1	WillTel	6
Long Dist Billing	7	WorldCom	2
Long Dist Direct	2	Zero Plus Dial	2
Long Dist Serv	8	TOTAL	417

1998 Slamming Companies (January 1, 1998 to April 15, 1998)



ABC Billing	2	Long Distance Charges	4
Accutel	1	Long Distance Services	2
Am. Tele Network 2	2	McLeod	2
Am Tel Net	7	MCI	8
Am. Nortel	15	Minimum Rate Pricing	7
Basic Long Distance	105	Network Operator Service	1
Budget Call	1	OAN	3
Business Disc. Plan	1	Pantel	1
CCI Touchtone	6	Preferred Billing	5
Commercial Phone Gr.	1	Sprint	5
DC Telecom	1	Telec	4
Excel	4	TransNational Telephone	1
Frontier	1	Undetermined	2
Furst Group	3	U S Telephone	1
Integretel	4	U S Republic	1
Long Distance Wholesale	1	USA Tele Corp	2
LDDI	1	USBI	3
LDI	1	VarTec	3
LDS	1	ViaTec	1
Long Distance Billing	2	Vista	1
		WilTel	1
		Zero Plus Dialing	1

TOTAL 223

LAW OFFICE OF
Lee A. Somerville

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

March 25, 1998
Facsimile and First Class Mail

Leni Healy
South Dakota Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Re Utility Analysis, Inc. d/b/a Basic Long Distance

Dear Ms. Healy

Several end users have complained to your agency that Basic Long Distance ("BLD") has continued billing service charges beyond the date service with BLD was terminated.

BLD's underlying carrier has been continuing these charges inadvertently. Please see the attached letter for a list of end users who's accounts we are crediting. BLD and it's underlying carrier are working to correct the situation. Please advise the end users to PIC a new carrier if they have not already done so.

Please let this letter serve as an answer to the complaints mentioned in the attached letter. BLD regrets the inconvenience caused by this mix up.

Please do not hesitate to call if you have any questions or concerns.

Very truly yours,

Lee A. Somerville/cmf
Lee A. Somerville

LAS cmf

enc

cc. Basic Long Distance

EXHIBIT

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

March 25, 1998
Via Facsimile and First Class Mail

Pam Rieck
QAI, Inc.
386 N. Wabasha, Suite 1550
St. Paul, Minnesota 55102
Fax: 612-222-1102

Re Utility Analysts, Inc., dba Basic Long Distance ("BLD")

Dear Pam

BLD has had complaints on the following accounts in South Dakota. The customer names and BTNs are listed below. It appears that QAI, Inc. has continued to bill service charges, FCC, and other charges to these accounts beyond the date the end user Piced another carrier. Based upon our previous conversation, it is my understanding that this information is transmitted to QAI, Inc., or its underlying carrier, by the LEC once the end user PICS another carrier. Please credit all charges on these accounts which were added beyond the date the end user Piced another carrier. Please advise me of the amount of the credit, and the approximate date the end user can expect to see the credit on their bill.

Bertsch, Enoch	605-225-3938
Brost, Harold	605-892-6905
Canter, Jean	605-339-3841
Gottenbacher, Bernice	605-225-5253
Gross, Harry	605-225-5797
Heckel, Joanne	605-225-1422
Hodny, Joe	605-226-1902
Hunter, Casey	605-892-4228
Joyce, Viola	605-341-9134
Larson, Charles	605-225-2653
Lei, Alvin & Nancy	605-341-5297
Nearman, Russell	605-361-1025
Nikolas, Donna	605-225-4116
Norby, Donald	605-339-3573
Reynolds, Edyth	605-338-3166
Robin, Fred	605-225-1981

113
239

Ryther, William	605-642-8478
Scharton, Lisa	605-342-4778
Schaunaman	605-225-3294
Schmidt, Clark	605-338-2611
Severson, William	605-229-1495
Smith, Bernard	605-341-5828
Trousley, Howard	605-224-7440
Weaver, Keith	605-624-5419
Wellendorf, Donald	605-338-0467
Wilhelm, Matthew	605-348-1154
Winchell, Olive	605-229-4859

Please review your database, and confirm that all BLD customers who have PICed another carrier are not being charged for any service charges, FCC charges or any other charges beyond the date of the PIC.

Thank you for your anticipated cooperation in this matter. Please do not hesitate to call if you have any questions or concerns.

Very truly yours,



Lee A. Somerville

LAS cmf

cc Leni Healy, Montana PUC
Basic Long Distance

9
1
3
2
4
0

Joe Luciano

3610 Fifth STREET - SUITE 316 Rapid City SD 57701-7382
605/342-0543 fax 605/343-1049

November 21, 1997

FAXED TO: • Dan Daly, *Rapid City Journal* 605/394-8463
• Leni Healy, Public Utilities Commission 605/773-3809
• Eleanor Lejan, US West Executive Office 888/251-1296

subject: Transcript of a scam artist's attempt to "slam" a US West customer

CUSTOMER: Luciano, Joseph
605/342-0543

SUMMARY - About 5:30 pm MT, Thursday, Nov 20, Joe Luciano received a telephone call from a woman identifying herself as a representative of US West. She said she was making a "courtesy call" to notify the customer that an additional service fee would be added to the customer's monthly telephone bill from US West. At that point, the customer turned on his recorder; it is his policy to record all telemarketing offers to record his responses, his agreements, terms of the offer, or thought to be illegal or not complying with the telemarketing protection act. The following is a verbatim transcript of the remainder of that call.

Customer	You say you're making a courtesy call? Not a sales call?
Scammer	Yes.
Customer	You say you're US West?
Scammer	Correct. OK. Now your long distance carrier shown on my computer was ATT. Is that correct?
Customer	I don't know.
Scammer	(Laughs). OK, they are no longer contracting with US West anymore. Therefore if you are not already receiving two separate telephone bills, you are scheduled to receive two - one from your long distance carrier and one for your local calls. Now they are no longer using our service fee of two dollars and fifty cents. Their service fee will be five dollars just because of the separation. It is my job to inform you that you do have an option. You can keep your local long distance calls all on one telephone bill using the basic long distance services provided through US West.
Customer	Uh huh?
Scammer	So
Customer	Would you tell me something?

EXHIBIT

7
4-11-98

Luciano to Dan Daly, Leni Healy, Eleanor Lejan

November 21, 1997

Page 2 of 2

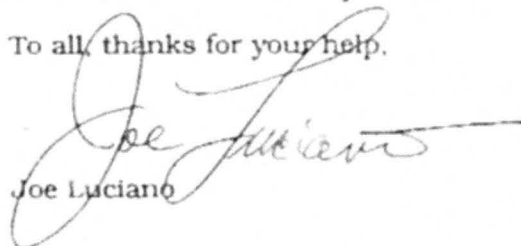
Scammer OK
Customer What's the phone number where I can call you back at?
Scammer OK. This will be on your telephone bill the one eight hundred number. Customer Yeh, what is that number?
Scammer OK
Customer What is your number now, if I have to call you back.
Scammer (no response. Disconnects)
Customer Hello. Hello? (Dial tone).

END OF TELEPHONE CALL

FOLLOW-UP by customer:

- Spoke with Dan Daly of the *Rapid City Journal*. Daly's Nov 12 story on slamming attempts in SD alerted customer.
- Offered transcript to PUC and US West.
- Asked Eleanor Lejan of US West to put a "freeze" on the customer's telephone service, which allows only the customer to change any telephone service.

To all, thanks for your help.



Joe Luciano



South Dakota Public Utilities Commission



State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070

January 3, 1998

Mr. Brian Somerville, President
Utility Analysts Inc d/b/a Basic Long Distance
26020 Grand River Ave
Redford MI 48240

Dear Mr. Somerville:

The South Dakota Public Utilities Commission has become concerned over the excessive number of consumer complaints we have received against your company for unethical telemarketing and unauthorized switching of long distance service. This issue was publicly noticed on our December 18, 1997 agenda. No one from your agency responded.

Prior to this meeting, a request was made to have a copy of the telemarketers' script sent to this Commission. To date we have not received this information.

Section 49-31-3 of the South Dakota Codified Law gives this Commission general supervisory obligations over telecommunications activities within this state. Section 49-31-38, et seq., allows this Commission to impose fines and revoke license privileges for telecommunications companies to do business in within South Dakota.

As the number of complaints continues to increase, so does our concern for the protection of our residents. We take our responsibility seriously. Therefore, we are, again, requesting a copy of the telemarketers' script. In addition we are requesting an explanation of why 47 South Dakota residents complained that their long distance service was switched either without their authorization or through methods which lead them to believe that their local companies were involved in a billing change. We will anticipate receiving this information within ten working days.

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

Sincerely,

Leni Healy
Consumer Affairs
Enc

Capitol Office
Telephone (605)773-3201
FAX (605)773-3809

Transportation/
Warehouse Division
Telephone (605)773-5280
FAX (605)773-3225

Consumer Hotline
1-800-332-1782

TTY Through
Relay South Dakota
1-800-877-1113

Internet
bill@pac.state.sd.us

Jim Burg
Chairman
Pam Nelson
Vice-Chairman
Laska Schoenfelder
Commissioner

William Bullard Jr.
Executive Director

Edward R. Anderson
Harlan Best
Martin C. Bettmann
Charlie Bolle
Sue Cochran
Karen E. Cremer
Marlette Fischbach
Shirleen Fugitt
Lewis Hammond
Katie Hattford
Leni Healy
Cameron Howes
Dase Jacobson
Bob Knadler
DeLaine K. Ibo
Jethree F. Lorenzen
Terry Nordin
Gregory A. Rios
Tammie Stangor
Steven M. Wagner
Rafayee A. W. Wynn

EXHIBIT

8

4-16-98

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

January 16, 1998
Via Facsimile and First Class Mail

RECEIVED

JAN 21 1998

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

Ms. Leni Healy
Consumer Affairs
South Dakota Public Service Commission
State Capitol Building
500 East Capitol Avenue
Pierre, South Dakota 57501-5070
Fax: 605-773-3809

Re: Utility Analysts, Inc. d/b/a Basic Long Distance

Dear Ms. Healy,

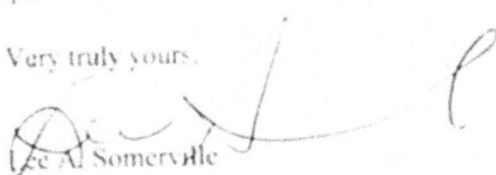
Attached, as you requested, is the Basic Long Distance script, including a "rebuttal" sheet.

Basic Long Distance has no explanation for the above average number of complaints it has received in your jurisdiction. As a result of your inquiry, Basic Long Distance has undertaken a program to review the marketing procedures, and monitor some of the representatives, to determine where the problem lies. Please rest assured that Basic Long Distance does not engage in unauthorized switching, and employs a third party verification center to verify all orders.

Basic long Distance provides service in a number of jurisdictions, and does not wish to develop a reputation for unprofessional practices. We look forward to working with you to clear up any problem which may exist. Please copy my office on correspondence with Basic Long Distance.

Thank you for your prompt attention to this matter. Please do not hesitate to call if you have any questions or concerns.

Very truly yours,


Lee A. Somerville

enc.

cc: Basic Long Distance

EXHIBIT

9
4-16-98

Basic Long Distance Script

- 1.) Don't forget to say Basic Long Distance at least three times.
- 2.) Put some enthusiasm into your voice. Be polite.
- 3.) Don't forget to get the Date of Birth (DOB).

Are you the person who handles the ****Lec**** bill?

If yes, continue. If not, see rebuttals.

Hi, I'm ****Your Name**** with Basic Long Distance.

We're calling regarding your phone bill. Are you currently receiving one bill from ****Lec**** with all your local and long distance calls on it?

If yes, continue. If no, see rebuttals.

Att, Mci and Sprint are beginning to seperate from ****Lec****. Do you want to pay them seperately or would you like to continue consolidated billing?

If yes, continue. If no see rebuttals.

What we can do is put Basic Long Distance on the Lec bill. That'll give you some insurance against paying a seperate long distance bill and you'll receive a flat rate of a quarter per minute in the U.S. and Canada.

Verify the address, the persons name, title, **DOB** and wrap up the call.

Ok, you're all set. Starting next month you'll have the Basic Long Distance service appear on the Lec bill and whenever you spend more than \$25.00 in long distance we'll delete the \$2.50 service fee.

If you don't have any questions, look out for a confirmation call and have a good day.

REBUTTALS

1. ARE YOU (LEC). OR IF YOU ARE WITH (LEC) YOU SHOULD ALREADY HAVE MY ACCOUNT INFORMATION.

No, my company is able to provide Basic Long Distance on your (LEC) bill and we have to make sure our information is accurate

2. ARE THE RATES BETTER THAN WHAT I'M PAYING NOW?

Well, with this program, all of your calls within the country and to Canada will be billed at a flat rate of a quarter per minute, so no matter where you call you'll always pay the same rate

3. WILL MY CARRIER CHANGE?

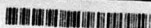
Yes, if you chose to have Basic Long Distance service, you won't be paying any more ATT, MCI or Sprint bills.

4. CAN YOU SEND ME SOME INFORMATION IN THE MAIL?

This program is so cut and dry that we don't send information through the mail. Here's how the program works (I explain the program again and continue.)

5. ANY QUESTION THAT YOU NEED A RESPONSE TO.

That's a good question, and honestly, I'm not sure about that, but what I do know is that you'll have Basic Long Distance at a flat rate of a quarter and it will appear on the (LEC) bill. Would this be more convenient for you?



	NO.	TIME	ITEMIZED CALLS
	PLACE	AREA NUMBER TYPE	MISCELLANEOUS CHARGES AND CREDITS
	NO.	ITEM	BASIC LONG DISTANCE
		DOD OR MONTHLY FEE	TAX RATE APPLIED - .30%
		TOTAL ITEMIZED CALLS	
2.50		TAX- FEED	
.08		TOTAL U.S. BILLING, INC. CHARGES (INCL TAX)	
			FIRST PORTION OF YOUR BILL IN CONNECTION WITH U.S. BILLING, INC.
			(PHONE IS NO CONNECTION BETWEEN U.S. WEST COMMUNICATIONS AND U.S. BILLING, INC.)

MARK & GUSAN CICHOS
Account No: 605 224-5902 716
For questions, call 1-888-481-8724

1987

Paid
2-17-98

U S WEST Communications, PO Box 9301, Des Moines, IA 50306-9301



THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO U.S. BILLING, INC. THERE IS NO CONNECTION BETWEEN U.S. WEST COMMUNICATIONS AND U.S. BILLING, INC.

TOTAL U.S. BILLING, INC. CHARGES (INCL. TAX)									
TAX - FED		.08						2.58	
TOTAL ITEMIZED CALLS									
TAX RATE APPLIED - A 3.00%									
BASIC LONG DISTANCE									
NOV 25 1 MONTHLY FEE									
MISCELLANEOUS CHARGES AND CREDITS SUBTOTAL									
A		2.50						2.50	
ITEM									
MISCELLANEOUS CHARGES AND CREDITS									
TAX CODE									
NO. TIME									
PLACE AREA-NUMBER TYPE MN									
ITEMIZED CALLS									

Page 3

MARK & SUSAN CICHOS
Account No. 605 224-5902 716
For questions, call 1-888-481-8724

USWEST COMMUNICATIONS

http://www.uswest.com

MARK & SUSAN CICHOS
Bill Date: Dec 25, 1997
Account No: 605 224-5902 716

Balance Forward	New Charges	Total Amount Due	Due Date for New Charges
\$0.00	\$40.37	\$40.37	Jan 15, 1998

Account Summary

▼ Previous Balance		
Charges	47.96	
Payment	Thank you for your payment	47.96
Balance Forward	\$0.00	

▼ New Charges	For questions, call:	
U S WEST Communications	1-800-244-1111	32.68
U S BILLING, INC	1-888-481-8724	2.58
VarTec	1-800-583-6767	1.37
CGI Services	1-800-300-4045	3.74
Total New Charges		\$40.37

TOTAL AMOUNT DUE \$40.37
We appreciate your business.

A late payment charge of 1.5% or minimum of \$1.00 may apply if total amount due does not reach us by Jan 25, 1998.

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is MCI Telecommunications.

6628

1-6-98

Effective with January bills, the price for the following optional services will increase by 49¢: Line-Backer and Line-Backer Plus.

U S WEST Communications, PO Box 9301, Des Moines, IA 50306-9301

USWEST COMMUNICATIONS

For questions, call 1-800-244-1111

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▼ LOCAL CHARGES		
MONTHLY SERVICE DEC 25 THRU JAN 24		11.05
224-5902		
BASIC SERVICES		
These services are necessary for you to use your telephone.		
MEASURED RESIDENCE LINE	11.05	
FEDERAL ACCESS CHARGE		3.50
911 EMERGENCY SURCHARGE		.72
LOCAL USAGE		6.25
TELECOMMUNICATIONS RELAY SERVICES		1.15
TAX - FED 62 ST/DC 1.25		1.87
U S WEST COMMUNICATIONS LOCAL CHARGES		\$23.58

LOCAL USAGE

LOCAL USAGE CALLS FOR 224-5902

BUDGET PAC

CALL AREA	ONE MN	ADDL MN	FULL RATE		DISCOUNTED RATE*	
			8AM-5PM	5PM-8AM	8AM-5PM	5PM-8AM
CALL RATE	MIN	MIN	NO DISCOUNT	50% DISCOUNT	ADDL	ADDL
A	05	01	33	40	34	51
B	07	02	43	39	38	49
CHARGES			5.84		5.85	
DISCOUNT			-		2.93	
NET CHARGES			5.84		2.92	
LESS USAGE ALLOWANCE						8.76
LOCAL USAGE CHARGE						2.50
						6.26

EACH CALL INCLUDES FIRST MINUTE

* APPLIES 8PM TO 5AM AND ALL DAY

SAT, SUN AND HOLIDAYS

TOTAL LOCAL USAGE 6.26

▼ UNREGULATED SERVICES

MONTHLY SERVICE DEC 25 THRU JAN 24

224-5902

OPTIONAL SERVICES

These services are provided at your request and are not

required as part of your basic telephone service.

CALLER IDENTIFICATION

TAX - FED 18 ST/DC .36

5.95

U S WEST COMM UNREGULATED SERVICES CHARGES \$6.49

▼ LONG DISTANCE SERVICES

LONG DISTANCE

TAX - FED 07 ST/DC 14

2.40

U S WEST COMM LONG DISTANCE SERVICES CHARGES \$2.61

LONG DISTANCE CALLS

NO	DATE	TIME	PLACE	AREA-NUMBER	TYPE	MN	AMOUNT
1	DEC 4	155PM	TO SIOUX FLS	SD 605 331-3184	D	23	81
2	DEC 4	151PM	TO SIOUX FLS	SD 605 331-3130	D	9.0	1.59

Type of Long Distance Calls

D-DAY

TOTAL LONG DISTANCE CALLS 7.3 2.40

U.S. Pat. No. Des 385,298

Record #	Btn	Verifiedda	Provisiond	Name
1	6052232045	10/31/97	2/26/98	WEBB, GARLAND
2	6052232195	5/05/97	5/16/97	LAUNDREAUX, ERNEST
3	6052232216	10/29/97	2/26/98	SHOUP, RALPH
4	6052232359	10/29/97	2/26/98	WARRICK, HOWARD E
5	6052232616	5/20/97	9/14/97	WILCOX, ROBERT
6	6052232685	6/09/97	6/20/97	TAYLOR, BRAD
7	6052239058	6/10/97	7/01/97	FOGAL, ED
8	6052240513	9/26/97	1/25/98	GANNAWAY, SCOTT
9	6052240729	9/26/97	1/25/98	HULL, JIMMY
10	6052241082	9/26/97	1/25/98	HAUSMANN, RAY
11	6052241585	11/11/97	11/21/97	ZIMMERMAN, AARON L
12	6052241657	8/04/97	8/17/97	LEIDHOLT MC NEIL COOLING
13	6052242460	9/29/97	1/25/98	BOYSEN, DOROTHY
14	6052242469	9/29/97	1/25/98	VOELTZ, MARLO
15	6052142507	9/29/97	1/25/98	HENRICKSON, RALPH V
16	6052242535	9/29/97	1/25/98	HARTLEY, ERNA
17	6052242731	9/29/97	1/25/98	NITSCHKE, CLARENCE
18	6052242776	9/29/97	1/25/98	BLASDELL, MAXINE R
19	6052242802	9/29/97	1/25/98	GILKERSON, SAMUEL
20	6052244050	9/30/97	2/07/98	ELDEEN, M
21	6052244069	9/30/97	1/25/98	SCHMITGEN, S
22	6052244093	9/30/97	1/25/98	SUMMERSIDE, R V
23	6052244298	9/30/97	1/25/98	PITLICK, JOSEPH W
24	6052244342	9/30/97	1/25/98	KILIAN, RAY
25	6052244816	9/30/97	1/25/98	KEYSER, EMMETT
26	6052245140	10/06/97	1/25/98	JACOBSEN, EDMUND J
27	6052245275	10/15/97	10/23/97	MARKS, MARIE E
28	6052245291	12/03/97	12/12/97	WILCOX, GLADYS
29	6052245436	10/15/97	10/23/97	VEVIG, LELAND W
30	6052245480	10/15/97	10/23/97	LANTZ, HAZEL
31	6052245647	10/15/97	10/23/97	ROTH, LOUI
32	6052245791	10/15/97	10/23/97	HOOVER, JOHN
33	6052246048	10/15/97	10/23/97	HOELSCHER, MARC
34	6052246228	12/02/97	12/12/97	PRATER, STEVE
35	6052246232	10/16/97	10/23/97	BECK, TRACE
36	6052246513	10/15/97	10/23/97	GOFF, ROBERT T
37	6052246553	10/15/97	10/23/97	CROW, HARVEY M <
38	6052246826	10/21/97	2/26/98	JORTLUND, ROSE
39	6052247181	10/21/97	12/03/97	HEMMELMAN, E L
40	6052247208	10/21/97	2/26/98	WALES, MARIE
41	6052247223	12/03/97	12/12/97	ROSETH, CLARENCE J
42	6052247351	10/22/97	12/09/97	CRAWFORD, MARY
43	6052247440	10/21/97	11/19/97	TOUSLEY, HOWARD O
44	6052247456	10/21/97	12/12/97	LEONG, PETER
45	6052247656	11/06/97	12/04/97	YOUNG, JOHN R
46	6052247658	11/06/97	12/01/97	CRUMET, G
47	6052247720	11/06/97	2/22/98	GEDNALSKE, RANDY
48	6052247779	12/02/97	12/12/97	SHIELDS, DON
49	6052247987	11/06/97	2/22/98	BOWERS, JAMES H
50	6052248683	11/06/97	2/22/98	BAKER, A
51	6052248862	1/27/97	2/03/97	S E S GUTTERS
52	6052248914	11/06/97	12/10/97	RAVE, LAURIE
53	6052249487	12/02/97	12/12/97	PETERSON, DIANE
54	6052249511	11/06/97	2/23/98	WILLIAMS, ROBERT
55	6052249539	11/06/97	12/04/97	CURTIS, CLIFFORD A
56	6052249697	11/06/97	2/22/98	GETZ, MARY
57	6052249818	11/06/97	12/03/97	WANTOCH, ROBIN
58	6052249821	1/27/97	2/27/98	CAPITOL CAFE
59	6052249843	11/06/97	2/22/98	HOLZWARTH, JACOB
60	6052249858	11/08/97	12/03/97	MORALES, JONELLE
61	6052250060	2/26/97	3/05/97	CHARLES KIRKPATRICK

EXHIBIT

Record #	Btn	Verifiedda	Provisiond	Name
62	6052250069	11/06/97	2/22/98	VOLK, LEE A
63	6052250070	12/02/97	12/12/97	STEIN, PHIL
64	6052250072	11/06/97	12/09/97	OTTO, EUGENE V
65	6052250116	2/25/97	3/03/97	FRAN SCHNABEL
66	6052250233	11/06/97	2/12/98	ARLT, TED
67	6052250345	2/28/97	2/22/98	REINHOLD GUTJAHR
68	6052250396	2/25/97	3/03/97	CLIFFORD & LORRAINE PADLEY
69	6052250403	11/06/97	12/15/97	SCHUMACHER, ELAINE
70	6052250404	2/26/97	2/26/98	JOE KELLEY
71	6052250432	2/25/97	3/13/97	HELEN SCHAFFER
72	6052250450	5/08/97	8/15/97	MEL ROSE VILLAGE PHASE II
73	6052250455	11/06/97	2/22/98	ERNST, ROGER
74	6052250499	5/05/97	5/19/97	THE SEWING SHOPP
75	6052250501	2/26/97	2/26/98	LEONARD P KAISER
76	6052250531	11/06/97	2/22/98	JOHNSON, WAYNE
77	6052250536	11/06/97	2/22/98	WITTMEIER, ED
78	6052250545	11/06/97	2/22/98	LIEDLE, RUEBEN
79	6052250554	11/06/97	2/22/98	LEHR, ERVIN
80	6052250597	11/06/97	2/22/98	BURGARD, ALLEN
81	6052250623	11/06/97	2/22/98	NELSON, RICHARD B
82	6052250747	11/06/97	2/22/98	DECURTINS, C
83	6052250792	2/26/97	2/26/98	URBAN MOLSEDD
84	6052250817	11/08/97	12/08/97	KEZAR, RICHARD L
85	6052250906	11/06/97	2/22/98	BRUSE, BOYD
86	6052250915	2/24/97	2/26/98	JAMES L. PROUSE
87	6052250928	2/28/97	4/11/97	W J & CATHERIN WANGLER
88	6052250997	11/06/97	12/08/97	ENGEL, CALVIN
89	6052251137	2/21/97	2/27/97	DOROTHY & HARRY PHELIN
90	6052251232	2/23/97	2/26/98	DAVID BLONDO
91	6052251398	2/24/97	2/26/98	ORDEAN VOIGHT
92	6052251422	2/28/97	3/10/97	PALMER HECKEL
93	6052251439	11/08/97	2/22/98	SCHMITT, MICHAEL J
94	6052251461	2/21/97	3/25/97	BETTY STRUDAL
95	6052251534	11/08/97	12/09/97	ZACHER, AL
96	6052251613	11/08/97	2/09/98	KENNEDY, CLAIR
97	6052251660	11/08/97	12/03/97	MESERVE, STEPHEN R
98	6052251786	2/28/97	2/22/98	MELVIN KUHFEIZ
99	6052251810	12/02/97	12/12/97	WALKER, EDWIN E
100	6052251816	2/25/97	2/26/98	LUELLA ROBINSON
101	6052251936	11/08/97	12/08/97	COGSWELL, MARK E
102	6052251949	11/08/97	12/10/97	MILLER, HAROLD
103	6052252060	4/30/97	5/08/97	DWANNE JOHNSON
104	6052252285	11/08/97	2/22/98	HOFFMAN, LA V
105	6052252328	2/24/97	3/10/97	M. RIVETT
106	6052252337	11/08/97	12/08/97	KOTH, MARVIN G
107	6052252378	5/02/97	5/11/97	LAVINA SCHNABEL
108	6052252398	2/21/97	4/11/97	VEEN & MARTHA ANDERSON
109	6052252460	2/26/97	2/26/98	PAUL HENJUM
110	6052252478	2/21/97	2/26/98	JOSEPHINE O NORDSTROM
111	6052252505	2/27/97	3/05/97	JOE SCHUCK
112	6052252516	4/21/97	7/24/97	JOESPH SCHMITT SR
113	6052252650	11/10/97	11/21/97	BERG, KEN
114	6052252699	4/10/97	4/22/97	LEON C & DOROTHY N SCHWAV
115	6052252719	11/10/97	11/21/97	KUECHLE, EDITH
116	6052252871	11/10/97	11/21/97	WALBERG, BEVERLY
117	6052252888	11/10/97	11/21/97	WELLER, DARYL
118	6052252891	11/10/97	11/21/97	JANSSEN, HERMAN G
119	6052252968	2/26/97	2/26/98	LEE HASELHORST
120	6052253116	2/26/97	2/26/98	FLOYD & DELCRES JOHNSON
121	6052253167	2/28/97	2/26/98	ELVINA BERPSCH
122	6052253227	2/19/97	2/26/98	LEN D. & RAMONA M. SEBERT
123	6052253252	2/21/97	2/27/97	JEFF BECKEL

Record #	Btn	Verifiedda	Provisiond	Name
124	605225326	11/11/97	10/17/95	BECKERING, DALE
125	6052253346	2/26/97	2/27/98	BUELL LUCE
126	6052253407	4/14/97	2/26/98	AL & MARY BECK
127	6052253450	2/21/97	2/26/98	JOHN VIDOLOFF M.D.
128	6052253471	11/10/97	11/21/97	RICHARDSON, LLOYD C
129	6052253486	2/24/97	2/28/97	FELIX BONAYNE
130	6052253543	2/21/97	2/27/97	CINDY STOEBSER
131	6052253545	11/10/97	11/21/97	SCHAEFFER, CHRISTINA
132	6052253559	2/24/97	2/26/98	RICHARD T. VOELLER
133	6052253566	2/26/97	4/09/97	CY AND IRENE KAISER
134	6052253579	11/10/97	11/21/97	JENSEN, BILL
135	6052253582	11/10/97	11/21/97	GRAVES, JOHN
136	6052253641	2/26/97	2/26/98	LYLE LITTLE
137	6052253675	11/10/97	11/21/97	HILSENDEGER, RON
138	6052253682	11/10/97	11/21/97	HASZ, LEE
139	6052253799	12/02/97	12/12/97	SMITH, C M
140	6052253805	7/30/97	9/09/97	GERALD HENLEY
141	6052253854	2/28/97	2/22/98	RICHARD LETHERER
142	6052253893	2/24/97	2/26/98	DOUGLAS TRAPHAGEN
143	6052253938	2/28/97	4/08/97	ENOCH & ESTER BERTSCH
144	6052253970	2/27/97	2/26/98	BRENDA BROWN
145	6052253997	2/21/97	2/27/97	KENNETH BECKEL
146	6052254019	11/10/97	11/21/97	HATZENBELLER, THEODORE M
147	6052254034	3/25/97	8/10/97	JWL CORP
148	6052254116	2/25/97	3/10/97	ANDREW JR NIKOLAS
149	6052254228	2/25/97	2/26/98	TODD ODENBACH
150	6052254310	2/20/97	2/26/98	FRANCIOS BAUER
151	6052254317	2/21/97	2/26/98	KYLE E THORNTON JR
152	6052254318	4/09/97	2/27/98	CAROLINE BAUER
153	6052254401	11/11/97	11/26/97	DAHME, ALAN
154	6052254422	11/11/97	11/25/97	ROGERS, BOB
155	6052254437	11/11/97	11/21/97	HINZ, ELROY
156	6052254463	2/28/97	2/22/98	H. A. KUECHLER
157	6052254528		3/03/98	SERVICEMASTER OF ABERDEEN
158	6052254607	2/27/97	2/26/98	EVELYN HOWE
159	6052254643	11/14/97	11/21/97	JENSEN, LUCILLE J
160	6052254659	11/11/97	10/10/97	BUNTROCK, ROBERT
161	6052254756	4/16/97	2/26/98	MRS. ANDREW KLIEN
162	6052254815	4/09/97	2/26/98	THOMAS HERRICK
163	6052254865	2/25/97	2/26/98	EDDIE OLSON
164	6052254891	2/20/97	3/10/97	BOB BAUER
165	6052254963	11/12/97	11/21/97	MILLER, CHARLES H
166	6052255078	7/24/97	2/26/98	ALBERT STUGELMEYER
167	6052255089	11/13/97	11/21/97	LEDUC, OPAL C
168	6052255099	2/20/97	2/26/98	LEONARD ANDERRSON
169	6052255104	2/26/97	2/26/98	LORAIN MONGOMERY
170	6052255164	11/13/97	11/21/97	HANNA, DEAN A
171	6052255205	2/21/97	2/27/97	HAROLD & PHYLLIS VAUGHAN
172	6052255226	3/11/97	3/19/97	TRUE GREEN & CHEMLAWN
173	6052255253	2/25/97	4/02/97	WLM & BERNICE OTTENBACHER
174	6052255309	11/13/97	11/21/97	HANSEN, HELMER O
175	6052255472	2/21/97	2/26/98	ANDREW VETCH
176	6052255489	11/13/97	11/21/97	LARSON, HAROLD E
177	6052255602	2/25/97	3/10/97	ALBERT OLSON
178	6052255626	2/26/97	2/26/98	OLGA JUNKERT
179	6052255678	4/16/97	2/26/98	LORETTA WALTMAN
180	6052255802	2/26/97	3/28/97	R.C. LATHROP
181	6052255837	11/14/97	11/21/97	KEIL, LAVINA
182	6052255908	11/14/97	11/21/97	LANE, DALE N
183	6052255919	11/14/97	11/21/97	SIEGLER, JOHN
184	6052255978	11/14/97	11/21/97	SCHWAN, MARTIN
185	6052256007	11/14/97	11/21/97	NEUHARDT, CLIFFORD

Record #	Btn	Verifiedda	Provisiond	Name
186	6052256089	2/24/97	2/26/98	ART SCHULER
187	6052256144	2/25/97	2/26/98	GERHARDT SCHLIEVE
188	6052256167	2/24/97	2/26/98	DORIS TOWN
189	6052256176	11/15/97	11/21/97	SCHNELL, ARTHUR
190	6052256293	2/26/97	3/05/97	JOHN HARDY
191	6052256297	11/14/97	11/21/97	JOHNSON, ELROY
192	6052256359	2/28/97	3/25/97	EMMA MEHLHAFF
193	6052256379	11/14/97	11/21/97	PETERSON, RALPH I
194	6052256382	2/28/97	3/25/97	PAUL R. LEON COTTAGES
195	6052256385	4/23/97	5/03/97	BERNARD & LUCILLE OCHS
196	6052256435	11/14/97	11/21/97	WICKSTROM, ELMER O
197	6052256446	2/26/97	3/05/97	ETHYLE M CAPP
198	6052256562	2/27/97	2/26/98	ERIC & DEEANN HOFFER
199	6052256589	2/26/97	3/28/97	CECILIA MITZEL
200	6052256622	11/15/97	11/21/97	VOELLER, GARDELLA
201	6052256636	2/26/97	2/26/98	WILMA LEE JOHNSON
202	6052256643	11/15/97	11/21/97	BERGH, GORDON
203	6052256659	11/15/97	11/21/97	WAGEMANN, WALTER
204	6052256660	11/15/97	11/21/97	BRICK, DONALD L
205	6052256674	2/24/97	3/25/97	BERTHA M STEFFES
206	6052256745	11/15/97	11/21/97	BRICK, DUANE W
207	6052256836		1/09/98	DOLLIE'S DOLLHOUSE
208	6052256913	11/15/97	11/21/97	GARDNER, DON
209	6052257088	2/28/97	3/10/97	FRANK MARTIAN
210	6052257178	2/21/97	3/25/97	GERALD VANDOVER
211	6052257382	2/24/97	2/26/98	G W RAUSCHER
212	6052257421	2/28/97	2/26/98	JACK & SELMA NISSEN
213	6052257495	2/26/97	2/26/98	WILLARD BALDWIN
214	6052257595	2/24/97	3/24/97	CLIFFORD & VIOLA MILBRANT
215	6052257613	2/27/97	3/27/97	FERN HOELLEIN
216	6052257834	2/24/97	3/03/97	ERIVN F RIEGER
217	6052258173	2/28/97	3/10/97	ELSIE HANE
218	6052258390	2/21/97	2/26/98	DAVID SWAN HORST
219	6052258464	8/05/97	8/17/97	KIDS VOTING SOUTH DAKOTA
220	6052258735	4/14/97	2/26/98	RALPH SPENCER
221	6052258875		10/17/96	NORTHERN PT & OT CLINIC L
222	6052258935	2/12/97	2/26/98	MELVIN COPECKY
223	6052259013	2/21/97	3/24/97	TIMOTHY & TERESA VEARRIER
224	6052259034	2/28/97	3/24/97	BARBARA DANEK
225	6052259156	2/28/97	3/10/97	OTTO WALTH
226	6052259229	2/21/97	2/26/98	MRS ELLA VILHAUER
227	6052259235	2/27/97	2/26/98	RAY HOERNER
228	6052259412	2/24/97	2/26/98	LLOYD MILBRANDT
229	6052259527	2/27/97	2/26/98	JACOB LAPP
230	6052259576	2/25/97	3/03/97	STEVE ROSENDAHL
231	6052259694	2/21/97	2/27/97	ROBERT THOMPSON
232	6052259872	8/05/97	2/26/98	CASSIE TESKE
233	6052260078	2/18/97	3/12/97	L.C SHUFF
234	6052260159	2/24/97	4/15/97	WILLIAM LAURA STEIN
235	6052260192	2/25/97	4/23/97	DAVID RENITA NELSON
236	6052260788	10/03/97	1/21/98	JACKPOT CASINO
237	6052260859	2/21/97	2/26/98	JOHN THOMAS SR.
238	6052260951	3/24/97	3/25/98	JOHN & MERCEDES BULK
239	6052261163	2/12/97	2/26/98	DUTCHESS CATERING
240	6052261453	3/23/97	2/26/98	LUCILLE A. AGNEL
241	6052261819	2/25/97	4/02/97	HARRY ELADONNA BAILEY
242	6052261862	2/25/97	3/03/97	RICHARD PAULSON
243	6052261753	12/15/97	12/26/97	LAMONT, GLENN
244	6052261773	2/21/97	2/26/98	CARL H NOLTE
245	6052261771	2/26/97	3/10/97	NANCY HAYES
246	6052261833	12/16/97	12/26/97	MCGARRY, TIM
247	6052261881	12/16/97	12/26/97	SHULT, EILEEN

Record #	Btn	Verified	Provisiond	Name
248	6052261357	12/15/97	12/26/97	BRICK, GREGORY
249	6052261397	12/15/97	12/26/97	PETERSON, BRAD
250	6052262306	8/05/97	8/17/97	NATIVE AMERICAN HERBAL TE
251	6052262355	12/15/97	12/26/97	KINGERY, RANDALL
252	6052262142	12/15/97	12/26/97	CANTWELL, CHARLIE
253	6052262149	2/20/97	2/26/98	NELS BIERMAN
254	6052262256	2/25/97	4/16/97	ROBERT W. PATTERSON
255	6052262593	12/15/97	12/26/97	HONOMICHL, TIMOTHY
256	6052262723	2/21/97	2/26/98	DANIEL B VETSCH
257	6052262784	2/25/97	2/26/98	DENELDA SCHLOSSER
258	6052262864	2/21/97	2/27/97	JAY LANDERFEN
259	6052263330	2/28/97	5/05/97	SCOTT & TERRILL MEIER
260	6052263374	4/11/97	2/26/98	WILLIAM & RUBY THOMPSON
261	6052263327	5/05/97	5/13/97	HORNER REPAIR & MOWER SER
262	6052263381	12/17/97	12/26/97	BUTLER, STEVE
263	6052263384	2/28/97	2/22/98	JAMES & JOSPHINE WILSON
264	6052263300	12/17/97	12/26/97	LENTZ, P K
265	6052263368	2/28/97	2/22/98	ELMER/HELEN TALLEY
266	6052263703	12/03/97	12/12/97	PFITZER, CRAIG A
267	6052263914	2/27/97	2/26/98	MERL HERRMANN
268	6052263359	2/28/97	3/20/97	ALICE HAUPT
269	6052263974	12/03/97	12/12/97	THOMPSON, LYLE
270	6052263976	2/26/97	2/26/98	HULDA MOLDERNHAUER
271	6052264068	2/25/97	3/03/97	NANCY & BRAD NEIS
272	6052264339	4/18/97	2/26/98	CORY & KATE GELLING
273	6052265349	12/15/97	12/26/97	SWANSON, JOHN L
274	6052290455	2/28/97	3/25/97	PAUL R. LEON
275	6052290466	1/06/98	1/15/98	MEHLHAFF, EUGENE
276	6052290727	2/21/97	3/24/97	ANN STROME
277	6052290771	2/27/97	2/26/98	LOWELL NALL
278	6052290399	2/27/97	3/24/97	L J LANGE
279	6052290906	12/03/97	12/12/97	PULATIE, CATHY
280	6052290916	2/28/97	2/22/98	BERNARD MATZ
281	6052290937	2/21/97	2/27/97	LESTER TOBIASON
282	6052290951	12/03/97	12/12/97	'CHERR, LEN
283	6052291062	2/25/97	2/26/98	KARLA SCHAFFER
284	6052291191	3/28/97	2/26/98	MORGANS, JOHN D DDS
285	6052291285	2/28/97	3/10/97	DAVID & LINDA MAZZIE
286	6052291415	2/28/97	2/22/98	DENIS DURAND
287	6052291455	2/27/97	3/05/97	ERWIN GRUNEICH
288	6052291463	2/24/97	3/28/97	BARBRA STEEN
289	6052291480		12/22/96	WSTRN PRINTG CO WSTRN QCK
290	6052291139	12/03/97	12/12/97	WHITTLINGER, DONALD D
291	6052291578	2/28/97	2/27/98	TIM A. DUTENHOFFER
292	6052291610	7/02/97	8/01/97	LAURA ROSO
293	6052291622	1/09/98	1/15/98	ENGELHART, TIM
294	6052291766	12/03/97	12/12/97	SAUER, JERRY S
295	6052291994	12/04/97	12/19/97	RIEGER, LORIE B
296	6052292100	1/09/98	1/15/98	GILLIS, FRED
297	6052292101	1/10/98	1/15/98	CLELAND, RICHARD
298	6052292124	2/26/97	2/26/98	KIPPLEY ACCTANTING
299	6052292337	2/24/97	3/03/97	EDNA RISHL
300	6052292384	12/03/97	12/12/97	POLASKY, ROBERT
301	6052292484	1/10/98	1/15/98	HAAR, KARY
302	6052292701	1/09/98	1/16/98	DELZER, BRYAN
303	6052292724	1/09/98	1/15/98	JOHNSEN, LYLE
304	6052292725	2/21/97	3/17/97	CINDY VANMETER
305	6052292743	2/26/97	2/26/98	JUSTIN KEOUGH
306	6052292926	2/25/97	3/28/97	ROBERT MELVADEEN NEELY
307	6052292933	12/03/97	12/12/97	POURIER, ERNEST J
308	6052293017	2/28/97	2/22/98	GILES & DARLENE WILSON
309	6052293112		12/22/96	HAUG PLUMBING & HEATING

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310	6052293139	6/27/97	2/26/98	RANDOLPH L&BONNIE ANDERSON
311	6052293140	1/19/98	1/29/98	TITZE, KENDELL
312	6052293145	2/27/97	2/26/98	MIKE MULLENBERG
313	6052293148	2/26/97	2/26/98	SANDY LEMKE
314	6052293602	7/15/97	2/26/98	JACK AND BERNICE THEELER
315	6052293621	12/03/97	12/12/97	STEINER, PAUL
316	6052293717	1/19/98	1/29/98	PIETZ, RALPH
317	6052293719	5/14/97	3/27/98	FRAN SCHUMACK
318	6052293799	1/19/98	1/29/98	BERGSTROM, TONY F
319	6052293857	1/19/98	1/29/98	HANSON, TONY
320	6052293912	2/26/97	2/26/98	BRUCE & NANCY KINDER
321	6052293935	1/19/98	1/29/98	MAYNARD, WILLIAM
322	6052294006	1/19/98	1/29/98	PENDRY, B
323	6052294020	1/19/98	1/29/98	RABINE, LARRY
324	6052294104	1/19/98	1/29/98	ROBEY, DEREK
325	6052294174	2/26/97	2/26/98	KELLY MILLER
326	6052294191	1/19/98	1/29/98	HARTY, WAYNE G
327	6052294248	1/19/98	1/29/98	LEHR, MARVIN
328	6052294285	1/19/98	1/29/98	MILLER, GLORIA J
329	6052294307	2/20/97	2/26/98	ROGERBARRETH
330	6052294343	2/28/97	2/22/98	RAYMOND CAROL DUNKER
331	6052294417	12/16/97	12/26/97	WEBER, RICK
332	6052294426	1/19/98	1/29/98	PAHL, ALVIN
333	6052294498	1/19/98	1/29/98	SCHUMACHER, CHRIS
334	6052294517	4/24/97	3/10/97	EARL STAVE
335	6052294781	1/19/98	1/29/98	HEYD, ADAM
336	6052294796	1/19/98	1/29/98	ERICKSON, GREGG
337	6052294816	5/09/97	5/16/97	DAKOTA OIL
338	6052294872	1/20/98	1/29/98	WIETGREFE, MIKE W
339	6052294914	2/21/97	2/27/97	DWAYNE VETCH
340	6052295017	2/24/97	3/10/97	BEN PROWSE
341	6052295022	2/24/97	2/26/98	MARGERET VOLK
342	6052295156	2/21/97	3/04/97	JAMES H VASKE
343	6052295183	1/19/98	1/29/98	MILBRANDT, RICHARD
344	6052295203	2/26/97	4/02/97	NORMAN JOHNSON
345	6052295211	1/19/98	1/29/98	LOUT, LEROY
346	6052295389	2/26/97	2/26/98	BEATRICE JANISCH
347	6052295424	2/27/97	2/26/98	DAVID HALES
348	6052295459	1/19/98	1/29/98	DONELAN, BRENDA
349	6052295516	1/20/98	1/29/98	PALMER, MICK
350	6052295588	1/19/98	1/29/98	BAKIKEN, CONRAD
351	6052295633	2/26/97	3/20/97	HARRY J LILLIE JR
352	6052295803	2/25/97	2/26/98	KEVIN & RITA SCHIPKE
353	6052296655	2/28/97	2/22/98	LEROY MAROTZKEY
354	6052324040	1/06/98	1/15/98	SEXTON, LEROY
355	6052324089	1/06/98	1/15/98	NIELSEN, DELMAR
356	6052324225	1/06/98	1/15/98	SANDERS, TONY
357	6052324779	1/27/97	3/28/97	RIVERBOAT CASINO
358	6052324889	1/06/98	1/15/98	TOWLER, JOHN
359	6052560259	2/19/97	2/27/97	DERRICK SHOENROCK
360	6052562078	2/18/97	4/11/97	ALBERTSON JV & P
361	6052562105	2/19/97	2/26/98	ELMER FRAMNESS
362	6052562122	2/21/97	3/11/97	S J CHRISTIANSON
363	6052562149	2/28/97	2/22/98	MRS BELLE JOHNSON
364	6052562362	2/20/97	2/27/97	MILDRED OLSON
365	6052562412	2/24/97	3/10/97	CHRIS CRUSAN
366	6052562471	2/19/97	3/28/97	IRENE MOOSE
367	6052562527	4/14/97	2/26/98	OLSON JACK D
368	6052562602	4/17/97	2/26/98	JOHANNA WILSON
369	6052562701	2/19/97	4/08/97	LELAND WHITE
370	6052562753	2/19/97	3/11/97	PULFORD TOM
371	6052562754	2/20/97	2/26/98	ARNOLD ERICKSON

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372	6052562762	2/28/97	2/22/98	ANN GRAD
373	605256276	2/19/97	2/26/98	ROBERT & GERI OSWALD
374	6052562771		12/22/96	TRINITY LUTHERAN CHURCH-E
375	6052563102	4/09/97	2/26/98	ALFRED O OLSON
376	6052563296	2/19/97	3/12/97	HOWARD NICHOLSON
377	6052563306	2/19/97	2/26/98	JAMES G JOHNSON
378	6052563330	2/19/97	2/26/98	ELDYN BRUNS
379	6052563356	2/18/97	2/27/97	HAZEL BJERKE
380	6052563504	2/19/97	3/10/97	LLOYD E THIELE
381	6052563770	2/19/97	3/10/97	HERRON RUNSTAD
382	6052563774	2/20/97	4/23/97	JAMES MCELHATTON
383	6052563852	2/28/97	3/10/97	ARDELL HANNEMAN
384	6052563881		2/10/98	PROMS AND PROMISES
385	6052564019	4/17/97	2/26/98	SELMA ANDERSON
386	6052564028	2/19/97	3/11/97	ESTHER HAGE
387	6052564364	2/18/97	2/26/98	ROGER AYERS
388	6052564403	2/20/97	3/19/97	SELONA LOTSPEICH
389	6052564534		3/19/97	SAMPLE OUR FLOWERS
390	6052564635	2/28/97	4/30/97	GARY JOHNSON
391	6052566252	2/20/97	2/26/98	ROBERT GAY
392	6052566361	2/21/97	2/26/98	SCOTT SPOTANSKE
393	6052566451	2/18/97	2/26/98	JACK BARNHEART
394	6052566478	2/19/97	2/26/98	DREW SKINNER
395	6052566645	8/08/97	8/17/97	SIXTIES PLUS DINING PROGR
396	6052569267	5/29/97	2/26/98	MIKE & KAREN WILLIAMS
397	6052569550	2/19/97	3/13/97	DELWIN & NITA MOORE
398	6052569815	2/19/97	3/10/97	ANDRE TWEET
399	6052569844	2/21/97	3/18/97	VINCENT GABRIELSON
400	6053265231	5/12/97	6/05/97	CHUCKS CABINETS
401	6053265760	5/12/97	6/11/97	SNACK SHACK
402	6053304411	5/12/97	6/03/97	HONORABLE ROGER L WOLLMAN
403	6053312052	8/05/97	8/16/97	TIESEN CHIROPRACTIC
404	6053315895		11/14/96	AHRENDT, CYNTHIA ESQ
405	6053320052	8/07/97	8/16/97	BUFFS BARGAINS
406	6053321962	5/12/97	8/08/97	SIOUX FALLS PAIN & REHAB
407	6053322250	2/14/97	2/27/98	GENSEN BROTHERS FEED
408	6053322287	2/13/97	3/17/98	BOTT MACHINE
409	6053323161	2/14/97	2/26/98	NIXON FABRICS
410	6053323273	5/12/97	8/10/97	GLORY HOUSE-SIOUX FALLS
411	6053323401		2/10/98	FAITH LUTHERAN CHURCH MO
412	6053325611	2/14/97	2/26/98	DOUG'S EASTMAN APPLIANCES
413	6053325845	5/12/97	8/10/97	PHILS
414	6053326424	3/25/97	9/11/97	SKIDMORE, ERNEST C
415	6053326721	5/12/97	8/10/97	BELL PAPER BOX INC
416	6053326866	8/07/97	12/18/97	DISABLED AMERICAN VETERAN
417	6053341450	5/12/97	10/02/97	TIPLER CO
418	6053341945	12/09/97	12/18/97	HEIBULT, HAROLD H
419	6053342000	5/12/97	8/10/97	GUSTAFS GREENERY
420	6053342244	12/10/97	1/18/98	STEINEKE, CHARLES E
421	6053342285	2/19/97	4/22/97	JIMS DIESEL SERVICE
422	6053342432	6/09/97	6/20/97	GANNON, GEORGE
423	6053343083	6/12/97	6/20/97	BUGH, DAVID
424	6053343239	5/12/97	5/26/97	RADIANT HEAT INC
425	6053343374	2/19/97	2/22/98	CONSTRUCTION CONTROL INC
426	6053343536	6/12/97	6/20/97	ZEEB, LAVERNA
427	6053343726	6/12/97	6/20/97	JOHNSON, MAR J
428	6053343870	6/12/97	7/01/97	PETERSON, RICHARD A
429	6053343888	12/09/97	12/18/97	FRAVEL, JAMES A
430	6053343890	6/12/97	6/20/97	ASCHMELLER, DANNY
431	6053344027	12/09/97	12/18/97	LANGIN, KEITH
432	6053344088	12/09/97	12/18/97	BOWMAN, CRAIG
433	6053344182	6/12/97	6/20/97	KETELSEN, RICHARD E

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434	6053344208	6/12/97	6/20/97	GREBIN, DOROTHY
435	6053344375	12/09/97	12/18/97	RUSTWICK, J R
436	6053344415	2/13/97	2/26/98	AMERICAN DENTAL LAB
437	6053344853	3/25/97	5/29/97	BUD MEYER TRUCK LINES
438	6053345120	6/16/97	6/26/97	STEELE, SCOTT
439	6053345349	12/09/97	12/18/97	LINDBERG, DALE
440	6053345363	12/09/97	12/18/97	VETTER, MICHAEL J
441	6053345477	12/10/97	12/18/97	CARLSON, M E
442	6053345807	12/09/97	12/18/97	STORHAUG, ARTHUR
443	6053345810	6/16/97	6/26/97	ARCHER, BRAD
444	6053345903	12/09/97	12/18/97	CHRISTMAN, FLORENCE
445	6053345945	12/09/97	12/18/97	TWEED, S E
446	6053345990	2/25/97	2/22/98	SIOUX FALLS RBR STMP WKS
447	6053345994	12/09/97	12/18/97	VIERECK, JOHN
448	6053346115	7/19/97	7/25/97	THOMAS, C B
449	6053346144	7/19/97	7/25/97	ROSSOW, R V
450	6053346252	12/09/97	3/04/98	MILLER, L G
451	6053346268	12/09/97	12/18/97	KATZENBERGER, TIM
452	6053346415	12/09/97	12/18/97	MEYER, AMOS A
453	6053346560	8/30/97	9/09/97	JOHNSON, JANICE L
454	6053346643	2/09/97	2/22/98	BUDGET AUTO REPAIR
455	6053346647	8/30/97	9/09/97	BREEN, DON
456	6053347009	12/09/97	12/18/97	HELES, PAUL J
457	6053347199	8/30/97	9/08/97	MITCHELL, LEE R
458	6053347325	8/30/97	9/09/97	HEMMER, CHARLES C
459	6053347446	12/11/97	12/18/97	DOLLIVER, KENNETH
460	6053347464	12/11/97	12/18/97	OLSON, CRAIG
461	6053347672	12/12/97	12/18/97	OPHEIM, WARREN L
462	6053347754	12/11/97	12/18/97	LARSON, DONALD R
463	6053347844	12/11/97	12/18/97	MILLER, LEON
464	6053347910	8/24/97	9/09/97	HENRY, MERLE
465	6053348002	12/11/97	12/18/97	OPBROEK, M
466	6053348180	12/11/97	1/18/98	THILL, C N
467	6053348216	9/22/97	1/25/98	ZIMMERMANN, RICHARD
468	6053348278	9/22/97	1/20/98	LIENHARD, WILLIAM H
469	6053348281	12/11/97	12/18/97	VOGT, REGINA K
470	6053348488	9/22/97	1/25/98	JENSEN, JACK M
471	6053348548	9/22/97	1/25/98	ANDERSON, HARVEY
472	6053348692	9/22/97	1/25/98	HARRIS, JOHN G
473	6053348723	9/22/97	1/25/98	GRAVE, WALTER
474	6053349014	12/11/97	12/18/97	NELSON, HARVEY L
475	6053349089	12/12/97	12/18/97	DEHOOGH, DICK W
476	6053349521	12/12/97	12/18/97	HARTWIG, FRED
477	6053349525	9/22/97	1/25/98	GEORGESON, E
478	6053349829	9/22/97	12/20/97	PESKEY, WALTER
479	6053350882	9/22/97	1/25/98	CARTHEL, J M
480	6053350993	9/22/97	1/20/98	PUPPE, WAYNE E
481	6053351135	9/22/97	1/20/98	MYERS, VIRGIL
482	6053351574	9/22/97	1/20/98	NEELEY, ROBERT F
483	6053351789	9/22/97	1/23/98	SCHMIDT, RONALD D
484	6053352206	9/22/97	1/23/98	IVERSON, BILL
485	6053352287	9/22/97	1/20/98	BENNIS-BERVEN LINDA
486	6053353226	9/22/97	1/20/98	FENSTRA, M V
487	6053353260	9/22/97	1/23/98	FINE, JACK
488	6053353268	10/27/97	11/17/97	MEYER, WARREN D
489	6053353292	9/22/97	1/20/98	PETERSON, JON L
490	6053353297	9/22/97	1/20/98	FELDHaus, DARIN
491	6053353432	12/22/97	1/03/98	TYLER, THOMAS W
492	6053353455	9/22/97	1/20/98	MCDOWELL, JAMES
493	6053353492	12/27/97	1/03/98	ANDERSON, GLENN E
494	6053353583	9/22/97	1/20/98	VANHEERDE, RON
495	6053353652	9/22/97	1/20/98	SHERMAN, VIOLA

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496	6053353639	9/22/97	1/20/98	BURGESS, SCOTT
497	6053353701	9/22/97	1/25/98	HALEY, V F
498	6053353808	9/22/97	1/28/98	PEDDERSEN, ARDCE
499	6053353831	9/22/97	10/05/97	AASE, M M
500	6053353865	9/23/97	1/20/98	ERICKSON, KEVIN
501	6053353903	9/22/97	1/25/98	WATKINS, GWEN J
502	6053354056	1/05/98	1/15/98	ZIRPEL, ROGER
503	6053354080	5/15/97	5/26/97	EVANS PORTRAITS GALLERY
504	6053354102	3/25/97	6/06/97	AUCTION PROS INC
505	6053354416	9/22/97	1/20/98	TIBBETTS, FORREST
506	6053354460	9/22/97	1/20/98	GRUENHAGEN, RANDY
507	6053355563	9/22/97	1/25/98	HOTCHKIN, TAMI
508	6053355792	9/22/97	1/20/98	SHAMBAUGH, LORI A
509	6053355907	1/05/98	1/15/98	LONG, TODD
510	6053355918	9/22/97	1/20/98	LARSON, DE W
511	6053356018	9/22/97	1/25/98	PETIT, JANICE
512	6053356034	9/22/97	1/20/98	NELSON, MICHAEL
513	6053356189	9/22/97	1/23/98	CURRIER, CHAD
514	6053356563	9/23/97	1/20/98	FOLKERTS, B
515	6053356599	1/05/98	1/15/98	LAMBORN, STEVE
516	6053356636	9/23/97	1/20/98	FORSETH, MICHAEL C
517	6053356669	9/23/97	1/20/98	NIMICK, D
518	6053356977	1/05/98	1/15/98	OMANSON, BRIAN
519	6053357048	1/05/98	1/15/98	BUCKLEY, MARK E
520	6053357751	1/05/98	1/15/98	LEHNER, TAMMY
521	6053357881	1/05/98	1/15/98	BRADBURY, JOHN
522	6053358571	9/23/97	1/20/98	VANLAAR, DEAN
523	6053358922	9/23/97	1/20/98	GJERTSON, SCOTT
524	6053360160	9/23/97	1/20/98	LEE, KENNETH G
525	6053360800	4/14/97	6/24/97	GRAHAM TIRE CO
526	6053360848	9/23/97	1/25/98	BUSKOHL, DELMAR
527	6053360882	11/24/97	12/04/97	ELLE, SIG R
528	6053361045	1/05/98	1/15/98	TUSCHEN, DENNIS
529	6053361133	9/23/97	1/23/98	GRADY, COANN
530	6053361327	9/23/97	1/25/98	STRANSKY, DON
531	6053361359	9/23/97	1/25/98	BECKSTRAND, JOE J
532	6053361392	9/23/97	1/25/98	PONTO, MARIANNETTE
533	6053361549	9/23/97	1/25/98	HANNA, JOHN
534	6053361637	1/06/98	1/15/98	NELSON, LAWANDA
535	6053361778	9/23/97	1/25/98	GARNER, LARRY
536	6053361786	9/24/97	1/25/98	WILCOXON, RYAN
537	6053361942	9/23/97	1/25/98	BRUFLAT, PAUL
538	6053361973	9/23/97	1/20/98	TARRELL, ARDIS
539	6053362201	9/23/97	1/25/98	LEWIS, BONNIE
540	6053362651	9/23/97	1/25/98	CHAMBERS, NEWELL R
541	6053362770	9/23/97	1/25/98	FRANKFURTH, B M
542	6053363169	9/23/97	1/25/98	JUNSO, ROBERT
543	6053363373	9/23/97	1/25/98	CHMELA, DANIEL
544	6053363506	9/23/97	1/25/98	LARSEN, DAN
545	6053363684	9/23/97	1/21/98	BELDING, RALPH
546	6053366268	9/24/97	1/25/98	MCWAYNE, JOHN C
547	6053367211	1/05/98	1/15/98	KEYES, J C
548	6053367919	1/06/98	1/15/98	HEWLETT, M L
549	6053368008	11/12/97	11/21/97	ROZEBOOM, A
550	6053368034	9/27/97	1/25/98	ROSS, C R
551	6053368223	9/27/97	1/25/98	VAN WYHE, BERT
552	6053368413	1/05/98	1/15/98	CAMPBELL, LEROY R
553	6053368568	1/05/98	1/15/98	HANSON, ROBERT L
554	6053368625	11/12/97	11/21/97	WHEELHOUSE, HILLERICK
555	6053368639	9/27/97	1/25/98	CHICK, GLENN
556	6053368716	3/25/97	5/22/97	DICKS ELECTRIC
557	6053369054	11/12/97	11/21/97	TUTTLE, WILLIAM

Record #	Btn	Verifiedda	Provisiond	Name
558	6053369331	3/25/97	9/11/97	KINGS INN BARBER SHOP
559	6053369340	1/05/98	1/16/98	WEAVER, TROY
560	6053373212	11/12/97	6/10/97	WEG, ALAN
561	6053373402	11/12/97	12/09/97	VANDENBOS, DEKNER
562	6053380041	10/06/97	1/25/98	NELSON, A C
563	6053380095	11/13/97	11/21/97	STEWART, RANDALL L
564	6053380150	10/06/97	1/25/98	BERNDT, LEONARD
565	6053380172	10/06/97	1/25/98	HAGGARDT, V B
566	6053380296	11/04/97	12/10/97	PLAUGHER, CAROLINE
567	6053380323	10/08/97	1/25/98	RABUCK, STEVEN K
568	6053380418	10/08/97	1/25/98	JAN, FRANK
569	6053380432	11/04/97	12/19/97	OTTERSON, KENNETH
570	6053380562	10/08/97	1/25/98	HOILAND, WALTER
571	6053380683	11/13/97	11/21/97	ZEA, LEON
572	6053380789	10/09/97	1/25/98	JONES, MICHAEL D
573	6053380834	10/09/97	1/25/98	THYBERG, DORIS
574	6053380956	10/10/97	1/25/98	CHAMBERS, W R
575	6053381006	10/09/97	1/31/98	ANDERSON, ELWOOD
576	6053381068	10/09/97	1/25/98	POSTMA, TAMMY
577	6053381174	11/04/97	12/24/97	NOOROSY, VERNON
578	6053381186	10/09/97	1/25/98	HILMOE, JOAN
579	6053381212	11/13/97	11/21/97	NELSON, B H
580	6053381310	11/04/97	2/22/98	PAPPAS, THOMAS
581	6053381353	10/10/97	1/25/98	REMME, ELEANOR
582	6053381753	1/19/98	1/29/98	VOGT, DONALD
583	6053381823	10/09/97	1/25/98	SYMES, C R
584	6053381917	1/19/98	1/29/98	HANSCOM, J M
585	6053381932	1/19/98	1/29/98	MCGINNIS, RODNEY J
586	6053382018	11/04/97	2/22/98	WILLEMS, BERNICE
587	6053382057	10/09/97	1/25/98	BUCKMILLER, G R
588	6053382150	11/13/97	11/21/97	SIEMONSMA, DONALD
589	6053382174	10/09/97	1/25/98	ROSE, P J
590	6053382184	10/09/97	1/25/98	CONRADI, E N
591	6053382279	10/09/97	1/25/98	GLIEGE, L
592	6053382395	10/09/97	1/25/98	BULT, DELIA
593	6053382466	1/19/98	1/29/98	SKILLMAN, GERALD D
594	6053382514	11/04/97	11/24/97	NYHUS, LOREN R
595	6053382554	10/09/97	1/25/98	BENTAAS, DUANE L
596	6053382598	1/19/98	1/29/98	RICH, H A
597	6053382670	1/19/98	1/29/98	LOTTMAN, MARK
598	6053382794	1/19/98	1/29/98	BRESEE, BRAD L
599	6053382808	11/05/97	2/22/98	SMITH, THOMAS
600	6053382819	1/19/98	1/29/98	SELF MACEL
601	6053382844	10/09/97	1/25/98	BJORDAL, TIMOTHY J
602	6053382885	1/19/98	1/29/98	GRUHLKE, DONALD
603	6053383034	11/04/97	2/22/98	OHME, SIGURD
604	6053383165	11/04/97	2/22/98	WEATHERWAX, FRANK
605	6053383180	1/19/98	1/29/98	LOBIEN, LEONA
606	6053383296	10/09/97	1/25/98	ESTHER CHRISTONSON
607	6053383412	1/19/98	1/29/98	BULTSMA, JOHN H
608	6053383432	11/04/97	2/22/98	TWEDT, E M
609	6053383616	1/19/98	1/29/98	LOUNSBERY, EDWARD D
610	6053383897	1/19/98	1/29/98	MC LAUGHLIN, J L
611	6053383951	10/15/97	10/23/97	WIEMAN, JACK
612	6053384034	1/31/98	2/07/98	JURGENSEN, WARREN
613	6053384134	1/30/98	2/07/98	OAKLAND, RICHARD R
614	6053384272	1/30/98	2/07/98	STENSLAND, BRAD
615	6053384443	11/04/97	3/26/98	WHITWAM, WILLIAM
616	6053384479	1/30/98	2/07/98	HANSON, THOMAS S
617	6053384559	11/05/97	2/22/98	SONEN, NORBERT
618	6053384562		12/17/96	WESLEY UNITED METHODIST C
619	6053384690	1/30/98	2/07/98	HANSON, RICH

4/14/98

SD Active Customers

Record #	Btn	Verified	Provisioned	Name
620	6053384981	11/04/97	2/22/98	THORNE, STEVE
621	6053385123	10/18/97	10/23/97	HARSMAN, V M
622	6053385123		2/10/98	WESTERN FOOD & LOCKER SER
623	6053385302	1/30/98	2/07/98	CASS, JOE
624	6053385313	10/20/97	12/05/97	DR. WALLACE A ARNESON
625	6053385375	10/20/97	11/16/97	HANSON, LE R
626	6053385433	10/20/97	2/26/98	KNOTT, FRANCIS
627	6053385514	10/20/97	2/26/98	PLUCKER, WAYNE
628	6053385529	10/20/97	11/28/97	ANDERSON, ALVIN N
629	6053385543	10/20/97	2/26/98	MILLE, DOROTHY L
630	6053385586	1/31/98	2/07/98	JANDL, LEE
631	6053385615	1/30/98	2/07/98	DRESSING, EDWIN S
632	6053385639	1/30/98	2/07/98	HOHN, LOUIS L
633	6053385644	5/23/97	9/14/97	BLAKELY CROP HAIL INC
634	6053385649	10/20/97	2/27/98	STEWART, GORDON
635	6053385676	10/20/97	11/24/97	KENNEDY, BERNARD M
636	6053385759	11/04/97	2/22/98	STENSTROM, E
637	6053385816	1/27/97	2/24/98	GLOBE SECURITY IN
638	6053385824	10/20/97	12/04/97	VANVELZEN, W R
639	6053385827	10/20/97	12/08/97	CLARK, A B
640	6053385883	1/30/98	2/07/98	JEWELL, GEORGE
641	6053385979	10/20/97	11/25/97	STAUFFACHER, SHARON
642	6053386191	10/20/97	2/26/98	STEVENS, LEONARD J
643	6053386362	10/20/97	2/26/98	BARRETT, FLOYD
644	6053386557	10/20/97	11/28/97	CRARY, LOREN J
645	6053386618	10/20/97	2/26/98	LAUER, FRED
646	6053386645	9/24/97	1/23/98	COMPUTERIZED MANAGEMENT-V
647	6053386866	10/20/97	12/15/97	SPRAGUE, FRANCES
648	6053387039	10/20/97	2/26/98	MARTIN, LILA
649	6053387198	2/13/97	2/26/98	SERTOMA CHARITY BINGO
650	6053387237	10/22/97	2/26/98	HANISCH, JAMES
651	6053387327	10/16/97	10/23/97	BEE MY HONEY
652	6053387417	10/22/97	2/26/98	JOHNSON, CARL A
653	6053387431	10/22/97	2/26/98	HEIGH, SCOTT
654	6053387469	11/04/97	2/22/98	ROEMELING, JAKE
655	6053388519	10/27/97	12/17/97	LARSON, LYLE E
656	6053388663	10/27/97	2/26/98	KIRKPATRICK, D
657	6053388689	8/18/97	12/18/97	HILLTOP UNITED METHODIST
658	6053388735	10/27/97	2/26/98	LARSEN, LARRY
659	6053388800		1/24/97	BOWDEN PRODUCTIONS
660	6053389067	10/28/97	2/26/98	FLEMING, MICHAEL
661	6053389359	11/04/97	2/22/98	SCHNEIDER, LARRY L
662	6053389474	1/27/97	2/22/98	1ST CHRSTN CHRCH DISCIPLE
663	6053389731	8/19/97	8/28/97	AMERICAN BAPTIST CHURCHES
664	6053389929	10/27/97	2/26/98	MENSING, D
665	6053390272	10/29/97	11/07/97	HOSMAN, DEAN
666	6053390421	11/04/97	2/22/98	NEISES, LARRY
667	6053390586	11/04/97	2/22/98	SITTIG, C A
668	6053390666	10/31/97	2/26/98	HELEN STANLEY
669	6053390676	11/04/97	12/03/97	SCHMIG, GLENN
670	6053391041	10/31/97	2/26/98	LOWE, H J
671	6053391318	11/04/97	2/22/98	NESS, DENNIS
672	6053391480	11/04/97	2/22/98	KUNKEL, HARRY
673	6053391666	11/04/97	12/01/97	DEZOTELL, G
674	6053391671	11/04/97	12/08/97	GULLICKSON, W J
675	6053391767	11/04/97	2/22/98	HAUK, JIM
676	6053391957	11/04/97	12/12/97	WITT, REINHART
677	6053391961	11/04/97	11/24/97	BLACHFORD, MARK
678	6053392252	11/04/97	2/22/98	DORSETT, EUGENE
679	6053392652	11/04/97	12/15/97	KROCHOCK, DAVID A
680	6053392821	11/04/97	2/22/98	BRINK, BUTCH
681	6053392832	11/04/97	2/22/98	VOLK, LEROY R

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682	6053333039	11/04/97	1/07/98	MADSEN, CECIL O
683	6053333137	11/04/97	2/22/98	PIEPER, ROGER
684	6053333333	11/04/97	2/22/98	LARSEN, MARY B
685	6053333410	11/05/97	12/17/97	CARLSON, PHYLLIS M
686	6053333466	11/04/97	2/22/98	JOHNSON, ARLEN
687	6053333478	11/04/97	11/24/97	HODGE, TERRY
688	6053333573	11/04/97	11/28/97	NORBY, DONALD D
689	6053333598	11/04/97	2/22/98	DIXON, MERLIN
690	6053333605	11/05/97	2/22/98	MEYER, LILE K
691	6053333611	11/05/97	2/22/98	VAN BOCKERN, PAUL E
692	6053333674	11/04/97	2/22/98	BITTNER, TODD
693	6053333753	11/04/97	12/04/97	BURNS, MIKE
694	6053333769	11/04/97	2/22/98	WALSH, JOHN
695	6053333784	11/04/97	12/04/97	MCDONALD, TERRY A
696	6053333841	11/04/97	2/22/98	CANTER, T J
697	6053333925	11/04/97	12/15/97	MONTIS, JAMES E
698	6053333930	11/04/97	2/22/98	ARCHER, JOHN F
699	6053333952	11/04/97	2/04/98	POCHARDT, CRAIG
700	6053333987	11/04/97	2/22/98	VAUGHN, JOE D
701	6053334026	11/04/97	12/12/97	AUGUSTINE, J
702	6053334044	11/04/97	2/22/98	LLOYD, SCOTT R
703	6053334071	11/04/97	2/22/98	BLACKMAN, D J
704	6053334152	11/04/97	2/22/98	ZOMER, CLARENCE
705	6053334234	11/04/97	4/01/98	SEVERSON, BERNEIL J
706	6053334281	11/04/97	12/05/97	DEWIT, RONALD D
707	6053334372	11/04/97	2/22/98	OPOIEN, DAVID
708	6053334377	11/04/97	1/09/98	REA, J R
709	6053334488	11/04/97	2/22/98	SICHMELLER, ROBERT P
710	6053334514	11/04/97	2/22/98	FRASIER, BERNIECE
711	6053334599	11/04/97	2/22/98	CADWELL, STANLEY J
712	6053334751	11/04/97	2/22/98	EGGERS, D J
713	6053334917	11/04/97	12/03/97	ROBINSON, RICHARD
714	6053339004	11/04/97	2/22/98	FISCHER, DONN
715	6053339026	11/04/97	2/22/98	ELLIS, STEVE
716	6053339280	11/04/97	2/22/98	REININGER, SANDRA
717	6053339288	11/04/97	2/22/98	HAUGEN, CHRIS
718	6053339318	11/04/97	2/22/98	WILSON, THOMAS W
719	6053339386	11/04/97	12/05/97	MEYER, DAVID R
720	6053339438	11/04/97	2/22/98	GREGORY, DIANA
721	6053339576	11/04/97	2/22/98	MCINTYRE, C A
722	6053339695	11/04/97	12/09/97	PEARSON, RICHARD
723	6053339877	11/04/97	12/29/97	KINSEY, MEL
724	6053339880	11/04/97	12/29/97	SPRECHER, MARK
725	6053339951	11/04/97	2/09/98	MEHLBRECH, ARTHUR
726	6053410019	11/04/97	2/22/98	WATTS, ROBERT W
727	6053410026	11/04/97	12/04/97	SCHWARTZ, MIKE
728	6053410066	11/05/97	2/22/98	JOHNSON, F B
729	6053410104	11/04/97	12/08/97	HANSON, BRETT
730	6053410249		2/10/98	GAS PLUS LAUNDROMAT
731	6053410298	11/11/97	11/21/97	WINKLER, E M
732	6053410620		1/24/97	HATZELL J & J
733	6053410623	11/04/97	2/22/98	WERNER, CORWYN
734	6053410664	11/04/97	2/22/98	FRANZEN, MICHAEL
735	6053410673	11/04/97	2/22/98	HOLLIS, DON L
736	6053410729		2/10/98	ABC TRUCKING
737	6053410876	11/04/97	2/22/98	BOWLES, LARRY
738	6053411101	5/29/97	6/08/97	JIMS AUTO SALES
739	6053411176	11/06/97	2/22/98	BUSCH, I K
740	6053411308	11/05/97	2/22/98	JACOBSON, SHEILA
741	6053411406	11/11/97	11/21/97	NELSON, CRYSTAL
742	6053411678	11/05/97	11/24/97	STEHLY, FRANK
743	6053411749	11/06/97	12/12/97	MARLING, JAMES

		Provisiond	Name
744	6053411863	11/05/97	
745	6053411982	11/06/97	2/22/98
746	6053412039	11/05/97	12/08/97
747	6053412221	11/06/97	2/22/98
748	6053412351	11/06/97	12/04/97
749	6053412359	11/06/97	2/22/98
750	6053412540	11/11/97	2/22/98
751	6053412575	11/06/97	11/21/97
752	6053412954	11/06/97	2/22/98
753	6053413046	11/06/97	12/08/97
754	6053413048	11/06/97	1/16/98
755	6053413052	11/06/97	2/27/98
756	6053413106	11/06/97	12/12/97
757	6053413292		2/22/98
758	6053413293	11/08/97	2/10/98
759	6053413400	5/28/97	2/22/98
760	6053413427	11/07/97	6/08/97
761	6053413943	11/08/97	12/08/97
762	6053413952	11/08/97	2/22/98
763	6053414077	11/08/97	12/03/97
764	6053414135	11/08/97	12/10/97
765	6053414360	11/08/97	2/22/98
766	6053414486	11/08/97	2/22/98
767	6053414528	11/11/97	1/05/98
768	6053414628	11/08/97	11/21/97
769	6053414765	11/08/97	1/16/98
770	6053414772	11/11/97	12/10/97
771	6053414773	11/08/97	11/21/97
772	6053414778	11/08/97	2/22/98
773	6053414795	11/08/97	2/22/98
774	6053415397	11/10/97	2/22/98
775	6053415726	11/10/97	11/21/97
776	6053415916	11/10/97	11/21/97
777	6053416094	11/10/97	11/21/97
778	6053416104	11/10/97	9/09/93
779	6053416273	11/10/97	11/21/97
780	6053416453	11/10/97	11/21/97
781	6053416489	11/10/97	11/21/97
782	6053416894	11/10/97	11/21/97
783	6053417007	11/10/97	11/21/97
784	6053417931		11/21/97
785	6053419007		2/10/98
786	6053419109	5/28/97	2/10/98
787	6053421206	11/24/97	9/17/97
788	6053421941	11/24/97	12/04/97
789	6053422057	11/24/97	12/04/97
790	6053422131	5/28/97	12/04/97
791	6053422134	11/24/97	6/08/97
792	6053422358	3/11/97	12/04/97
793	6053422564	11/24/97	2/26/98
794	6053422696	11/25/97	12/04/97
795	6053422739	2/27/97	12/04/97
796	6053423928	11/28/97	2/26/98
797	6053424309	8/20/97	12/04/97
798	6053424400		8/28/97
799	6053424461	6/04/97	2/10/98
800	6053425245	11/29/97	1/30/98
801	6053425283	2/09/97	12/04/97
802	6053425424	12/01/97	2/22/98
803	6053425479	12/01/97	12/12/97
804	6053425548	12/01/97	12/12/97
805	6053425627	12/01/97	12/23/97
			12/12/97
			ANDERSON, EARL B
			VOLK, LEO
			MORRIS, JAMES
			HAGG, KENT
			MAGNUSON, JAY
			DUNN, JOHN J
			VOSS, HAROLD A
			SCHWARTZ, PHYLLIS C
			CARSTEN, GUY L
			CASON, RALPH
			KELLER, MELVIN
			BRINK, DOUGLAS D
			BUURMA, GARY
			WOMEN AGAINST VIOLENCE
			RAUERT, TIM
			TIMBERLINE OIL & GAS CORP
			JOHNSON, JOHN K
			LAFLEUR, MITCHELL C
			RUFF, WALTER F
			MOHLER, K V
			SUDMEIER, RICHARD
			LEE, PATRICK
			HOEFER, LERENA
			STRANGE, C
			SCOFIELD, GORDON
			WEINIKAU, JAN
			PREBER, TERJE
			FRENCH, J T
			STEWART, GLORIA
			SCHAFER, STEVEN A
			HENRIKSON, WAYNE
			CULVER, ROGER
			MITZEL, A J
			SHREVES, DOUGLAS
			SAND, ARDITH
			ADLER, RICK
			HIMRICH, MEADE
			TUCKER, LYNN R
			KINDEL, ARNIE
			CHAMBERS, MIKE
			DAKOTA REPCO
			SCORE
			POT OF GOLD INC
			BAUMGARTEN, HARRY
			REDER, HALLET
			RICE, DONALD T
			TIME SQUARE PLAZA
			BLACK, VIRGINIA A
			UNCLE SAMS EAST
			MOORE, MARVIN
			LEHNERT, DAN
			GERRY BROER
			SALWAY, HAROLD
			FIRST CHURCH OF GOD
			AMERICAN GENERAL FINANCE
			GRAY LINE OF THE BLACK HI
			IVERSON, GLENN C
			BERENDSE & SONS PAINT CO
			RASMUSSEN, EUGENE
			HENSLEY, H E
			SCHOLL, WESLEY S
			MATUSIAK, MYRON

Record #	Btn	Verifiedda	Provisiond	Name
806	6053426014	12/02/97	12/12/97	MCLEAN, RAY
807	6053426186	12/01/97	12/12/97	JOHNSON, ROYAL L
808	6053426213	6/04/97	6/13/97	MAGNUM DIAMOND
809	6053426243	12/01/97	12/12/97	SCHREINER, M
810	6053426943	12/05/97	12/20/97	GREENE, THOMAS H
811	6053426985	6/04/97	9/14/97	DOUBLE D BRAND VINEGAR PR
812	6053427501	1/08/97	2/22/98	T & W AUTO SALES
813	6053427608	12/04/97	12/12/97	JONES, CHRIS
814	6053427781		10/15/96	CROCKER CLAIM SVC OF THE
815	6053428041	12/04/97	12/12/97	HOVDE, ANTON
816	6053428092	12/04/97	12/12/97	RADEKE, LAURA L
817	6053428111	12/04/97	12/19/97	PASCHKE, NICHOLAS
818	6053428226	12/04/97	12/12/97	KLUEBER, CHARLES J
819	6053428418	6/04/97	6/13/97	METAL DESIGNS MFG
820	6053428660	12/08/97	12/18/97	MILLER, D
821	6053428915	12/08/97	12/18/97	JACOBSEN, E S
822	6053429022	11/25/97	10/04/96	RYAN, JOHN
823	6053429256	12/08/97	12/18/97	ROACH, E T
824	6053429365	12/08/97	12/18/97	BERRY, RICHARD J
825	6053430241	12/08/97	12/18/97	FRIEZ, REINHOLD
826	6053430266	5/14/97	2/26/98	STAR TECHNOLOGY WINDSHIEL
827	6053430352	12/08/97	12/18/97	HANDLEY, ARTHUR
828	6053430418	12/08/97	12/18/97	FORTIN, ALAN
829	6053430564	12/08/97	12/18/97	GOODRICH, GRACE
830	6053430899	12/08/97	12/18/97	KNUTSDN, ARDIS
831	6053430957	11/25/97	12/04/97	O'CONNELL, CAROLE
832	6053431120	11/25/97	12/04/97	PETERSON, RANDY
833	6053431549	12/08/97	12/18/97	MORGAN, JUDY
834	6053431768	12/08/97	1/18/98	MILLER, BRIAN
835	6053431948	6/15/97	7/01/97	SAENZ, MARIA
836	6053432089	6/05/97	6/13/97	CRISMAN, LLOYD
837	6053432180	11/10/97	11/21/97	PETERSON, DON
838	6053432240	12/01/97	12/12/97	SMITH, CURT
839	6053432567	6/16/97	6/26/97	PEDERSON, JOEY
840	6053432758	12/01/97	12/26/97	RYAN, MICHAEL
841	6053433523	6/16/97	6/26/97	RIDGEWAY, JURETTA
842	6053433818	11/12/97	3/21/96	JOHNSON, VERNE W
843	6053433946	6/16/97	6/26/97	BOLLOCK, DONALD G
844	6053434234	11/12/97	11/21/97	RONSHAUGEN, PAUL
845	6053434393	6/16/97	6/26/97	JONES, WILLIAM A
846	6053434637		10/17/96	PARKWAY STORAGE UNITS
847	6053435624	2/03/97	2/27/98	HORTON THOMAS DDS.
848	6053435864	12/02/97	12/12/97	BOLLOGAN, LOGAN
849	6053436080	12/02/97	12/12/97	WOODS, LILA
850	6053436195	12/02/97	12/12/97	WIEDENMEYER, TRIG
851	6053436261	8/20/97	8/28/97	OBLATE SISTERS
852	6053436337	2/03/97	2/22/98	SPECIALTY INSTALLATION
853	6053436735	7/15/97	7/25/97	BIELMAIER, BOB
854	6053436834	7/15/97	7/25/97	MEYER, VICTOR
855	6053436919	7/15/97	7/25/97	CAIN, MARCIA
856	6053437010	7/16/97	7/25/97	MACK, JAMES A
857	6053437710	7/18/97	7/25/97	LEBERKNIGHT, WAYNE L
858	6053438132	7/22/97	8/07/97	WEEKLEY, EVA
859	6053438351	7/22/97	8/04/97	LEAT, DARRELL G
860	6053438415	7/22/97	8/04/97	MUNYAN, LARRY
861	6053470033	2/26/97	3/11/97	JENNIFER & STEVEN HANSEN
862	6053472002	2/26/97	4/02/98	SANDY SHINOST
863	6053472177	2/27/97	4/02/97	FRANCES WETZ
864	6053472428	2/26/97	3/06/97	KATHY STYMIEST
865	6053472445	11/24/97	12/04/97	WINDEDAHL, FLOYD
866	6053472451	2/25/97	2/26/98	DORIS MCCARTHY
867	6053472764		2/10/98	WALTS BODY SHOP

866	6053472948	2/20/97	3/10/97	WADE BACHAND
869	6053473084	8/20/97	1/29/98	MEDEIROS, G J
870	6053473115	8/20/97	8/28/97	HJORT, TIM
871	6053473123	8/20/97	8/28/97	MCPHERSON, JOSEPH B
872	6053473192	8/20/97	8/28/97	JORENSEN, FRED
873	6053473332	11/25/97	12/04/97	MOSSER, R M
874	6053473419	12/03/97	12/12/97	BURNHAM, CAROLYN
875	6053473446	8/20/97	8/28/97	SCHUMAKER, RUDOLF S
876	6053473577	2/21/97	3/27/97	JAY ERB
877	6053473708	8/21/97	8/28/97	SHOUN, DARCY
878	6053473776	2/21/97	3/11/97	HAZEL L HOLMES
879	6053473859	7/08/97	2/26/98	ROBERT AND KATHY BEHRENS
880	6053473889	12/04/97	12/12/97	ERFMAN, LLOYD
881	6053473898	2/25/97	3/03/97	ANNA FOREMAN
882	6053473954	4/23/97	6/10/97	MIKE CARNEY
883	6053473995	2/21/97	3/28/97	VICTOR GREENWALDT
884	6053474004	8/20/97	12/18/97	OLSON, MIKE
885	6053474131	8/20/97	8/28/97	TENNIS, ELMER
886	6053474145	12/04/97	12/12/97	KOCH, ROBERT
887	6053474207	2/21/97	2/26/98	JACK H HILL
888	6053474229	8/20/97	8/28/97	VOORHEES, DOUGLAS
889	6053474257	8/20/97	8/28/97	BACHAND, MARTIN
890	6053474447	2/26/97	3/05/97	SUPER 8 MOTEL
891	6053474561	12/04/97	12/12/97	BARTON, I
892	6053474572	2/26/97	3/11/97	DAVE & LEONA WIESER
893	6053474594	2/26/97	2/26/98	TIM LAMBERT
894	6053474745	8/20/97	8/28/97	LAKSON, MARTHA
895	6053474773	2/25/97	3/27/97	EUGENE PACKLIN
896	6053474849	2/27/97	2/26/98	DARRLY&MILDRED WILLIAMSON
897	6053474878	12/04/97	12/12/97	WHITIE, JOHN D
898	6053474917	2/25/97	3/03/97	ROBERT & CAROL ROUSH
899	6053474972	6/10/97	2/27/98	JACOB & BERTHA STEELY
900	6053475049	9/02/97	1/25/98	FINN, RICHARD
901	6053475148	12/09/97	12/18/97	DORAN, THERESA
902	6053475185	4/21/97	2/26/98	BETTY A DUBRY
903	6053475205	12/09/97	12/18/97	GRANT, KATHIE W
904	6053475271	2/21/97	2/22/98	BRUCE L BENNETT
905	6053475298	4/09/97	5/07/97	WALDEMAR DAHLQUIST
906	6053475303	9/02/97	3/01/98	HINES, D P
907	6053475385	12/09/97	12/18/97	GRUBL, RAMON J
908	6053475386	12/10/97	12/18/97	HUCK, RICHARD
909	6053475444	12/09/97	12/18/97	BARDEN, ROBERT T
910	6053475448		1/27/97	FIRST WESLEYAN CHURCH
911	6053475465	12/10/97	12/18/97	STAINBROOK, SUSIE
912	6053475631	9/02/97	1/25/98	HALEY, FRANCIS
913	6053475732	2/26/97	3/05/97	EILEEN SWANSON
914	6053475793	2/25/97	2/26/98	DUANE& CLAUDETTE REICHERT
915	6053475802	2/20/97	2/26/98	LOREN BURGE
916	6053475866	2/21/97	2/26/98	MERLYN BUTLER
917	6053476244	9/02/97	1/25/98	MCDERMOTT, DOROTHY
918	6053476289	9/02/97	1/25/98	SKINNER, SCOTT
919	6053476450	2/26/97	2/27/98	RUBEN STADEL
920	6053476461	2/25/97	3/03/97	CARL & PATTY SAUER
921	6053476472	4/14/97	2/26/98	ANDY GORMANN
922	6053476505	9/02/97	2/01/98	HOYT, MARION
923	6053476518	9/02/97	1/25/98	ZASTROW, GILBERT
924	6053476560	9/02/97	1/25/98	KILLAM, LOLA
925	6053476678	4/10/97	5/29/97	CLIFFORD MEYER
926	6053476687	12/17/97	12/26/97	HERTEL, ALFRED J
927	6053477691	2/24/97	2/26/98	LUANA STANSBURY
928	6053479100	3/25/97	9/11/97	VANDE BOS INSURANCE
929	6053479175	2/24/97	2/28/97	EUGENE KONOLD

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930	6053479546	9/02/97	1/25/98	EVERS, EVELYN
931	6053480009	9/02/97	1/25/98	ISRAEL, TWYLA
932	6053480099	9/02/97	1/25/98	LEFHOLZ, RODNEY C
933	6053480134	12/17/97	12/26/97	OPP, A
934	6053480232	12/17/97	12/26/97	CRESS, WILLIAM
935	6053480351	12/17/97	12/26/97	GRASLIE, THOMAS E
936	6053480355	9/02/97	1/25/98	CROSBY, JIM
937	6053480740	1/06/98	1/15/98	CAHOY, LEO
938	6053480769	9/02/97	2/03/98	TRAPHAGEN, DONALD G
939	6053480860	9/02/97	9/17/97	BENSON, LA V
940	6053481362	1/13/98	1/22/98	SALWAY, DONALD D
941	6053481597	1/13/98	1/22/98	SWANSON, M C
942	6053481640	1/13/98	1/22/98	VEAL, THOMAS B
943	6053481763		12/22/96	PROFESSIONAL MESSAGE
944	6053482058	1/13/98	1/22/98	CASSELLA, THOMAS J
945	6053482130	1/13/98	1/22/98	MCDANIEL, BETTY
946	6053482152	1/13/98	1/22/98	LINDHOLM, RAYMOND
947	6053482162	1/13/98	1/22/98	LOEN, GREG
948	6053482277	9/11/97	1/25/98	CONCETRA
949	6053482382	1/13/98	1/22/98	SHELTON, TIM
950	6053482610	1/13/98	1/22/98	HEAVLIN, JOHN
951	6053482673	1/13/98	1/22/98	POOLEY, JEFF
952	6053483134	1/19/98	1/29/98	MARILYNN CLYDE
953	6053483534		10/29/96	ASSOCIATED DESIGN INC
954	6053483636	3/18/97	2/26/98	BOX ELDER JOB CORP CENTER
955	6053483862	9/22/97	1/25/98	ZYLSTRA, ADELINE
956	6053484288	9/25/97	1/25/98	SPERLICH, FLOYD
957	6053484329	1/26/98	2/07/98	SAMMONS, FLOYD
958	6053484447	1/28/98	2/07/98	BECK, RANDALL
959	6053484481	2/27/97	2/26/98	CREATIVE HAIR/BILLY SIMON
960	6053484507	1/28/98	2/07/98	TOWNE, RICHARD A
961	6053484829	9/29/97	1/25/98	GURR, JANET
962	6053484934	1/28/98	2/07/98	YOUNG, GUY
963	6053484939	1/28/98	2/07/98	SPEISER, MIKE
964	6053485070		2/10/98	WEIGHT ROOM
965	6053485211	9/29/97	1/25/98	HAGERTY, D
966	6053485297	1/28/98	2/07/98	DRYSDALE, STAN
967	6053485446	10/01/97	1/25/98	REESE, H J
968	6053485639	10/01/97	1/25/98	SEACHRIS, WILLIAM
969	6053485669	1/29/98	2/07/98	MAURER, DELORES
970	6053485921	1/28/98	2/07/98	KOLBACH, J M
971	6053485981	1/29/98	2/07/98	DEMERS, LEO
972	6053486381	10/01/97	1/25/98	BREWER, WES
973	6053486516	1/28/98	2/07/98	ROEBUCK, RICHARD L
974	6053486986	10/08/97	1/25/98	LEFEBRE, DON
975	6053488024	10/06/97	1/25/98	MILLER, DONALD
976	6053489754		2/10/98	HILLS PLUMBING & HEATING
977	6053520444	8/26/97	2/26/98	YELLOW TOP CAB
978	6053520670	10/08/97	1/25/98	LONGCOR, ARLO
979	6053520678	10/08/97	1/25/98	HALEY, WILLIAM R
980	6053520755	10/08/97	1/25/98	RASMUSSEN, PATRICIA
981	6053520767	10/08/97	2/07/98	LARK, BERTHA
982	6053521801	10/08/97	1/25/98	HANSEN, R J
983	6053521818	10/08/97	1/25/98	JOHNSON, LINELL
984	6053521824	10/08/97	2/07/98	LARSON, LEU
985	6053521889	10/08/97	1/25/98	WALDBY, GAIL
986	6053521900	2/11/97	3/01/98	KEN HISCHE TRAVEL
987	6053522037	10/08/97	1/25/98	ENTWISLE, JAMES
988	6053522069	2/11/97	2/26/98	SCOTT'S SKATEVILLE
989	6053522757		3/19/97	LITTLE ZEE KEY SHOP
990	6053522914	10/09/97	1/25/98	MEES, MILTON
991	6053522946	10/09/97	1/25/98	BOHR, MARY

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992	6053523102	10/09/97	1/25/98	HICKENS, PAUL
993	6053523409	10/09/97	1/25/98	FORBES, D A
994	6053523429	10/09/97	1/25/98	ROSSMAN, SAMUEL P
995	6053523460	3/11/97	2/26/98	GUS MANOLIS GROCERY
996	6053523481	10/09/97	1/25/98	SWARTOUT, C E
997	6053523545	10/09/97	1/25/98	WINDER, TROY
998	6053523828	10/09/97	1/25/98	WEESE, MARTHA
999	6053524252	10/10/97	1/25/98	BEADLES, MILDRED
1000	6053524253	7/21/97	2/26/98	NEW VISTA INC
1001	6053524265	10/10/97	1/25/98	WEGLEITNER, LARRY
1002	6053524285	10/10/97	1/25/98	SELIX, GLENN
1003	6053524503	10/10/97	1/25/98	MCKEE, VARN A
1004	6053524722	10/10/97	1/25/98	QUIRAM, FRANK E
1005	6053524725	10/10/97	1/25/98	BILL, MARY
1006	6053524739	10/10/97	1/25/98	DEXTER, DOROTHY
1007	6053524915	10/10/97	1/25/98	BURMA, ELAINE
1008	6053524964	10/11/97	1/25/98	GORTMAKER, BERNICE
1009	6053524981	10/10/97	3/04/98	WEISS, CLARENCE
1010	6053525099	10/11/97	1/25/98	ORBINK, BRAD
1011	6053525109	10/10/97	1/25/98	MAMM, ALICE
1012	6053525228	10/13/97	10/23/97	JUELFS, VINCEM
1013	6053525279	10/13/97	10/23/97	SCHEIDEGGEH, DONOVAN
1014	6053525300	6/24/97	11/07/97	SIDS LUNCH
1015	6053525318	10/14/97	10/23/97	MEYERS, FRANCIS
1016	6053525333		1/10/97	WALK-IN BEAUTY SALON
1017	6053525722	10/13/97	10/23/97	CORCORAN, MICHEAL
1018	6053525768	10/13/97	10/23/97	MINER, PAUL J
1019	6053525772	10/13/97	10/23/97	OSWALD, ROBERT T
1020	6053525885	10/13/97	10/23/97	PARISIEN, N
1021	6053525951	10/13/97	10/23/97	PROVINCE, CLARENCE
1022	6053526132	10/15/97	10/23/97	DAVISON, ROBERT
1023	6053526252	10/14/97	10/23/97	TIMPERLEY, DOROTHY L
1024	6053526388	2/11/97	3/27/97	ELDS MISSIONARIES
1025	6053526665	10/15/97	10/23/97	MILLER, MARCIA
1026	6053526853	10/14/97	10/23/97	RODMAN, SCOTT
1027	6053527132	10/14/97	10/23/97	NELSON, ERIC
1028	6053527174	10/14/97	10/23/97	DECKER, DEANNA
1029	6053527345	10/15/97	10/23/97	SANDMEIER, MINA
1030	6053527566	10/14/97	10/23/97	DAUGHERTY, KIRK
1031	6053527755	10/14/97	10/23/97	HOFER, JOE P
1032	6053527853	10/14/97	10/23/97	SABOE, C M
1033	6053527858	10/14/97	10/23/97	BUSHFIELD, R D
1034	6053527965	10/14/97	10/23/97	WITTE, KENNETH
1035	6053528032	10/14/97	10/23/97	LENTZ, EUGENE
1036	6053528049	10/14/97	10/23/97	DEPAUW, TROY
1037	6053528119	10/14/97	10/23/97	MEYER, EMMA
1038	6053528246	2/19/97	3/04/97	DAKOTA AIR SPRAY
1039	6053528349	2/11/97	2/20/97	THE POOCHIE PARLOR
1040	6053528482	6/25/97	7/05/97	WESTERN AUTO
1041	6053528509	3/18/97	2/26/98	GLENS OK TIRE STORE
1042	6053528588	2/11/97	2/26/98	DENEKES TREE & YARD SERV
1043	6053528944	10/14/97	10/23/97	STEVENS, STEPHEN J
1044	6053529029	10/14/97	10/23/97	WALDNER, DARYL
1045	6053529233	2/10/97	2/27/98	THE BARN RESTAURANT
1046	6053529385	10/15/97	10/23/97	KASPERSON, DEAN
1047	6053529507	10/15/97	10/23/97	KIRSCH, LANDON
1048	6053531139	10/15/97	10/23/97	BURGARD, WENDELIN
1049	6053531628	10/15/97	10/23/97	ALLEN, TOBY
1050	6053531680	10/15/97	10/23/97	WALDNER, KENT
1051	6053531931	10/15/97	10/23/97	NELSON, JAMES S
1052	6053562011	10/15/97	10/23/97	SIEMERS, KENDALL
1053	6053562570	10/22/97	4/02/98	KROGH, JAMES

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1054	6053562714	10/22/97	11/21/97		DUHAIME, JERRY
1055	6053562716	10/22/97	2/26/98		MCINERNEY, SYLVIA
1056	6053562723	10/22/97	2/26/98		PAULSON, CLARICE
1057	6053562811	10/27/97	12/08/97		DREESZEN, RONALD R
1058	6053562890	10/22/97	2/26/98		CATES, DAVID
1059	6053563289	10/24/97	12/10/97		RUMELHART, LARRY
1060	6053563748	10/25/97	2/26/98		CHICOINE, T
1061	6053611025	11/01/97	11/14/97		NEARMAN, RUSSELL B
1062	6053611092	10/31/97	12/10/97		BRAUN, FRANCIS
1063	6053611158	10/31/97	2/26/98		FOX, ROBERT J
1064	6053611571	10/31/97	2/26/98		NEWTON, TIMOTHY
1065	6053611696	10/31/97	12/23/97		ACKERMAN, GAYLEN
1066	6053611749	10/31/97	12/09/97		HASSELMANN, LEONARD W
1067	6053611805	10/31/97	2/26/98		HALVERSON, LUVERN
1068	6053612207		2/10/98		MARK SHILLINGSTAD
1069	6053612308	10/31/97	2/26/98		JOHNSON, GERALD
1070	6053612451	10/31/97	12/09/97		GOERTEL, MICHAEL
1071	6053612629	10/31/97	12/10/97		GIBSON, CHARLES D
1072	6053612645	10/31/97	12/29/97		HALL, ROD W
1073	6053612657	10/31/97	2/26/98		SCHRAG, EMMA
1074	6053612702	10/31/97	2/26/98		SEVERTSON, MARILYN L
1075	6053612748	10/31/97	2/26/98		LARSON, MERLE F
1076	6053612856	10/31/97	2/26/98		BOTT, JOSEPH E
1077	6053613187	11/03/97	2/22/98		TAKEDA, WALTER S
1078	6053613191	11/03/97	2/22/98		LOESCH, E A
1079	6053613727	11/04/97	2/22/98		PETERSON, HERB
1080	6053613760	11/03/97	2/22/98		KOPPMAN, GREG A
1081	6053613796	11/03/97	12/30/97		SEVERTSON, RICK
1082	6053613904	11/04/97	12/12/97		WILLIAMS, LEE K
1083	6053613913	11/04/97	12/03/97		KELLEY, JAMES M
1084	6053613930	11/03/97	2/22/98		KORTAN, DANIEL
1085	6053613959	11/04/97	12/10/97		FODNESS, RUTH
1086	6053614422	11/03/97	2/22/98		LANGE, CORAL
1087	6053615165	11/01/97	2/26/98		DENAVEN, LARAY
1088	6053615339	11/04/97	2/22/98		CERO, DANIEL
1089	6053616118	11/05/97	2/22/98		VONBANK, DARIN
1090	6053616169	11/04/97	12/04/97		WALKER, HERMAN
1091	6053616170	11/04/97	2/22/98		RUNGE, DONALD
1092	6053616220	11/05/97	2/22/98		ZACHARIAS, L D
1093	6053616256	11/05/97	2/22/98		WERMERS, DAVID L
1094	6053616279	11/06/97	2/22/98		PRINCE, J L
1095	6053616446	11/05/97	12/05/97		SCHMEICHEL, ROY D
1096	6053616451	11/05/97	12/10/97		TEMPLE, BRUCE
1097	6053616529	11/05/97	12/12/97		MATTISON, ROBERT T
1098	6053616557	11/05/97	2/22/98		SCHRIEVER, ROBERT C
1099	6053616566	11/05/97	2/22/98		WILSON, GARY L
1100	6053616762	11/05/97	2/22/98		THORMODSGARD, LYNN C
1101	6053616772	11/05/97	2/22/98		WESTERBUR, MARLIN
1102	6053616852	11/05/97	2/22/98		WIENS, ROBERT
1103	6053616891	11/05/97	12/10/97		SIMMONS, JOHN R
1104	6053616935	11/06/97	2/22/98		PAETOW, GENE
1105	6053616979	11/05/97	2/22/98		HOLM, MERLYN
1106	6053617148	11/05/97	2/22/98		MUELLER, KAY
1107	6053617514	11/05/97	1/16/98		MCDONNELL, JACK E
1108	6053617703	11/05/97	2/22/98		MULLER, DELMAR L
1109	6053617745	11/05/97	2/22/98		ABBAS, LORRAINE M
1110	6053617749	11/05/97	12/12/97		STORY, ALVIN
1111	6053617752	8/25/97	9/09/97		BUILDERS FLOOR COVERING I
1112	6053617758	11/05/97	2/22/98		PRESTON, WILLIAM
1113	6053617930	11/05/97	11/24/97		SINKSEN, ROBERT E
1114	6053617943	11/05/97	2/22/98		QUAINTANCE, S
1115	6053617971	11/05/97	2/22/98		JOHNSON, BERT

Record #	Btn	Verifiedda	Provisiond	Name
1116	6053618026	11/05/97	12/09/97	LETHCOE, KENT
1117	6053618138	11/05/97	2/22/98	LESLIE, DALE C
1118	605361153	11/05/97	2/22/98	KUPERS, LOWELL
1119	6053618180	11/05/97	2/22/98	LARSON, RALPH
1120	6053618207	11/05/97	2/22/98	SODERQUIST, KEITH
1121	6053618216	11/05/97	2/22/98	WENTLAND, MAVIS G
1122	6053618220	11/05/97	2/22/98	SCHULTZ, LALLLYA
1123	6053618265	11/05/97	12/10/97	SUTHERLAND, RICK
1124	6053618297	11/05/97	12/09/97	PHILIPS, ROBERT
1125	6053618298	11/05/97	12/08/97	LAMB, MARK
1126	6053618366	11/05/97	2/26/98	LOWE, WILFRID
1127	6053618394	11/05/97	2/22/98	CHRISTIAN, PERNELL
1128	6053618398	11/05/97	2/22/98	WEEG, DOUGLAS
1129	6053618451	11/05/97	2/22/98	SKOGLUND, C
1130	6053618554	11/05/97	2/22/98	PLUCKER, STANLEY W
1131	6053618575	11/05/97	11/24/97	WOOLHEATER, MARLYS
1132	6053618583	11/05/97	11/24/97	FRERK, RICHARD
1133	6053618686	11/05/97	2/22/98	PEDERSON, TOM
1134	6053618705	11/05/97	12/17/97	MARGESON, W R
1135	6053618738	11/05/97	2/22/98	SCHMEICHEL, GREG
1136	6053618787	11/05/97	2/22/98	STERN, KIM J
1137	6053618844	11/06/97	12/17/97	VANDEBURG, F H
1138	6053618853	11/06/97	12/09/97	STROHM, WENDELL
1139	6053618973	11/06/97	2/22/98	MAMMENG, MICHAEL
1140	6053619446	11/06/97	4/05/98	STEPHENS, KATHY
1141	6053619447	11/05/97	2/22/98	FRYE, RICHARD
1142	6053619644	11/05/97	2/22/98	MARTIN, ROBERT G
1143	6053619699	11/06/97	2/22/98	LANE, MIKE J
1144	6053619748	11/05/97	2/22/98	ANKNEY, RODNEY
1145	6053619858	11/05/97	2/22/98	NEUHARTH, CURTIS
1146	6053619893	11/05/97	12/10/97	GOFF, E G
1147	6053620239	11/05/97	2/22/98	WATSON, CLAIR
1148	6053620280	11/06/97	2/22/98	ZIEBELL, C
1149	6053620675	11/06/97	2/22/98	WEISS, SHANNON
1150	6053620676	11/06/97	2/22/98	MULL, RICHARD
1151	6053620720	11/06/97	12/29/97	NELSON, DONALD C
1152	6053620730	11/06/97	2/22/98	SCHAMBER, ELMER
1153	6053620837	11/06/97	2/22/98	HOVEN, H
1154	6053621321	11/06/97	2/22/98	WRIGHT, WARREN
1155	6053628307	11/06/97	2/22/98	CHILDERS, DAWN
1156	6053628763	11/06/97	12/19/97	CASH, NORMAN
1157	6053629239	11/06/97	2/22/98	RUNGE, MICHAEL
1158	6053629641	11/06/97	2/22/98	SMALL, DARRELL
1159	6053629830	11/08/97	2/22/98	BARTELS, BUZZ
1160	6053629855	11/06/97	11/24/97	LINGERT, M J
1161	6053629890	11/06/97	2/22/98	RANDEN, CRAIG
1162	6053629934	11/08/97	2/22/98	ANDRESEN, JANICE J
1163	6053647423		12/10/96	DONNAS CAFE
1164	6053682026	11/06/97	2/22/98	OBERLE, CHARLES O
1165	6053682043	11/06/97	2/22/98	BAUMGART, R E
1166	6053682105	11/07/97	2/22/98	WINTERTON, DARRELL
1167	6053682137	11/06/97	2/22/98	SHATTER, BUD
1168	6053682161		12/10/96	LEE HOFER
1169	6053682220	11/06/97	12/08/97	OTTEN, DARWIN
1170	6053682406	11/06/97	2/22/98	KNOCK, GEORGE
1171	6053682605	11/06/97	2/16/98	SCHRANK, STACY
1172	6053682706	11/07/97	2/22/98	WILSEY, THOMAS
1173	6053682922		2/22/98	MJN LEATHER SHOP
1174	6053685221	3/25/97	9/11/97	TRACTOR SALVAGE & WELDING
1175	6053685407	11/08/97	2/22/98	GEIKEN, GEORGE
1176	6053685566	11/08/97	2/22/98	WALTERS, KIRK
1177	6053685927	11/08/97	2/22/98	VAN DEEST, BEN

Record #	Btn	Verifiedda	Provisiond	Name
1178	6053710001	11/08/97	2/22/98	WHISLER, DAVID L
1179	6053710038	11/08/97	2/22/98	HANNEMAN, RICK
1180	6053711369	11/08/97	2/22/98	PARSONS, JIM
1181	6053712100		12/10/96	ALL CITY PET CARE EAST
1182	6053712153	11/13/97	9/30/97	REILAND, JOSEPH
1183	6053713880	3/18/97	2/26/98	SPECIAL TREASURES
1184	6053872393	11/18/97	1/19/98	STEPANEK, KEN
1185	6053931616	8/27/97	9/09/97	SNAPPY PET GROOMING
1186	6053945465	12/03/97	12/19/97	TANDY, B A
1187	6053992729	12/09/97	1/14/98	SCHNEIDER, ADOLPH
1188	6053993822	12/10/97	12/18/97	STEVENS, MATTHEW
1189	6053999458	12/10/97	12/18/97	WYATT CORY
1190	6054283848	2/18/97	3/18/98	TERRY SWARD
1191	6054324105	7/07/97	7/22/97	BOERGER EXCAVATING
1192	6054324892	7/07/97	8/27/97	G & R AUTO
1193	6054326104		2/10/98	VALLEY LIQUORS
1194	6054326611	2/25/97	2/22/98	FLYNN, LEO P ESQ
1195	6054329470		2/10/98	PEIKER, DENNIS
1196	6054485282		10/24/96	BRITTON LUMBER YARD
1197	6054722618	4/22/97	2/26/98	JOHNSON OIL
1198	6054723870		1/20/97	HOELLEIN GARAGE
1199	6054735261		5/06/97	TOWN&COUNTRY SUPER VALU
1200	6055343651	7/07/97	11/02/97	ROSS SERVICE CO
1201	6055399581		10/24/96	LANE GARAGE
1202	6055742285	2/27/97	2/26/98	ROBERT LAMONT SENIOR
1203	6055742591		2/10/98	SPRING CREEK INN
1204	6055742680		12/10/96	WADES GOLD MILL
1205	6055742681	2/13/97	2/26/98	DEPT OF TRANSPORTATION
1206	6055783502		2/10/98	HOGGATT, RALPH C ESQ
1207	6055843500	7/10/97	7/22/97	PERFORMANCE AUTOMOTIVE
1208	6055992317	11/03/97	2/22/98	NENABER, DORIS
1209	6055992890	11/03/97	2/27/98	WALTER, DALLAS
1210	6056242530	11/04/97	12/12/97	SWEET, MARVIN L
1211	6056242574	11/04/97	2/22/98	PETERSON, WILLARD
1212	6056242866	11/04/97	2/22/98	SMITH, GORDON E
1213	6056243121	11/04/97	12/03/97	NELSON, ARNOLD
1214	6056243355	11/05/97	2/22/98	SORENSEN, NORMA
1215	6056243397	11/04/97	2/22/98	WALKER, RICHARD W
1216	6056243734	11/04/97	2/22/98	TIEMAN, LEE
1217	6056243786	11/04/97	2/22/98	OLSON, WARREN D
1218	6056243856	11/04/97	2/22/98	WEYDERT, GLENDA
1219	6056244108	11/04/97	2/22/98	SHOUSE, WENDELL E
1220	6056244327	11/04/97	1/05/98	WRIGHT, GARY
1221	6056244331	11/04/97	2/22/98	OLESON, QUENTIN G
1222	6056244477	11/04/97	12/04/97	SMALL, GARY D
1223	6056244762	11/04/97	12/05/97	PACKARD, PHYLLIS
1224	6056244934		2/10/98	JOHNSON ART PLUMBING
1225	6056245356	11/04/97	2/22/98	TIMM, LYLE
1226	6056245419	11/04/97	11/24/97	WEAVER, KEITH
1227	6056245601	11/04/97	2/23/98	SMITH, JERONIE
1228	6056246336	11/05/97	12/03/97	SCHEID, KENNETH W
1229	6056246949	11/05/97	2/22/98	WEIDEMANN, DOUG
1230	6056248413	11/05/97	2/22/98	SUESS, JENNIFER
1231	6056248551	11/05/97	2/22/98	NELSON, TERRY
1232	6056248713	11/05/97	2/22/98	WAAGE, BRIAN
1233	6056248947	11/05/97	2/22/98	MYRON DAVID
1234	6056249135	11/05/97	2/22/98	SCHAEFBAUER, LEANNE
1235	6056249449	11/05/97	12/04/97	SULLIVAN, SUZETTE
1236	6056249720	11/05/97	12/04/97	NELSON, ANTHONY A
1237	6056275138	11/06/97	12/22/97	VANDERZEE, CHESTER
1238	6056275281	11/08/97	2/22/98	UST, LARRY
1239	6056275436	11/06/97	12/22/97	VANMAANEN, RALPH

4/14/98

SD Active Customers

Record #	Btn	Verified	adda	Provisiond	Name
1240	6056275479	11/08/97		2/22/98	VANDERWAL, SCOTT
1241	6056275558	11/06/97		2/22/98	RUST, EVEY
1242	6056279141	8/12/97		2/26/98	PARKVIEW HEALTH CENTER IN
1243	6056279959	11/10/97		11/21/97	OLSON, JEFF
1244	6056282938	11/13/97		12/16/97	WANGEN, ROBERT
1245	6056422134	3/04/97		2/22/98	BACK PORCH
1246	6056422230	12/05/97		12/12/97	SEELEY, CHRIS
1247	6056422835	12/04/97		12/12/97	WOOD, JERRY
1248	6056427434			2/10/98	BROWSERS BIN
1249	6056429521	1/27/97		2/22/98	STADIUM SPRT GRLL
1250	6056650517	2/13/97		2/26/98	GRIMME STEVE
1251	6056651001			10/17/96	HARMELINK & FOX
1252	6056651810	8/28/97		9/09/97	FOX RUN QUIK LUBE
1253	6056653152	7/16/97		7/25/97	GORDONS BARBER SHOP
1254	6056653450	4/25/97		5/03/97	GOEDEN CONSTRUCTION CO.
1255	6056656886	7/17/97		7/25/97	D & D CHILDRENS WEAR
1256	6056657418	7/16/97		7/25/97	DAKOTA SALES
1257	6056658010	2/13/97		2/26/98	HAIR AFFIAR
1258	6056659771			10/29/96	JANSSSENS GARBAGE
1259	6056689106	2/13/97		2/26/98	LONNIE HERRBOLDT
1260	6056983541	7/16/97		7/25/97	SISETON SIOUX TAX DEPT
1261	6056983998	7/16/97		11/02/97	ASSOCIATION-INDIAN AFFAIR
1262	6056984300			10/29/96	HEARTLAND CABINETS
1263	6057345098			2/10/98	PHOTOS TODAY
1264	6057435878	2/13/97		2/26/98	ROBERT WIKNER
1265	6057652299			4/02/97	LAKES MEAT PROCESSING
1266	6057752769	4/19/96		5/06/97	THE BURKE BOWL
1267	6057752811			5/06/97	MILLER PLUMBING
1268	6057874564	11/14/97		11/21/97	BORDEN, DARLENE
1269	6057874567	5/27/97		7/01/97	JUNG, LLOYD
1270	6057874727	11/12/97		11/21/97	MERRILL, EDWARD
1271	6057874774	6/10/97		6/20/97	KEEGAN, LAVERNE
1272	6057874811	6/10/97		6/20/97	ONEY, WILMER
1273	6057874961	10/24/97		2/26/98	BRUCE, EDWARD
1274	6057875095	10/23/97		1/02/98	HART, KEITH
1275	6057875167	10/23/97		11/19/97	ZOLL, FREDERICK P
1276	6057875227	10/23/97		2/27/98	HODGMAN, DELNO F
1277	6057875274	6/11/97		6/20/97	PIGSLEY, STEVEN L
1278	6057875276	6/11/97		6/20/97	WRIGHT, CHARLES
1279	6057875313	9/08/97		9/25/97	JASON BAUMEISTER CONSTRUC
1280	6057875428	10/23/97		2/26/98	GREENWALOT, RANDY
1281	6057875453	11/13/97		11/21/97	ROEMMICH, ALMA
1282	6057875489	8/05/97		8/16/97	WRIGHT, VERA V
1283	6057875516	6/11/97		6/20/97	RICHMOND, VANCE I
1284	6057875556	11/12/97		11/30/96	VANDERVOORT, MARJORIE
1285	6057875596	10/23/97		2/26/98	STECKELBERG, DARWIN
1286	6057875779	10/24/97		12/10/97	LOVE, JOAN E
1287	6057875837	10/24/97		2/26/98	TROUT, THOMAS
1288	6057875870	11/12/97		11/21/97	DIBONA, RODNEY
1289	6057876009			11/01/96	ALL COMMUNICATIONS & SERV
1290	6057876123	10/28/97		11/07/97	LANTER, CAROLL L
1291	6057876596	10/24/97		2/26/98	JANKORD, KENNETH G
1292	6057876697	8/12/97		8/23/97	ARENDS, H
1293	6057876727	10/24/97		2/26/98	KOTZ, M B
1294	6057876870	8/12/97		8/23/97	OMMEN, STEVE
1295	6057876989	10/24/97		2/26/98	KRAMER, RONALD
1296	6057876990	8/12/97		10/09/97	ELROD, WALLY
1297	6057877888	8/12/97		8/23/97	JOHANNSEN, ARLEN
1298	6057879021	8/12/97		8/23/97	ENGEL, L I
1299	6058358122	6/17/97		8/13/97	OLSON, MILTON
1300	6058358138	6/17/97		8/13/97	SEELEY, MICHELL
1301	6058358405	6/17/97		8/13/97	POWELL, WAYNE

Record #	Bttn	Verifiedda	Provisiond	Name
1302	6058358896	10/25/97	11/26/97	FRENCH, WAYNE
1303	6058359237		11/06/96	STRAIGHT, GARY L DVM
1304	6058359929	6/18/97	8/13/97	SINKULAR, KEN A
1305	6058421707	11/06/97	12/17/97	SACHTJEN, ALBERT
1306	6058423537	11/06/97	12/17/97	SUND, ELDON
1307	6058423680		5/06/97	BRUNS AMOCO
1308	6058423757		3/31/98	WINNER BARBER SHOP
1309	6058452430	11/10/97	11/24/97	WELDER, TONY
1310	6058452509	11/10/97	11/24/97	ROEBUCK, MILTON
1311	6058474197	6/18/97	6/26/97	BAGGESGAARD, ELMER
1312	6058474206	6/18/97	6/26/97	GOLSETH, KENNETH R
1313	6058474419	8/21/97	8/28/97	BODE, RALPH
1314	6058474659	8/21/97	8/28/97	TOLZIN, MARVIN
1315	6058474671	8/21/97	8/28/97	THOMSEN, KLARK
1316	6058474682	6/18/97	6/26/97	BROWN, RONALD E
1317	6058474691	8/21/97	8/28/97	NEEDHAM, LOUIS
1318	6058474694	10/25/97	2/26/98	STEWART, NELLIE
1319	6058474701	8/21/97	8/28/97	BELL, RODNEY
1320	6058474725	10/25/97	2/26/98	RYDBOM, DONALD
1321	6058474779	8/21/97	8/28/97	JOHANNESSEN, LA V
1322	6058474782	8/21/97	8/28/97	PENN, L F
1323	6058532105	10/25/97	11/26/97	GROGAN, ROGER
1324	6058532163	10/25/97	2/26/98	KEYWOOD, JAMES B
1325	6058532165	8/21/97	8/28/97	ENGELCKE, ROGER
1326	6058532191	8/21/97	8/28/97	AUGSPURGER, CHARLES
1327	6058532391	6/19/97	6/26/97	HARGENS, RICHARD
1328	6058532460	10/28/97	2/26/98	KLAGES, EMMA
1329	6058532817	8/25/97	9/09/97	HEEZEN, PEGGY
1330	6058532848	6/21/97	6/26/97	VANZEE, LARRY
1331	6058532873	6/19/97	6/26/97	PETERMAN, DAVID
1332	6058532898	6/19/97	6/26/97	COTTON, ETHAL
1333	6058533017	8/25/97	9/09/97	ENGELMANN, FANNY
1334	6058533228	8/25/97	9/08/97	ROSEMORE, CLARENCE M
1335	6058533234	10/29/97	1/05/98	MCFARLANE ROBERT
1336	6058533268	8/25/97	9/09/97	DEGEEST, PETER
1337	6058533326	10/29/97	2/26/98	PETERKA, JERRY
1338	6058533392	8/25/97	9/09/97	WAGNER, BERYL
1339	6058533400	8/25/97	9/09/97	UFEN, MARGARET
1340	6058533431	8/25/97	9/09/97	BECKETT, ROY
1341	6058533450	10/30/97	12/04/97	DAVIS, ARCHIE
1342	6058533467	10/29/97	2/26/98	SNYDER, JAMES
1343	6058533495	8/25/97	9/09/97	JONES, DORIS
1344	6058533516	8/25/97	9/09/97	LEREW, WILBUR
1345	6058533523	8/25/97	9/09/97	VERDUGT, SHARON
1346	6058533579	12/01/97	12/12/97	DEAN, ROGER
1347	6058533618	8/25/97	9/09/97	RAVENSCROFT, CLAIR
1348	6058533662	8/25/97	9/09/97	JOHNSON, DAVID
1349	6058533686	8/25/97	9/09/97	GORDMAKER JACK
1350	6058533729	8/25/97	9/09/97	JOY, DELORES
1351	6058533773	10/29/97	2/26/98	ROESLER, MARTHA
1352	6058533805	8/25/97	9/09/97	CHRISTOPHERSON, JOYCE
1353	6058533810	8/25/97	9/09/97	DUNN, HELEN
1354	6058533820	8/25/97	9/09/97	FORMAN, RICHARD
1355	6058533836	8/25/97	9/09/97	CHRISTIANSSEN, JOEL
1356	6058533837	12/01/97	12/12/97	STRUSE, ROSLYN
1357	6058533950	10/30/97	2/26/98	WULF, VIRGINIA
1358	6058533986	8/26/97	3/09/97	HAMMILL, MIKE
1359	6058543233	10/22/97	2/27/98	CLASSICA KITCHEN BAKER
1360	6058543975		2/10/98	GEYER LIVESTOCK CO
1361	6058628108	7/21/97	12/18/97	BIG STONE CITY SCHL DIST
1362	6058628255	6/24/97	7/05/97	FRANCIS, W D
1363	6058628275		3/01/98	DONS PAINTING

Record #	Btn	Verifiedda	Provisiond	Name
1364	6058628301	12/02/97	12/12/97	SCHUELKE, DUANE
1365	6058628323	12/01/97	12/12/97	SWENSON, MIKE
1366	6058628562	12/01/97	12/12/97	KORSTJENS, ED
1367	6058628195	12/01/97	12/12/97	WOLLSCHLAGER, BERNARD
1368	6058628625	12/03/97	12/12/97	WIPF, JOE
1369	6058628665	10/30/97	2/26/98	WIESE, JULIE
1370	6058653180	8/26/97	9/09/97	HERMAN, THOMAS
1371	6058653248	8/26/97	9/09/97	SCHUMACHER, ROBE
1372	6058653307	8/26/97	9/09/97	THILL, JOHN
1373	6058653318	8/26/97	9/09/97	FRANKS, PAUL
1374	6058653380	12/01/97	12/12/97	CHALMERS, GORDON L
1375	6058653396	6/27/97	7/05/97	SANDQUIST, LLOYD
1376	6058653423	8/26/97	9/09/97	HOLZER, JOHN
1377	6058653559	6/30/97	7/13/97	SELZLER, FRANK
1378	6058653705	12/02/97	12/12/97	LINDERMAN, ROY
1379	6058653714	8/26/97	9/09/97	STANEK, THEODORE L
1380	6058653728	10/29/97	2/26/98	MILLIKEN, COLIN
1381	6058653755	6/30/97	7/13/97	STAPERT, LLOYD
1382	6058653774	12/02/97	12/12/97	LEIBEL, TIM
1383	6058820849	10/29/97	2/26/98	BLOCK, TERRY
1384	6058820939	6/30/97	7/13/97	HARRISON, HAROLD
1385	6058821016		12/17/96	D & E TROPHYS
1386	6058821088	6/30/97	7/13/97	JOHNSON, ARNOLD J
1387	6058821116	6/30/97	7/13/97	DAVID, STEVEN A
1388	6058821155	10/29/97	2/26/98	SALISBURY, KEVAN L
1389	6058821263	10/29/97	2/26/98	JENSON, DAN
1390	6058821289	8/27/97	9/09/97	BRUSH, LOUIE
1391	6058821509	10/29/97	2/26/98	KENNEDY, DAVID
1392	6058821567	10/29/97	2/26/98	BARSE, ARTHUR
1393	6058821681	8/27/97	9/09/97	LUDWIG, JAMES R
1394	6058821694	12/18/97	12/12/97	BETHKE, MELVINA
1395	6058821703	8/27/97	9/09/97	CRICK, JIM
1396	6058821741	12/18/97	12/26/97	STINSON, JAMES
1397	6058821809	12/02/97	12/12/97	POND, JIM
1398	6058821942	8/27/97	9/08/97	SOCHA, BOLESZAW
1399	6058822014	7/01/97	7/13/97	MILLER, TODD
1400	6058822159	10/30/97	11/24/97	GRONAU, FRED
1401	6058822174	10/29/97	2/26/98	CARLSON, DARWIN
1402	6058822234	7/01/97	7/13/97	CARTER, ALICE
1403	6058822319	8/27/97	9/09/97	MOYER, RON
1404	6058822510	12/18/97	12/26/97	SNELL, HENRY
1405	6058822515	7/02/97	7/13/97	BOOGAARD, F M
1406	6058822614	12/18/97	12/26/97	VANHEEL, JERRY
1407	6058822625	12/18/97	12/26/97	WILCOX, DOROTHY
1408	6058822644		2/10/98	EMPIRE PIZZA
1409	6058822651	8/27/97	9/09/97	RICKARD, R E
1410	6058822849	8/28/97	9/09/97	FREY, ROBERT
1411	6058822900	12/09/97	12/18/97	WALKER, DAN
1412	6058823091	8/28/97	9/09/97	LEISCH, DENNIS
1413	6058823437	8/28/97	9/09/97	PERSON, LARRY
1414	6058823688	7/03/97	7/13/97	ROHDE, LARRY
1415	6058823772		2/10/98	BARBS STEP N STYLE
1416	6058823797	8/28/97	9/09/97	CALVERT, DAVID
1417	6058823942	11/03/97	2/22/98	HARTLEY, MERLE
1418	6058823969	11/03/97	2/22/98	BERGH, LEROY
1419	6058824080	11/03/97	2/22/98	LINDNER, DAVID T
1420	6058824123	8/28/97	9/09/97	COPLAN, MARK
1421	6058824165	8/28/97	9/09/97	WALV BECKY
1422	6058824176	8/28/97	9/09/97	LOHR, MERLE
1423	6058824276	7/15/97	7/25/97	ROEHR, DARYL
1424	6058824279	8/28/97	9/09/97	REILLY, EMILY
1425	6058824285	11/03/97	2/22/98	JOHANSON, DAWN

	Serial	SN	Verified	Provisiond	Name
1426	60588624365	8/28/97	9/09/97	WALDNER, CORNIE J	
1427	60588624577	8/28/97	9/09/97	BOUVETTE, RANDY	
1428	60588624601	11/03/97	2/22/98	ZIRBEL, WILLIAM	
1429	60588624835	12/20/97	12/26/97	SIMONTON, RICK	
1430	6058864922	8/28/97	9/09/97	HANSON, JERRY	
1431	60588624937	7/16/97	7/25/97	MIGGE, WOLFGANG	
1432	60588624988	7/16/97	7/25/97	BAAN-HOFMAN, JANET	
1433	6058860625	12/09/97	12/26/97	EVERSON, TROY	
1434	6058860779	8/28/97	9/09/97	WALRAVEN, DONALD R	
1435	6058860803	11/03/97	1/22/98	REED, JOSEPHINE	
1436	6058860818	11/03/97	12/18/97	BURI, LYLE	
1437	6058860882	7/16/97	7/25/97	KNGHT, JENNIFER	
1438	6058860957	7/16/97	7/24/97	MCBRIEN, W	
1439	6058862062	11/03/97	2/22/98	FRARRDSEN, GEORGE M	
1440	6058862093	12/18/97	12/26/97	BONNIE GUTIZMER	
1441	6058862107	7/22/97	8/06/97	MARQUARDT ELECTRIC INC	
1442	6058862110	11/03/97	11/26/97	BERG, JOYCE	
1443	6058862260	9/09/97	1/25/98	DAHL, RICK	
1444	6058862351	11/03/97	12/04/97	YETTER, RICHARD H	
1445	6058862356	12/09/97	12/18/97	SKOGLUND, B	
1446	6058862362	7/17/97	7/25/97	DUMAN, DEL	
1447	6058862407	9/09/97	1/25/98	DAVIS, LEE	
1448	6058862428	9/09/97	1/25/98	AAKER, WILLIAM L	
1449	6058862436	11/03/97	12/17/97	ROETHLER, LEO J	
1450	6058862449	7/17/97	7/25/97	FINSTAD, ERWIN P	
1451	6058862548	7/22/97	8/04/97	HAAR, GIL	
1452	6058862575	7/23/97	12/18/97	STAR LAUNDRY & DRY CLEAN	
1453	6058862618	7/18/97	7/25/97	SCHULTZ, ARTHUR L	
1454	6058862636	9/15/97	1/25/98	ROBERTSON, BRIAN	
1455	6058862748	7/18/97	7/25/97	MUMM, RONALD	
1456	6058862749	11/03/97	2/22/98	SHEEHAN, SUE	
1457	6058862836	7/21/97	8/04/97	JOHNSON, ALVIN L	
1458	6058862894	7/21/97	8/04/97	RUSSELL, JOHN	
1459	6058862919	7/21/97	8/04/97	FISHMAN, GERALD Y	
1460	6058862959	11/03/97	2/22/98	HARMAN-LYNDE, BLANCHE	
1461	6058862974	12/16/97	12/26/97	JOHNSON, DALE D	
1462	6058863032	7/21/97	8/04/97	GLANDER, CARL	
1463	6058863074	11/03/97	2/22/98	THOMPSON, O M	
1464	6058863212	7/21/97	8/04/97	COOPER, PAUL A	
1465	6058863275	12/16/97	12/26/97	POPHAM, LEO	
1466	6058863384	11/03/97	2/22/98	KIL-RAD	
1467	6058863412	7/22/97	8/04/97	HALLING, LORIN	
1468	6058863609	9/15/97	9/25/97	SCHUCHARD, CLAY	
1469	6058863635	7/22/97	8/04/97	VANHEEL, HARVEY	
1470	6058863733	7/22/97	8/04/97	SEARS, RICHARD	
1471	6058863744	7/22/97	12/18/97	BROTHERS QUIK LUBE	
1472	6058863819	7/24/97	8/04/97	KAUTTMAN, WAYNE	
1473	6058863844	7/22/97	8/04/97	HALL, DANNY	
1474	6058863856	11/03/97	2/22/98	WAITE, ELLSWORTH W	
1475	6058864010	9/17/97	9/25/97	ZEMLICKA, RODNEY	
1476	6058864011	11/03/97	12/24/97	CUNNINGHAM, RUTH	
1477	6058864012	9/17/97	9/25/97	MORHS, EDWARD	
1478	6058864066	11/03/97	1/16/98	LENSER, G H	
1479	6058864173	11/03/97	1/30/98	JACOBS, LAWRENCE	
1480	6058864176	11/03/97	1/01/98	MAY, DON	
1481	6058864312	9/17/97	9/25/97	BAILLY, RON	
1482	6058864375	12/16/97	12/26/97	HAASE, VIRGIL	
1483	6058864532	7/22/97	8/04/97	WATERTOWN RADIATOR WORKS	
1484	6058864666	12/16/97	12/26/97	HECKATHORN, L C	
1485	6058864804	7/22/97	12/18/97	SOUTH DAKOTA LIVESTOCK	
1486	6058864898	12/29/97	1/08/98	DECKER, ARLENE	
1487	6058865135	1/12/98	1/22/98	SCHOEPP, DONALD F	

Record #	Stn	Verified	Provisioned	Name
1488	60588661210	1/14/98	1/27/98	STEMWEDEL, BILL
1489	60588665246	1/14/98	1/22/98	LINK, FRANK H
1490	60588665372	11/04/97	2/22/98	LONGLAND, ELLEN
1491	60588665379	11/05/97	11/24/97	LINDSTROM, W M
1492	60588665653	1/14/98	1/22/98	ROBERTS, DALE
1493	60588665672	11/05/97	1/06/98	RUESINK, WILLIAM
1494	60588665924	11/05/97	2/22/98	MACK, DUANE P
1495	60588666052	11/06/97	2/22/98	OVIATT, ROSS
1496	60588666116	11/05/97	2/22/98	FUNK, ED
1497	60588666130	11/05/97	12/24/97	OSTLUND, HOWARD
1498	60588666171	9/22/97	1/27/98	PESALL, DONALD
1499	60588666259	11/05/97	12/24/97	LEONARD, LEE C
1500	60588666363	11/05/97	2/22/98	WESS, HOWARD
1501	60588666368	11/05/97	2/23/98	KOEHN, JIM
1502	60588666377	11/05/97	1/16/98	BAUMAN, ROBERT
1503	60588666413	11/05/97	2/22/98	KRULL, J E
1504	60588666414	11/05/97	12/08/97	RONKE, ARBIE
1505	60588666473	1/14/98	1/22/98	BRITZMAN, HARRY R
1506	60588666511	11/05/97	2/22/98	BECKING, LAVERNE
1507	60588666634	1/14/98	1/22/98	DALTON, JOHN
1508	60588666638	1/14/98	1/22/98	STARK, LLOYD
1509	60588666641	11/05/97	11/26/97	TESCH, MARY
1510	60588666687	1/14/98	1/22/98	MICHAELSON, MORRIS A
1511	60588666694	11/05/97	12/29/97	BRIGGS, ALFRED C
1512	60588666803	11/06/97	12/24/97	SCHIEMBECK, JOHN
1513	60588666842	11/06/97	2/22/98	FOX, LEO J
1514	60588666896	11/06/97	12/01/97	BYER, ROSE
1515	60588666948	11/06/97	2/22/98	SENKBEIL, ENID
1516	60588666991	11/06/97	2/22/98	RICHARD CAVE
1517	60588667118	11/06/97	1/01/98	BOADWINE, RODNEY
1518	60588667170	11/08/97	2/22/98	LONNEMAN, IRVIN
1519	60588667263	1/15/98	1/22/98	CHESMORE, JACK
1520	60588667270		2/10/98	JIMS EXCAVATING CO
1521	60588667317	1/19/98	1/29/98	SOTKA, GENE
1522	60588667317	11/06/97	2/22/98	NEITZEL, WILLIAM H
1523	60588667454	11/06/97	2/22/98	MENDELL, CLARENCE C
1524	60588667514		11/14/96	BONNIES BEAUTY SHOP
1525	60588667556	9/24/97	1/25/98	VORK, RODNEY
1526	60588667648	1/15/98	1/22/98	BLACK, VERA
1527	60588667782	11/06/97	2/22/98	JOHNSON, RONALD L
1528	60588667955	11/06/97	2/22/98	DRAKE, KEN J
1529	60588667964	1/15/98	1/22/98	RITER, DEAN
1530	60588667977	3/30/97	1/25/98	KONES, JOE
1531	60588668038	11/06/97	1/23/98	PAPKA, LAVERN
1532	60588668106	1/15/98	1/22/98	MAAG, MICHAEL
1533	60588668168	11/06/97	2/22/98	KLATT, ERNEST
1534	60588668178	1/15/98	1/22/98	ZERTAS, CLETUS
1535	60588668179	11/06/97	2/22/98	MITCHELL, RICHARD
1536	60588668185	9/30/97	1/25/98	STEIN, KELLY
1537	60588668293	11/06/97	1/16/98	PLOWMAN, CLITT
1538	60588668381	10/22/97	2/26/98	WHIZS PIZZA
1539	60588668735	11/06/97	1/16/98	BUNDE, GILBERT
1540	60588668906	1/16/98	1/22/98	SAYLOR, JIM
1541	60588669087	1/15/98	3/04/98	RISTVEDT, ALICE J
1542	60588669123	11/10/97	11/21/97	LEIN, ALBERT
1543	60588669140	11/10/97	11/21/97	CLAUSEN, RICHARD S
1544	60588669150	1/15/98	1/22/98	MACK, A J
1545	60588669372	11/10/97	11/21/97	LAFAVE, JOE
1546	60588669379	11/10/97	11/21/97	ZIMPRICH, RICHARD
1547	60588669456	10/14/97	10/23/97	HEYN, MARK
1548	60588669684	10/14/97	10/23/97	ROGGE, OSCAR
1549	605886692075	11/10/97	11/21/97	ABBOTT, RAY

Record #	Bth	Verifed	Verifed
1550	6058922085	1/15/98	1/22/98
1551	6058922142	11/10/97	11/21/97
1552	6058922155	11/10/97	11/21/97
1553	6058922162	1/15/98	1/22/98
1554	6058922165	1/15/98	1/22/98
1555	6058922189	1/15/98	1/22/98
1556	6058922204	1/15/98	1/22/98
1557	6058922249	1/15/98	1/22/98
1558	6058922275	1/15/98	1/22/98
1559	6058922294	1/15/98	1/22/98
1560	6058922318	1/15/98	1/22/98
1561	6058922364	1/15/98	10/23/97
1562	6058922365	10/16/97	10/23/97
1563	6058922402	10/14/97	11/21/97
1564	6058922531	11/10/97	11/21/97
1565	6058922620	11/10/97	1/03/98
1566	6058922741	12/22/97	10/23/97
1567	6058922777	10/14/97	1/22/98
1568	6058922970	1/15/98	11/21/97
1569	6058922978	11/10/97	11/21/97
1570	6058922989	11/10/97	11/21/97
1571	6058923034	11/10/97	1/22/98
1572	6058923175	1/15/98	1/22/98
1573	6058923189	1/16/98	11/21/97
1574	6058923195	11/10/97	11/21/97
1575	6058923403	11/10/97	11/21/97
1576	6058923622	11/11/97	1/22/98
1577	6058923691	1/16/98	11/21/97
1578	6058923692	11/11/97	11/21/97
1579	6058923739	11/11/97	10/23/97
1580	6058923808	10/16/97	1/22/98
1581	6058923850	1/16/98	1/22/98
1582	6058923861	1/16/98	1/03/98
1583	6058923887	12/22/97	1/22/98
1584	6058923916	1/16/98	1/03/98
1585	6058923936	12/22/97	1/22/98
1586	6058923937	1/16/98	10/23/97
1587	6058923988	10/16/97	1/03/98
1588	6058924003	12/22/97	1/03/98
1589	6058924115	12/22/97	11/10/97
1590	6058924377	10/17/97	10/23/97
1591	6058924486	10/17/97	1/03/98
1592	6058924541	12/27/97	10/23/97
1593	6058924548	10/17/97	1/29/98
1594	6058924549	1/22/98	1/29/98
1595	6058924637	1/23/98	1/29/98
1596	6058924688	1/23/98	1/03/98
1597	6058924716	12/23/97	10/23/97
1598	6058924737	10/17/97	10/24/97
1599	6058924775	10/17/97	1/29/98
1600	6058924829	1/24/98	10/23/97
1601	6058924862	10/17/97	1/03/98
1602	6058924890	12/23/97	10/23/97
1603	6058924924	10/17/97	2/26/98
1604	6058924994	4/11/97	11/21/97
1605	6058926105	11/11/97	10/23/97
1606	6058926203	10/17/97	10/23/97
1607	6058926288	10/17/97	11/21/97
1608	6058926367	11/11/97	1/29/98
1609	6058926453	1/23/98	10/23/97
1610	6058926459	10/17/97	10/23/97
1611	6058926765	10/17/97	

RHOADS, M E
 DRISCOLL, DOUG
 RILEY, GILBERT
 SMITH, DAVID
 STUMPF, ROBERT
 BEALS, ROBERT
 KIRKSEY, RICHARD H
 KLING, TWILA
 JEWETT, ROBERT H
 HELMER, GLENN
 BEALS, ERIC
 CLYDE, STEVE
 GENTRUP, PHILIP
 CARBAJAL, FELIX H
 FOSTER, JACK
 DROLIC, BEN
 SYMONDS, ROBERT
 GARCIA, ARTHUR J
 BROWNING, DALE W
 MILLIS, ELSIE B
 NIVA, ROBERT R
 WARD, DON
 OLSON, A I
 HABECK, JOHN
 FRANKE, VICTORIA
 SVETCOFF, JOHN
 NIXON, ROBERT
 HENDRICKSON, BECKY
 THOMAS, L H
 LADSON, MARGARETA
 KNAPP, JERRY AND WENDY
 DSCHAAK, ROY J
 HODGE, RUTH G
 WALKER, JOHN E
 CROCKFORD, JIM
 STEEN, JOHN
 RICKELS, D M
 HENDERSON, JR
 THOMAS, M
 WILLIAMSON, GENE
 PHILLIPS, RAYMOND
 HOFFMAN, C R
 UMENTHUM, DARYL
 WOOD, WILLARD
 TICH, MABEL N
 SMITH, CHARLES F
 GARR, PAUL
 RUZICKA, LELAND
 WELLS, MAE
 HODGES, LEWIS
 CRAMER, LYMAN
 FOSTER, MERTON
 RABER, LARRY
 DURR, E F
 HEAD SHED HAIR STYLING SA
 REEDE, DARIAN
 CRAGO, CLIFF
 NELSON, GROVER D
 REDER, MARGARET
 MEYERS, CALVIN
 COOPER, L W
 LEOPOLD, CLARENCE

Record #	Bin	Ver	Leads
1612	6058926864	1/26/98	2/07/98
1613	6058926938	1/23/98	1/29/98
1614	6058926943	1/23/98	1/29/98
1615	60592331081	1/23/98	1/29/98
1616	60592331066	10/20/97	12/03/97
1617	60592331513	10/20/97	2/26/98
1618	60592331569	10/20/97	2/26/98
1619	60592331684	11/11/97	11/21/97
1620	60592331864	10/20/97	3/01/98
1621	60592332190	11/11/97	11/21/97
1622	60592332631	11/11/97	1/06/96
1623	60592332801	11/11/97	11/21/97
1624	60592332825	1/23/98	1/29/98
1625	60592332911	10/20/97	11/28/97
1626	60592332935	1/26/98	2/07/98
1627	60592332942	11/11/97	11/21/97
1628	60592333108	11/11/97	11/21/97
1629	60592333916	10/21/97	11/20/97
1630	60592334033	10/21/97	2/26/98
1631	60592334105	1/23/98	1/29/98
1632	60592334124	10/21/97	12/04/97
1633	60592334241	10/21/97	2/26/98
1634	60592334405	11/11/97	11/21/97
1635	60592335391	10/21/97	11/19/97
1636	60592335586	10/21/97	12/04/97
1637	60592335647	10/21/97	2/26/98
1638	60592335692	10/21/97	12/04/97
1639	60592335745	10/21/97	12/29/97
1640	60592335843	10/21/97	2/26/98
1641	60592336286	10/21/97	2/26/98
1642	60592336458	10/22/97	11/25/97
1643	60592337337	10/22/97	2/26/98
1644	60592337592	10/22/97	2/26/98
1645	60592339086	10/22/97	2/26/98
1646	6059341866		3/31/98
1647	6059342370	9/11/97	2/10/98
1648	6059450201	10/22/97	3/12/98
1649	6059450706	10/22/97	2/26/98
1650	6059451135	10/22/97	2/26/98
1651	6059451815	10/22/97	2/26/98
1652	60598333339	10/22/97	2/26/98
1653	60598333957	10/22/97	2/22/98
1654	60598335511		2/10/98
1655	60598335742	7/23/97	8/04/97
1656	60598335771	7/23/97	8/04/97
1657	60598335930		3/29/98
1658	6059962141		3/13/97
1659	6059963638	7/23/97	8/04/97
1660	6059964711	2/27/97	2/26/98
1661	6059966633		2/10/98
1662	6059967240		2/27/98
1663	6059972311	7/27/97	2/27/98
1664	6059972622	7/25/97	8/04/97

HUMANS, BETH
 PETERSON, RICHARD
 MESSMER, LARRY
 HERR, JOHN
 MCPHERSON, JAY & LORI
 SMITH, TISHA
 OLSON, RAGNER S
 UHRIG, TIMOTHY
 HARNER, SUSAN
 FOSTER, DON
 JURGENS, AARON
 VOLK, DENNIS
 BARSTAD, CONNIE
 MC KENNY, MICHELLE
 PAGAN, GREGORY
 DENNIS, GREGORY W
 SMITH, SEAN
 TRICE, JANET & RALPH
 MOHR, WILLIAM H
 GTLBERT, KEVIN
 HAGUE, DONALD D
 LEAO, DANIEL
 SMITH, ROBERT L
 HAYES, CHRISTINE
 FLOWERS, ROBERT
 LAPLANT, ROBERT
 CARIVEAU, MARY
 SETH, LONNIE
 THOVSON, SHERMAN
 JACKSON KEITH
 HUFFMAN, S L
 HEINRICH, ART
 RAYNER, JOHN
 ZIESKE, JOSEPHINE
 VILLAGE BOWL & LOUNGE
 ALCESTER FEED & GRAIN CO
 MESMAN, LOWELL
 PETERSON, C L
 SPARKS, BRUCE
 APPLES ART AND MORE
 JENSEN, BLAKE
 DOOP, RICHARD
 JOHNSON-HENRY FUNERAL HOM
 BUNKER AUTO INC
 HANDI MART
 SIOUXLAND STORE & CAMPGRO
 DAKOTA GLASS SHOP INC
 JACOBSEN, JOHN E
 COMMERCIAL ASPHALT
 ELLEFSON IMPLEMENT INC
 IMPORT MOTORS INC.
 NORTHERN PLAINS HEALTHY S
 FLANDREAU COMMUNITY OIL C

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30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

April 15, 1998

Brian Somerville
President
Utility Analysts, Inc. d/b/a Basic Long Distance
To be hand delivered.

Re: South Dakota complaints

Dear Brian,

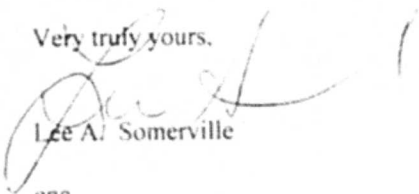
The list of 145 complaints sent to Charles Schroyer by Leni Healy, actually reflects 126 end users. I have rearranged the list in alphabetical order, with duplicates listed as subparagraphs, so the total of paragraphs and subparagraphs equals 145, the number of cells on Ms. Healy's list. Please find my list, with Exhibits, attached. I have included information available from BLD's data base, and some PUC information, if they listed something we did not otherwise have. As you know, credits issued directly by the underlying carrier or biller do not appear on your data base, although some of the information is included where it has been transmitted to myself or BLD on a case by case basis.

Any actions in bold lettering were actions taken from this office, as opposed to the BLD office. If a name on the list has any information in bold following the entry, that indicates that the complaint was transmitted to this office. As you know, I stopped handling complaints two weeks ago, so a complaint with no bold information either went through BLD's office, or has not been transmitted by the PUC. As you know, the last time we had a hearing, we did not have half the complaints claimed by Ms. Healy. In fact, she transmitted some of the complaints for the first time following the hearing. (At that time she listed 88 complaints. Similar to her present list, there was some duplication.)

In some cases, we were not given a phone number, or the number provided by the PUC does not appear on our data base. In these cases, the only item listed will be the information provided by the PUC. It is possible that these names were added to our list in error, and were never on BLD's system. I have requested information from Leni Healy yesterday and today, but have not had a return call. At this point I cannot confirm that Luciano, Niemeyer, Prince, Rodig, Schindler, Volk, Widner or Zacher were ever on BLD's system.

Please do not hesitate to call if you have any questions or concerns.

Very truly yours,


Lee A. Somerville

enc.

cc: Charles Schroyer

EXHIBIT

6

COMPLAINTS SUBMITTED BY SOUTH DAKOTA

1. Ackerman, Caylen, 605-361-1696, 4-2-98 cancel & credit \$13.39 (per PUC, full credit).
 2. Andrews, Robert, 605-882-1195, 4-13-98 cancel, 4-14-98 credit \$305.00.
 3. Austin, Francis, 605-341-4764, cancel 3-18-98 & 3-25-98, credit 3-18-98 \$5.00 & 3-26-98 \$26.25 **PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.**
 4. Axtell, Beverly, 605-229-4572, cancel 3-26-97 & 4-21-97, credits 3-26-97 \$1.35 & 3-6-98 \$5.41.
 5. Ball, Pauline and Donald, 605-343-2256/1-27-98 **PUC complaint answered 1-29-98 w/TCC letter, offered to pay switching charge, no response received.**
 - a. Ball, Donald, 605-343-2256, 3-20-98 cancel & credit \$3.43.
 6. Beare, Jim & Wendy, 605-229-2765, 4-16-97 cancel, credits 11-3-97 \$10.26 12-4-97 \$8.82.
 7. Bertsch, Enoch, 605-225-3936, cancel 3-20-98, credit 4-14-98 \$14.00, **PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
 8. Best, Lloyd, 605-342-1700, 1-28-98 cancel, 3-20-98 credit \$8.00, **1-28-98 PUC complaint answered 1-29-98 w/TCC letter, offered to pay switching charges, no response received.**
 9. Blachford, Belinda, 605-339-1961/1-20-98 **PUC complaint answered 1-29-98 w/TCC letter, offering to pay switching charges, no response received. 3-5-98 Chuck re-faxed response at request of Leni Iiealy. I called this end user, and so did Brian.**
 - a. Blachford, Belinda, 605-339-1961, cancel 12-20-98 & 3-5-98, credit \$5.41 3-5-98, \$27.50 3-20-98
 10. Brock, John, 605-352-7727, 2-23-98 cancel & credit \$7.98
 11. Brost, Harold, 605-892-6905, 3-11-98 cancel & credit \$5.00, **PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
 12. Canter, Jean, 605-339-3841, 3-4-98 cancel & credit \$8.25, 4-3-98 credit \$7.98, **PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
 13. Cariveau, Mary, 605-923-5692, 12-1-97 cancel & played verification tape for end user, 4-14-98 credit \$57.75.
 14. Carlson, Elsie, 605-886-5396, cancel 3-3-98 & 3-18-98, credits 3-3-98 \$5.00 & 3-18-98 \$18.00.
 15. Carroll, Fern, 605-362-0849, cancel 4-10-98, 4-14-98 credit \$7.75.
 16. Cooper, Delbert, 605-338-2296, cancel 1-22-98, credit \$17.39, **1-20-98 PUC complaint was answered 1-29-98, w/TCC letter, offering to pay switching charges, no response received.**
 17. Dodds, Adeline, 605-892-4106, cancel 4-13-98, credit 4-14-98, \$5.25.
 18. Drenkow, Elizabeth, 605-334-2872, 10-6-97 cancel, 10-16-97 credit \$7.47.
 19. Durand, Dennis, **605-229-1415**, 4-10-98 cancel (per PUC full credit issued).
 20. Ehlers, Dale, 605-225-8682, 3-25-98 cancel & credit \$5.00, 3-26-98 credit \$46.00, **PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.**
 21. Ekanger, Leroy, 605-338-3105\ol style="list-style-type: none;"> - a. Ekanger, Leroy, 605-338-3105, 12-9-97 cancel, 4-14-98 credit \$143.78.
22. Eisenbeisz, Mel, 605-225-5112, 1-5-98 cancel, 3-20-98 credit \$15.50, **1-29-98 PUC complaint answered 2-4-98, w/TCC letter, offering to pay switching charges, no response was**

- received.
23. Fassler, Don, 605-886-2219, cancel 4-13-98.
24. Fridland, Alfred, 605-229-4328, 4-10-98 cancel.
25. Fulton, Daryl, 605-892-4574, 4-13-98 cancel, 4-14-98 credit \$21.17.
26. Gardner, Lavonne, 605-225-2788, 3-10-98 credit \$27.14, 3-25-98 cancel and credit \$22.02. **PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.**
27. Gaskins, Burnell, 605-787-6832, 3-9-98 cancel, 4-2-98 credit \$7.98/
a. Gaskins, Burnell, 605-787-5832
28. Gebhart, Tim, 605-336-2880 (office number)/12-12-97 PUC complaint answered 12-18-97, w/TCC letter, offering to pay switching charges, no response was received.
a. Gebhart, Timothy, 605-361-7269/
b. Gebhart, Tim, 605-361-7289, 12-10-97 cancel, 3-12-98 cancel & credit \$38.16
29. Ginsbach, R. Lee, 605-225-5577, cancel 4-10-98, 1-9-98 PUC complaint answered 1-14-98, w/TCC letter, offering to pay switching charges, no response was received.
30. Goehring, Dale & Barb, 605-225-3472, 12-15-97 cancel, 4-14-98 credit \$60.75, 12-22-97 PUC complaint answered 12-31-97, w/TCC letter, offering to pay switching charges, no response was received.
31. Good, Marge, 605-334-, 2-17-98 cancel
32. Greenwalt, Victor, 605-347-3995, 3-9-98 cancel & credit \$5.00, one of three complaints answered in 3-9-98 fax to Leni Healy, at page 6 (attached as Exhibit B).
33. Gross, Harry, 605-225-5797, 3-11-98 cancel & credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
34. Hanlon, Michael, 605-335-6678, 2-17-98 cancel, 4-11-98 credit \$2.06
35. Hanson, Brett and Shawna, 605-341-0104, cancel 1-13-98 & 3-9-98, credit 3-9-98 \$5.41, credit 3-20-98 \$47.25, 12-29-97 PUC complaint answered 1-14-98, w/TCC letter, offering to pay switching charges, no response was received.
36. Heckel, Joanne, 605-226-1422, 3-19-98 cancel & credit \$5.41, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
37. Hodge, Julie and Terry, 605-339-3478, (per PUC credit \$49.80), one of two complaints answered in 3-9-98 fax to Leni Healy, at pages 5-6, indicating the PUC had not previously provided BTNs (attached as Exhibit B); letter to end user, cc to PUC 3-11-98, credit 2-3-98 \$49.80, call records indicate only \$46.75 in charges
38. Hodny, Joe, 605-226-1902/ 1-22-98 PUC complaint answered 1-29-98, w/TCC letter, offering to pay switching charges, no response was received; PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
a. Hodny, Joe, 605-226-1902, cancel 1-22-98, customer refused a rerate
39. Hoitsma, Phyllis, 605-882-4670, 4-1-98 cancel, 4-14-98 credit \$7.75, 2-3-98 PUC complaint answered 2-11-98, w/TCC letter, indicating that the account was credited \$5.00 on 2-5-98, no response was received.
40. Holzer, Nancy, 605-787-6372, 4-13-98 cancel, 4-14-98 credit \$82.75.
41. Huffman, Sandra, 605-923-6458, (per PUC full credit given).
42. Hunter, Casey, 605-892-4228, 3-3-98 cancel, 3-11-98 credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not

be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).

43. Hurtle, GERALD, 605-882-4769, cancel 9-22-98, credits 10-6-97 \$26.27, 3-20-98 \$27.15, **10-2-97 PUC complaint answered 10-8-97, w/TCC letter, offering to pay switching charges, no response was received.**
44. Hutt, Ron, 605-886-2246, 9-30-97 cancel, 4-14-98 credit \$5.00.
45. Kuiper, Jerry, 605-224-8734, never received complaint, cancel 4-10-98.
46. Larson, Linda, 605-225-2653, 3-11-98 cancel & credit \$7.98, **PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
47. Lathrop, RC, 605-225-5802, 4-13-98 cancel & credit \$12.35.
48. Lei, Alvin and Nancy, 605-341-5297, cancel 4-10-98, 4-14-98 credit \$10.25, **PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
49. Lethcoe, Barbara, 605-364-8026, 12-8-97 cancel & credit \$5.00.
50. Logan, Eila, 605-343-2601, 2-24-98 cancel & credit \$5.00, 3-20-98 credit \$5.00, cancel **2-23-98 PUC complaint answered 2-25-98, w/TCC letter, indicating that end user contacted BLD in December, 1997 and was given a \$5.00 credit at that time, no response was received.**
51. Luciano, Joe, 605-342-0543, (Not BLD customer, never received complaint.)
52. MacDonald, Terry, 605-339-3784, 12-3-97 cancel and credit \$ 30.45.
53. Mack, James, 605-343-7010, cancel 4-1-97, 4-14-98 credit \$96.50 (per PUC a credit was issued), **PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.**
54. Meyer, Warren, 605-335-3268, cancel 3-13-98, 4-2-98 credit \$7.98.
55. Miller, Loren, 605-352-7956, cancel 1-23-98, 3-20-98 credit \$173.98, **1-26-98 PUC complaint answered 1-29-98, w/TCC letter, offering to pay switching charges, no response was received.**
56. Moes, Timothy and Carol, 605-882-1706, 9-5-97 cancel, 9-29-97 credit \$23.38.
57. Mulvaney, Rebecca, 605-225-1344, Cancel & \$49.16 credit, 3-25-98/ **PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.**
 - a. Mulvaney, John & Rebecca, 605-225-1344.
58. Munger, L., 605-886-6443, 12-30-97 cancel, 3-20-98 credit \$75.25/**1-8-98 PUC complaint answered 1-14-98, w/TCC letter, offering to pay switching charges, no response was received.**
 - a. Munger, Larry, 605-886-5443.
59. Naylor, Helen, 605-342-5648, 4-2-98 cancel & credit \$7.98 (per PUC a full credit was issued).
60. Nearman, Russell, 605-341-1025, 11-13-97 cancel/ **one of three complaints answered in 3-9-98 fax to Leni Healy, at page 6 (attached as Exhibit B); PUC complaint answered again March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).**
 - a. Nearman, Russell, 605-361-1025, 12-11-97 played verification tape for end user, 3-16-98 cancel.
61. Nelson, Nancy, 605-824-2966, cancel 4-10-98.
62. Newhouse, William, 605-343-0258/**1-26-98 PUC complaint answered 1-29-98, w/TCC letter, offering to pay switching charges, no response was received.**
 - a. Newhouse, William and Glenda, 605-343-0258, 12-22-97 cancel, 3-20-98 credit \$27.49

63. Niemeyer, Margaret, 605-
64. Nikolas, Donna, 605-225-4116, cancel: 3-20-98, 4-14-98 credit \$2.25, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
65. Norby, Donald, 605-339-3573, 3-5-98 cancel, 3-19-98 credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
66. Norris, Robert, 605-361-6484, one of two complaints answered in 3-9-98 fax to Leni Healy, at pages 5-6, indicating the PUC had not previously provided BTNs (attached as Exhibit B).
67. Ottenbacher, WM, 605-225-5253, 11-21-97 cancel and credit \$2.50.
68. Packard, Phyllis, 605-624-4762, 2-24-98 cancel & credit \$5.00, 605-343-0258/ 2-20-98 PUC complaint answered 2-25-98, w/TCC letter, indicating that the end user had not contacted BLD directly, but her account had been credited \$5.00 on 2-24-98, no response was received.
69. Parrow, Rozella, 605-225-5904, 3-26-98 cancel and credit \$4.75, PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
70. Penning, Elmer, 605-892-4847, 12-30-97 cancel, credit \$40.00 3-20-98, 12-17-97 PUC complaint answered 1-14-98, w/TCC letter, offering to pay switching charges, no response was received.
71. Prince, Tim, 605-853-3051 (not BLD customer).
72. Reinke, Elaine, 605-336-2653/
a. Reinke, Elaine, 605-336-2653, cancel 2-13-98, credits 2-19-98 \$5.00, 3-20-98 \$68.07, 2-18-98 PUC complaint answered 2-19-98, w/TCC letter, indicating that the end user contacted BLD on 2-13-98 requesting and receiving a \$5.00 credit, no response was received.
73. Reynolds, Edyth, 605-338-3166, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
74. Richards, Thad, 605-343-2204, 3-25-98 cancel and credit \$50.00/ PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
a. Richards, Thad and Betty, 605-343-2204
75. Richard, Verlin, 605-341-2797, 4-13-98 cancel, 4-14-98 credit \$2.25.
76. Robbins, Pam, 605-345-1014
a. Robins, Pam, 605-348-1014, cancel 1-19-98, 4-14-98 credit \$7.75.
77. Rodig, Donna, 605-
78. Rosin, Fred, 605-225-1981, 3-11-98 cancel & credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
79. Ryther, William, 605-642-8478, 3-9-98 cancel & credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
80. Schaaf, Julie, 605-882-1865, 4-2-98 cancel & credit \$9.31, 4-8-98 credit \$9.31 (per PUC full credit).
81. Scharton, Lisa, 605-342-4778, 3-3-98 cancel, 3-30-98 credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).

82. Schaunaman, Evelyn, 605-225-3294, cancel and \$7.98 credit 3-19-98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
83. Schindler, Daryl & Gwen, 605-
84. Schmeichel, Mrs. Roy, 605-361-6446 4-8-98 cancel & credit \$13.39.
85. Schmidt, Clark, 605-338-2811, cancel 4-13-98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
86. Schoenthal, Peggy, 605-923-2832, 1-5-98 cancel, 3-20-98 credit \$38.00, 1-13-98 PUC complaint answered 1-19-98, w/TCC letter, offering to pay switching charges, no response was received.
87. Schulz, Joann, 605-624-3674, cancel 3-3-98, credits 3-31-98 \$23.68, 4-8-98 \$12.63.
88. Schwan, Daryl and Shannon, 605-225-0677, cancel & credit: \$18.75, 3-25-98, PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
89. Severson, William, 605-229-1495, 2-24-98 cancel, 3-11-98 credit \$7.98, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
90. Shields, Don and Vonnice, 605-224-7779, 3-20-98 cancel & credit \$30.66, 2-3-98 PUC complaint answered 2-11-98, w/TCC letter, indicating that the end user never contacted BLD and the account was credited \$5.00 on 2-5-98, no response was received.
91. Shreves, Douglas, 605-341-6094, 2-24-98 cancel & credit \$5.00, 3-20-98 credit \$84.84, 2-20-98 PUC complaint answered 2-25-98, w/TCC letter, indicating that the end user did not contact BLD, but that a \$5.00 credit was issued 2-24-98, no response was received.
92. Slater, Adeline, 605-226-3209, 4-10-98 cancel & credit \$76.99 (per PUC a credit issued), PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
93. Smidt, Bruce and Liz, 605-361-9236, 3-11-98 cancel, 3-18-98 credit \$79.36.
94. Smith, Bernard, 605-341-5828/
 - a. Smith, Bernard, 605-341-5828/
 - b. Smith, Bernard, 605-341-5828, cancel 12-8-97, 3-20-98 credit \$31.00, 1-12-98 PUC complaint answered 1-19-98, w/TCC letter, offering to pay switching charges, no response was received; PUC complaint answered again March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
 - c. Schreves, Douglas, 605-341-5828, 12-8-97 cancel, 3-20-98 \$31.00 credit (different name, same BTN).
95. Stoebner, John, 605-225-3543, cancel 4-10-98.
96. Storm, Jacquelyn, 605-224-2325, 4-10-98 cancel & credit \$10.56.
97. Storm, John, 605-343-0186, 3-18-98 cancel & credit \$7.75.
98. Stradinger, Lisa, 605-341-6272, cancel 1-8-98, 4-14-98 credit \$2.96, (per PUC a credit was issued), PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
99. Swenson, Clarence, 605-225-2545, 12-26-97 cancel.
100. Taylor, Kenneth, 605-923-3293, one of three complaints answered in 3-9-98 fax to Leni Healy, at page 6 (attached as Exhibit B).

101. Tech, Donald, 605-347-4165, 10-2-97 cancel, credits 10-6-97 \$10.04, 3-20-98 \$2.21, 10-2-97 PUC complaint answered 10-8-97, w/TCC letter, offering to pay switching charges, no response was received.
102. Terry, Charles, 605-343-7102, 3-20-98 cancel & credit \$15.50, 12-17-97 PUC complaint answered 12-31-97, w/TCC letter, offering to pay switching charges, no response was received.
103. Tousley, Howard, 605-224-7440, 1-6-98 cancel, 3-11-98 credit \$5.41, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
104. Trautman, Carolyn, 605-224-5756, 12-1-97 cancel, credits 12-8-97 \$21.89, 3-3-98, \$16.48, 12-8-97 PUC complaint answered 1-7-98, w/TCC letter, offering to pay switching charges, no response was received.
105. Truhe, Julie Ann, 605-787-4634, 2-3-98 PUC complaint answered 2-11-98, w/TCC letter, offering to pay switching charges, no response was received.
106. Tuschen, Stacia, 605-336-1045, 3-16-98 cancel, 4-14-98 credit \$7.75.
107. Understock, Lynn, 605-371-3638/
 - a. Understock, Lynn, 605-371-3638, 12-16-97 cancel, 3-20-98 credit \$23.00, 12-18-97 PUC complaint answered 1-7-98, w/TCC letter, offering to pay switching charges, no response was received.
108. Valentine, Edward, 605-225-3247, 3-25-98 cancel, 3-26-98 credit \$25.63 (per PUC a credit issued) PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
109. Vanderfeen, Lois & Lindyn, 605-886-0850, 8-14-97 cancel, 4-14-98 credit \$23.25.
110. Viola, Joyce, 605-341-9134, cancel 4-10-98, 4-14-98 credit \$3.75, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
111. Volk, Janice, 605-
112. Wangler, Tresa, 605-225-3493, 2-9-98 cancel & credit \$2.50 (aka Brandenburger).
113. Weaver, Keith and Elizabeth, 605-624-5419/
 - a. Weaver, Elizabeth, 605-624-5419, 2-24-98 cancel & credit \$5.00, 3-20-98 credit \$28.75, 2-23-98 PUC complaint answered 2-25-98, w/TCC letter, indicating that the end user never contacted BLD, but based upon the PUC complaint, the account was canceled and the \$5.00 credit was issued 2-24-98, no response was received; PUC complaint answered again March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
114. Weflen, Gerald, 605-338-6472, 3-23-98 cancel, credits 4-8-98 \$47.64, 3-23-98 \$5.90.
115. Wellendorf, Donald, 605-338-0467, 2-20-98 cancel, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
116. Wiche, Sally, 605-336-9868, 2-24-98 cancel & credit \$5.00, 3-20-98 credit \$24.00, 2-20-98 PUC complaint answered 2-25-98, w/TCC letter, indicating that the end user contacted BLD on 12-19-97 requesting and receiving a \$5.00 credit, no response was received.
117. Wickham, Charles, 605-352-4291, 11-13-97 cancel, 3-20-98 credit \$46.25, 12-17-97 PUC complaint answered 1-5-98, w/TCC letter, offering to pay switching charges, no response was received.
118. Widner, Raymond, 605-343-3129 (not BLD customer).

- 119. Wilhelm, Matthew, 605-348-1154, cancel 3-19-98, 4-14-98 credit \$18.47, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
- 120. Williams, Walter and Hazel, 605-399-2570 (per PUC a credit was issued)
- 121. Winchell, Olive, 605-229-4859, 3-11-98 cancel & \$8.76 credit, PUC complaint answered March 25, 1998, including letter to underlying carrier requesting that service charges not be added to closed accounts, and to issue full credit on this account (attached as Exhibit A).
- 122. Woodson, WJ, 605-343-2283, 3-25-98 cancel & credit \$145.08, PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.
- 123. Woolheater, Marlys, 605-361-8575, 12-17-98 cancel, 4-14-98 credit \$9.25, 12-17-97 PUC complaint answered 1-7-98, w/TCC letter, offering to pay switching charges, no response was received.
- 124. Wright, Gary, 605-624-4327, cancel 1-30-98, 4-14-98 credit \$54.00.
- 125. Zacher, Al, 605-
- 126. Zych, Larry, 605-336-3575, 3-16-98 cancel (per PUC a credit was issued), PUC complaint was answered 4-3-98 (Exhibit C), indicating that a full credit had or would be issued.

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

March 25, 1998
Facsimile and First Class Mail

Leni Healy
South Dakota Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Re Utility Analysts, Inc. d/b/a Basic Long Distance

Dear Ms. Healy:

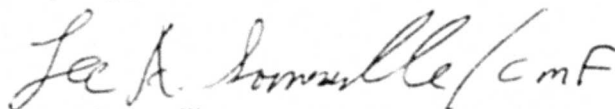
Several end users have complained to your agency that Basic Long Distance ("BLD") has continued billing service charges beyond the date service with BLD was terminated.

BLD's underlying carrier has been continuing these charges inadvertently. Please see the attached letter for a list of end users who's accounts we are crediting. BLD and it's underlying carrier are working to correct the situation. Please advise the end users to PIC a new carrier if they have not already done so.

Please let this letter serve as an answer to the complaints mentioned in the attached letter. BLD regrets the inconvenience caused by this mix up.

Please do not hesitate to call if you have any questions or concerns.

Very truly yours,


Lee A. Somerville

LAS cmf

enc.

cc. Basic Long Distance

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(248) 642-6500 FAX

March 25, 1998
Via Facsimile and First Class Mail

Pam Rieck
QAI, Inc.
386 N. Wabasha, Suite 1550
St. Paul, Minnesota 55102
Fax: 612-222-1102

Re: Utility Analysts, Inc., dba Basic Long Distance ("BLD")

Dear Pam:

BLD has had complaints on the following accounts in South Dakota. The customer names and BTNs are listed below. It appears that QAI, Inc. has continued to bill service charges, FCC, and other charges to these accounts beyond the date the end user PICed another carrier. Based upon our previous conversation, it is my understanding that this information is transmitted to QAI, Inc., or its underlying carrier, by the LEC once the end user PICs another carrier. Please credit all charges on these accounts which were added beyond the date the end user PICed another carrier. Please advise me of the amount of the credit, and the approximate date the end user can expect to see the credit on their bill.

Bertsch, Enoch	605-225-3938
Brost, Harold	605-892-6905
Canter, Jean	605-339-3841
Gottenbacher, Bernice	605-225-5253
Gross, Harry	605-225-5797
Heckel, Joanne	605-225-1422
Hodny, Joe	605-226-1902
Hunter, Casey	605-892-4228
Joyce, Viola	605-341-9134
Larson, Charles	605-225-2653
Lei, Alvin & Nancy	605-341-5297
Nearman, Russell	605-361-1025
Nikolas, Donna	605-225-4116
Norby, Donald	605-339-3573
Reynolds, Edyth	605-338-3166
Robin, Fred	605-225-1981

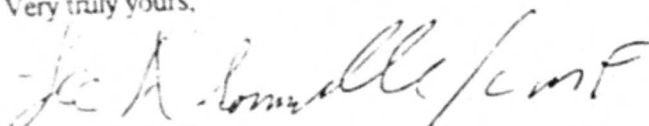
3-11-85
60825

Ryther, William	605-642-8478
Scharton, Lisa	605-342-4778
Schaunaman	605-225-3294
Schmidt, Clark	605-338-2611
Severson, William	605-229-1495
Smith, Bernard	605-341-5828
Trousley, Howard	605-224-7440
Weaver, Keith	605-624-5419
Wellendorf, Donald	605-338-0467
Wilhelm, Matthew	605-348-1154
Winchell, Olive	605-229-4859

Please review your database, and confirm that all BLD customers who have PICed another carrier are not being charged for any service charges. FCC charges or any other charges beyond the date of the PIC.

Thank you for your anticipated cooperation in this matter. Please do not hesitate to call if you have any questions or concerns.

Very truly yours,



Lee A. Somerville

LAS cmf

cc. Len Healy, Montana PUC
Basic Long Distance

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

March 9, 1998

Via Facsimile

Leni Healy
State Capitol Building
Pierre, South Dakota 57501
Via Facsimile (605) 773-3809

Re: Utility Analysts, Inc.
d/b/a Basic Long Distance
Information for March 10, 1998 Commission Meeting

Dear Ms. Healy:

I have not received any response to my March 5th request for information regarding the 88 complaints allegedly filed against Utility Analysts, Inc., d/b/a Basic Long Distance ("BLD"). The following is the information we have on complaints actually transmitted to BLD or myself. Please present a copy of this letter to the Commission for its March 10, 1998 meeting. Please note that Brian Somerville will also participate by phone.

1. Donald Ball, 605-343-2256. On January 29, 1998, we responded to a PUC complaint dated January 27-98, including The Confirmation Center letter. We offered to pay switching charges, which were credited and the account canceled on January 27, 1998. No further contact was made by the PUC or the end user.
2. Lloyd Best, 605-342-1700. On January 29, 1998, we responded to a PUC complaint dated January 28-98. The response included a copy of The Confirmation Center letter. We offered to pay switching charges, which were credited and the account canceled on January 28, 1998. No further contact was made by the PUC or the end user.
3. Belinda Blachford, 605-339-1961. On December 28, 1997, the end user called Utility Analysts, Inc. and the verification tape was played for her on that date. On January 29, 1998, we responded to a PUC complaint dated January 20, 1998. We included The Confirmation Center's letter. We offered to pay any switching charges. After a second request for a response, on March 5, 1998, a copy of the January 29, 1998 response was faxed to Leni Healy. On March 5, 1998, the end user contacted BLD, and the account was credited \$5.41. On March 6, 1998, the end user contacted the undersigned counsel.

On March 7, 1998, the end user was contacted by BLD, and the balance of the account was credited.

4. Delbert Cooper, 605-338-2298. On January 28, 1998, the account was canceled per the end user's request. At that time, the account was credited \$2.58 in service charges and \$5.00 switching fee. On January 29, 1998, we responded to a PUC complaint dated January 20, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
5. Wilma and Mel Eisenbeisz, 605-225-5122. On January 5, 1998, the account was canceled per the end user's request. At that time the account was credited \$5.00 for the switching fee. On February 4, 1998, we responded to the complaint dated January 29, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
6. Tim Gebhart, 605-361-7289. On December 10, 1997, the account was canceled per the end user's request. At that time the account was credited \$5.00 for the switching fee. On December 18, 1997, we responded to the complaint dated December 12, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
7. Shawna Hanson, 605-341-0104. On December 29, 1997, the account was canceled and credited \$5.00 for the switching fee. On January 14, 1998, we responded to a PUC complaint dated December 29, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
8. Joe Hodny, 605-266-1902. On January 22, 1998, the end user contacted BLD. After being offered a re-rate of charges and refusing, his account was canceled per his request. At this time the account was credited \$5.00 for switching charges. On January 29, 1998, we responded to a PUC complaint dated January 2, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
9. Phyllis Hoitsma, 605-882-6470. On February 11, 1998, we responded to the complaint dated February 3, 1998. We included The Confirmation Center's letter and noted that on February 5, 1998, the account was credited \$5.00, representing the switching fee which should appear on the bill within two to three billing periods. No further contact was made by the PUC or the end user.
10. Geralynn Hurtle, 605-882-4769. On September 22, 1997, the account was canceled per the end user's request. On October 8, 1997, we responded to a PUC complaint dated October 2, 1997. We included The Confirmation Center's letter. We offered to pay any switching charges. On October 26, 1997, the account was credited \$26.27. On December 27, 1997, the account was credited \$15.58. No further contact was made by the PUC or the end user.

11. Eila Logan, 605-343-2601. On February 24, 1998, the account was canceled. On February 25, 1998, we responded to a PUC complaint dated February 23, 1998. We included The Confirmation Center letter's and noted that when the end user contacted the company she requested and received a \$5.00 credit on her bill. The credit generally takes three billing periods to appear on the bill. No further contact was made by the PUC or the end user.
12. Loren Miller, 605-352-7956. On January 23, 1998, the account was canceled. At this time the account was credited \$5.00 for switching fees. On January 29, 1998, we responded to a PUC complaint dated January 26, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
13. Larry Munger, 605-886-6443. On December 30, 1997, the account was canceled per the end user's request. At this time the account was credited \$5.00 for switching charges. On January 14, 1998, we responded to a PUC complaint dated January 8, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
14. William Newhouse, 605-343-0258. On January 26, 1998, the account was canceled. At this time the account was credited \$5.00 for switching charges. On January 29, 1998, we responded to a PUC complaint dated January 26, 1998. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
15. Phyllis Packard, 605-324-4762. On February 25, 1998, we responded to a PUC complaint dated February 20, 1998. We included The Confirmation Center's letter and indicated that the account had been credited \$5.00 on 2-24-98, representing the switching fee. No further contact was made by the PUC or the end user.
16. Elmer Penning, 605-892-4847. On December 30, 1997, the account was canceled. At this time the account was credited \$5.00 for switching fees. On January 14, 1998, we responded to a PUC complaint dated December 7, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
17. Elaine Reinke, 605-336-2653. On February 13, 1997, the account was canceled per the end user's request. At this time the account was credited \$5.00 for the switching charges. On February 19, 1998, we responded to a PUC complaint dated February 18, 1998. We included The Confirmation Center's letter and indicated that the end user had contacted the company on February 13, 1998, and requested and received a \$5.00 credit representing her switching fee, which takes three billing periods to appear on the bill. On February 19, 1998, the account was credited \$5.00. No further contact was made by the PUC or the end user.
18. Don and Vonnie Shields, 605-224-7779. On February 5, 1998, the account was canceled per the end user's request. At this time the account was credited \$5.00 for the switching fee. On February 11, 1998, we responded to a PUC complaint dated February 3, 1998.

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We included The Confirmation Center's letter, and the account was credited the \$5.00 switching fee which takes three billing periods to appear on the bill. No further contact was made by the PUC or the end user.

19. Schoenthal, 605-923-2832. On January 5, 1998, the end user contacted BLD. After being offered a re-rate of charges and refusing, the account was canceled. On January 19, 1998, we responded to a PUC complaint dated January 13, 1998. We included The Confirmation Center's letter. We offered to pay any switching charges. No further contact was made by the PUC or the end user.
20. Douglas Schreves, 605-341-6094. On February 24, 1998, the account was canceled. At this time the account was credited \$5.00 for the switching fees. On February 25, 1998, we responded to a PUC complaint dated February 20, 1998. We included The Confirmation Center's letter and the account was credited a \$5.00 switching fee on 2-24-98, which will take three billing periods to appear on the bill. No further contact was made by the PUC or the end user.
21. Bernard Smith, 605-341-5828. On December 8, 1997, the account was canceled per the end user's request. On January 19, 1998, we responded to a PUC complaint dated January 12, 1998. We included The Confirmation Center's letter. We offered to pay any switching charges. No further contact was made by the PUC or the end user.
22. Donald Tech, 605-347-4165. On October 2, 1997, the account was canceled per the customer's request. On October 6, 1997, the account was credited \$10.04. On October 8, 1997, we responded to a PUC complaint dated October 2, 1997. We included The Confirmation Center's letter. We offered to pay any switching charges. No further contact was made by the PUC or the end user.
23. Charles Terry, 605-343-7102. On December 31, 1997, the account was canceled. At this time the account was credited \$5.00 for the switching fees. On December 31, 1997, we responded to a PUC complaint dated December 17, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
24. Caroline Trautman, 605-224-5756. On December 1, 1997, the account was canceled per the end user's request. On December 8, 1997, the account was credited \$21.89. On January 7, 1998, we responded to a PUC complaint dated December 8, 1997. We included The Confirmation Center's letter. We offered to pay any switching charges. On March 3, 1998, the account was credited \$16.48. No further contact was made by the PUC or the end user.
25. Lillie Ann Truhe, 605-787-4634. On November 13, 1997, the account was canceled per the customer's request. The customer also asked that a number of calls she alleged that she had never made be credited. Further investigation revealed that the calls in question were directed to the elderly lady's daughter's home. The calls were not credited, but a \$5.00 credit for the switching charges was applied on this date. On February 11, 1998,

we responded to a PUC complaint dated February 3, 1998. We included The Confirmation Center's letter. Our response indicated that Ms. Truhe contacted BLD, on November 13, 1997. At that time, she requested and received a credit of \$5.00 on her bill, which will take three billing cycles to appear on the bill. No further contact was made by the PUC or the end user.

26. Lynn Understock, 605-371-3638. On December 16, 1997, the account was canceled per the end user's request. At this time the account was credited \$5.00 for the switching fees. On January 7, 1998, we responded to a complaint dated December 18, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
27. Elizabeth Weaver, 605-624-5419. On February 24, 1998, the account was canceled. At this time the account was credited \$5.00 for the switching charges. On February 25, 1998, we responded to a PUC complaint dated February 23, 1998. We included The Confirmation Center's letter. The response indicated that on February 24, 1998, in response to the complaint, the end user's account was canceled and a \$5.00 credit was given, which appears on the bill within three billing cycles. No further contact was made by the PUC or the end user.
28. Sally Wiche, 605-336-9868. On December 19, 1997 the account was canceled per the end user's request. At this time the account was credited \$5.00 for the switching fees. On February 25, 1998, we responded to a PUC complaint dated February 20, 1998. We included The Confirmation Center's letter. Our response indicated that the end user had contacted the company on December 19, 1997, and requested and received a \$5.00 credit on her bill, which appears on the bill within three billing cycles. No further contact was made by the PUC or the end user.
29. Charles Wickham, 605-352-4291. On November 13, 1997, the account was canceled per the end user's request. At this time the account was credited \$5.00 for the switching fees. On January 5, 1998, we responded to a PUC complaint dated December 17, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.
30. Mariys Woolheater, 605-361-8575. On December 17, 1997, the account was canceled. At this time the account was credited \$5.00 for switching fees. On January 7, 1998, we responded to a PUC complaint dated December 17, 1997. We included The Confirmation Center's letter. No further contact was made by the PUC or the end user.

The following complaints were received, but were not answered in a timely manner because the billing telephone number was not provided. Please consider the information below to be a response to these complaints.

1. Robert Norris, 605-361-6484. Mr. Norris never contacted BLD, and the PUC complaint faxed to BLD on February 5, 1998 contained the account number 605-362-7116, which

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was not listed on the BLD database. The underlying carrier was able to provide the BTN listed above, and the information that the end user had contacted the biller and received a credit of \$16.98 on or about February 19, 1998. The account was credited \$5.00 on February 5, 1998 by BLD. (Attached please find a letter from The Confirmation Center.)

2. Terry and Julie Hodge, 605-339-3478. The underlying carrier was able to search their database by name and provide the BTN listed above, and the information that BLD called to cancel this account on January 22, 1998, and issued a credit for \$49.80 on February 3, 1998.

The following complaints were received by BLD, but through inadvertence were not transmitted to the undersigned counsel, and therefore no response was sent. Please consider this to be our answer.

1. Russell Nearman, 605-361-1025. On 11-1-97, Betty Nearman ordered BLD long distance service after a phone solicitation. The order was verified by a third party verification center on that date. On December 9, 1997, the end user contacted BLD and her service was canceled and her account was credited the \$5.00 switching fee. On December 11, 1997, the verification tape was played for the end user, and it was BLD's understanding that her complaint was resolved. (Attached please find a letter from The Confirmation Center.)
2. Kenneth Taylor, 605-923-3293. On 11-11-97, Kenneth Taylor ordered BLD long distance service after a phone solicitation. The order was verified by a third party verification center on that date. On December 23, 1997, the end user contacted BLD and his service was canceled and his account was credited the \$5.00 switching fee. (Attached please find a letter from The Confirmation Center.)
3. Victor Greenwaldt, 605-347-3995. On February 21, 1997, Donna Greenwaldt ordered BLD long distance service after a phone solicitation. The order was verified by a third party verification center on that date. On January 5, 1998, the end user contacted BLD and their service was canceled and the account was credited the \$5.00 switching fee. (Attached please find a letter from The Confirmation Center.)

The following complaints have been received within the last week and we have not had time to investigate or respond:

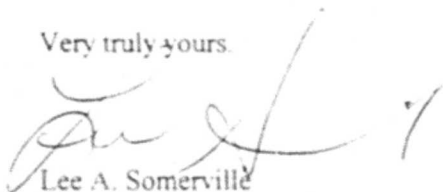
1. Harold Brost; 605-892-6905
2. Elsie Carlson; 605-886-5398
3. Tim Prince; 605-853-3584
4. Thad & Betty Richards; 605-343-2204
5. Liz Smidt; 605-361-9236
6. John Storm; 605-343-0186

I assume that the six complaints above were included in the 88 complaints that BLD has

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allegedly failed to answer, even though they were sent to my office contemporaneously with the agenda accusing my client of failing to answer them. Please be advised that they are being investigated, and will be answered promptly. BLD has no knowledge of the additional 47 complaints to which the agenda refers.

Please do not hesitate to call if you have any questions or concerns.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Lee A. Somerville", with a stylized flourish at the end.

Lee A. Somerville

LAS:cmf

enc.

cc. Utility Analysts, Inc.

April 3, 1998

Leni Healy
South Dakota PUC
State Capitol Building
Pierre, South Dakota 57501

Re Basic Long Distance

Dear Ms. Healy:

We have received your complaints regarding the customers set forth below. All the accounts have been credited in full.

1. Ehlers, 605-225-5682. Basic Long Distance contacted Dale Ehlers on 11-18-97 who approved service. Service was canceled 3-25-98. The account was credited \$46.00. Credits normally take two to three billing cycles to appear on the bill.
2. Valentine, 605-225-3247. Basic Long Distance contacted Angus Valentine on 12-2-97 who approved service. Service was canceled 3-25-98. The account was credited \$20.63. Credits normally take two to three billing cycles to appear on the bill.
3. Woodson, 605-343-2283. Basic Long Distance contacted Wilbert Woodson on 12-1-98 who approved service. Service was canceled 3-25-98. The account was credited \$140.08. Credits normally take two to three billing cycles to appear on the bill.
4. Gardner, 605-225-2788. Basic Long Distance contacted Lavonne Gardner on 11-10-97 who approved service. Service was canceled 3-10-98. The account was credited \$27.14 on 3-10-98, and the remaining \$22.03 on 3-26-98. Credits normally take two to three billing cycles to appear on the bill.
5. Mulvaney, 605-225-1344. Basic Long Distance contacted John Mulvaney on 11-8-97 who approved service. Service was canceled 3-25-98. The account was credited \$49.16. Credits normally take two to three billing cycles to appear on the bill.
6. Schwan, 605-225-0677. Basic Long Distance contacted Daryl Schwan on 11-6-97 who approved service. Service was canceled 3-25-98. The account was credited \$18.75. Credits normally take two to three billing cycles to appear on the bill.
7. Mack, 605-343-7010. Basic Long Distance contacted James Mack on 7-15-97 who approved service. Service was canceled 4-1-98. The account has been credited in full. Credits normally take two to three billing cycles to appear on the bill.
8. Zych, 605-336-3575. Basic Long Distance contacted Rita Zych on 9-23-97 who

4-02-98 04
approved service. Service was canceled 1-22-98. The account has been credited in full. Credits normally take two to three billing cycles to appear on the bill.

9 Parrow, 605-0225-5904. Basic Long Distance contacted Rozelle Parrow on 11-14-97 who approved service. Service was canceled 12-2-97. The account was credited \$4.75. Credits normally take two to three billing cycles to appear on the bill.

10 Richards, 605-343-2204. Basic Long Distance contacted Elizabeth Richards on 12-1-97 who approved service. Service was canceled 3-25-98. The account has been credited in full. Credits normally take two to three billing cycles to appear on the bill.

11 Stradinger, 605-341-6272. Basic Long Distance contacted Lisa Stradinger on 11-18-97 who approved service. Service was canceled 1-8-98. The account has been credited in full. Credits normally take two to three billing cycles to appear on the bill.

12 Slater, 605-226-3209. Basic Long Distance contacted Adeline Slater who approved service. Service was canceled 4-1-98. The account has been credited in full. Credits normally take two to three billing cycles to appear on the bill.

13 Austin, 605-341-4764. Basic Long Distance contacted Francis Austin who approved service. Service was canceled 3-25-98. The account was credited \$26.25. Credits normally take two to three billing cycles to appear on the bill.

I will no longer be handling complaints in this office. Please direct all complaints from this point forward to Elizabeth Baker at Utility Analysts, Inc. d/b/a Basic Long Distance. The address there is 26020 Grand River, Redford, Michigan 48240. Their fax number is 313-332-1602.

Thank you for your attention in this matter. Please do not hesitate to call if you have any questions or concerns.

Very truly yours,



Lee A. Somerville

LAS cmf

cc Basic Long Distance

BTN	Date	Coname	ACTION	AMOUNT
605-224-2325	4/10/98	STORM, JACQUELYN	Credit	10.56
605-224-5756	12/08/97	TRAUTMAN, MAURICE	Credit	21.89
605-224-5756	3/03/98	TRAUTMAN, MAURICE	Credit	5.41
605-224-5756	3/03/98	TRAUTMAN, MAURICE	Credit	11.07
605-224-7440	3/11/98	TOUSLEY, HOWARD O	Credit	5.41
605-224-7779	3/20/98	SHIELDS, DON	Credit	30.66
605-225-0677	3/26/98	SCHWAN, DARYL	Credit	18.75
605-225-1344	3/26/98	MULVANEY, JOHN	Credit	49.16
605-225-1422	3/19/98	PALMER HECKEL	Credit	5.41
605-225-1981	3/11/98	FRED ROSIN	Credit	7.98
605-225-2545	4/14/98	SWENSON, CLARENCE	Credit	3.49
605-225-2653	3/11/98	C H LINDA LARSON	Credit	7.98
605-225-2788	3/10/98	GARDNER, KENNETH E	Credit	27.14
605-225-2788	3/26/98	GARDNER, KENNETH E	Credit	22.02
605-225-3247	3/25/98	VALENTINE, EDWARD	Credit	5.00
605-225-3247	3/26/98	VALENTINE, EDWARD	Credit	20.63
605-225-3294	3/19/98	SCHAUNAMAN, BERNARD	Credit	7.98
605-225-3472	4/14/98	GOEHRING, DALE	Credit	60.75
605-225-3493	2/09/98	BRANDENBURGER, TRESA	Credit	2.50
605-225-3938	4/14/98	ENOCH & ESTER BERTSC	Credit	18.00
605-225-4116	4/14/98	ANDREW JR NIKOLAS	Credit	2.25
605-225-5112	3/20/98	EISENBEISZ, MEL	Credit	15.50
605-225-5253	11/21/97	WLM & BERNICE OTTENB	Credit	2.50
605-225-5797	3/11/98	GROSS, HARRY	Credit	7.98
605-225-5802	4/13/98	R.C. LATHROP	Credit	12.35
605-225-5904	3/26/98	PARROW, WILFRED S	Credit	4.75
605-225-8682	3/25/98	EHLEPS, DALE H	Credit	5.00
605-225-8682	3/26/98	EHLERS, DALE H	Credit	46.00
605-226-3209	4/10/98	SLATER, WILBUR	Credit	76.99
605-229-1495	3/11/98	SEVERSON, WILLIAM	Credit	7.98
605-229-2765	11/03/97	JAMES & WENDY BEARE	Credit	10.26
605-229-2765	12/04/97	JAMES & WENDY BEARE	Credit	8.82
605-229-4572	3/26/97	BEVERLY J AXTELL	Credit	1.35
605-229-4572	3/06/98	BEVERLY J AXTELL	Credit	5.41
605-229-4859	3/11/98	OLIVE WINCHELL	Credit	8.76
605-334-2872	10/16/97	DRENKOW, LE R	Credit	7.47
605-335-3268	4/02/98	MEYER, WARREN D	Credit	7.98
605-335-6678	4/11/97	HANLON, MICHAEL J ES	Credit	2.06
605-336-1045	4/14/98	TUSCHEN, DENNIS	Credit	7.75
605-336-2653	2/19/98	REINKE, ELAINE	Credit	5.00
605-336-2653	3/20/98	REINKE, ELAINE	Credit	68.07
605-336-9868	2/24/98	WICHE, PAUL J	Credit	5.00
605-336-9868	3/20/98	WICHE, PAUL J	Credit	24.00
605-338-2298	3/20/98	COOPER, DELBERT J	Credit	17.39
605-338-3105	4/14/98	EKANGER, LEE R	Credit	143.78
605-338-6472	3/23/98	WEFLEN, GERALD	Credit	5.90

EXHIBIT

BTN	Date	Cname	ACTION	AMOUNT
605-338-6472	4/08/98	WEFLEN, GERALD	Credit	47.64
605-339-1961	3/05/98	BLACHFORD, MARK	Credit	5.41
605-339-1961	3/20/98	BLACHFORD, MARK	Credit	27.50
605-339-3573	3/19/98	NORBY, DONALD D	Credit	7.98
605-339-3784	12/03/97	MCDONALD, TERRY A	Credit	1.00
605-339-3784	12/03/97	MCDONALD, TERRY A	Credit	29.45
605-339-3841	3/04/98	CANTER, T J	Credit	8.25
605-339-3841	4/03/98	CANTER, T J	Credit	7.98
605-341-0104	3/09/98	HANSON, BRETT	Credit	5.41
605-341-0104	3/20/98	HANSON, BRETT	Credit	47.25
605-341-2797	4/14/98	RICHARD, VERLIN	Credit	2.25
605-341-4764	3/18/98	AUSTIN, FRANCES	Credit	5.00
605-341-4764	3/26/98	AUSTIN, FRANCES	Credit	26.25
605-341-5297	4/14/98	LEI, ALVIN	Credit	10.25
605-341-5828	3/20/98	SMITH, B H	Credit	31.00
605-341-6094	2/24/98	SHREVES, DOUGLAS	Credit	5.00
605-341-6094	3/20/98	SHREVES, DOUGLAS	Credit	84.84
605-341-6272	4/14/98	STRADINGER, DALE	Credit	2.96
605-341-9134	4/14/98	JOYCE, V	Credit	3.75
605-342-1700	3/20/98	BEST, LLOYD	Credit	8.00
605-342-4778	3/30/98	SCHARTON, L D	Credit	7.98
605-342-5648	4/02/98	NAYLOR, HELEN	Credit	7.98
605-343-0186	3/18/98	STORM, JOHN	Credit	7.75
605-343-0258	3/20/98	NEWHOUSE, WILLIAM D	Credit	27.49
605-343-2204	3/25/98	RICHARDS, THADDIUS M	Credit	5.00
605-343-2204	3/26/98	RICHARDS, THADDIUS M	Credit	45.00
605-343-2256	3/20/98	BALL, DONALD J	Credit	3.43
605-343-2283	3/25/98	WOODSON, WILBERT J	Credit	5.00
605-343-2283	3/26/98	WOODSON, WILBERT J	Credit	140.08
605-343-2601	2/24/98	LOGAN, E C	Credit	5.00
605-343-2601	3/20/98	LOGAN, E C	Credit	5.00
605-343-7010	4/14/98	MACK, JAMES A	Credit	96.50
605-343-7102	3/20/98	TERRY, CHARLES R	Credit	15.50
605-347-3995	3/03/98	VICTOR GREENWALDT	Credit	5.00
605-347-4165	10/06/97	TECH, DONALD A	Credit	10.04
605-347-4165	3/20/98	TECH, DONALD A	Credit	2.21
605-348-1014	4/14/98	ROBBINS, STUART C	Credit	7.75
605-348-1154	4/14/98	WILLHELM, MATHEW	Credit	18.47
605-352-4291	3/20/98	WICKHAM, CHARLES W	Credit	46.25
605-352-7727	2/23/98	BROCK, JOHN	Credit	7.98
605-352-7956	3/20/98	MILLER, LOREN	Credit	173.98
605-361-1696	4/02/98	ACKERMAN, GAYLEN	Credit	13.39
605-361-6446	4/08/98	SCHMEICHEL, ROY D	Credit	13.39
605-361-7289	3/12/98	GEBHART, TIMOTHY	Credit	5.41
605-361-7289	3/20/98	GEBHART, TIMOTHY	Credit	32.75
605-361-8026	12/08/97	LETHCOE, KENT	Credit	5.00
605-361-8575	4/14/98	WOOLHEATER, MARLYS	Credit	9.25

BTN	Date	Coname	ACTION	AMOUNT
605-361-9236	3/18/98	SMIDT, BRUCE W	Credit	79.36
605-362-9849	4/14/98	CARROLL, FERN	Credit	7.75
605-371-3638	3/20/98	UNDERSTOCK, TERRY	Credit	23.00
605-624-2966	4/14/98	NELSON, THOMAS	Credit	20.50
605-624-3674	3/31/98	SCHULZ, RAY	Credit	23.68
605-624-3674	4/08/98	SCHULZ, RAY	Credit	12.63
605-624-4327	4/14/98	WRIGHT, GARY	Credit	54.00
605-624-4762	2/24/98	PACKARD, PHYLLIS	Credit	5.00
605-624-5419	2/24/98	WEAVER, KEITH	Credit	5.00
605-624-5419	3/20/98	WEAVER, KEITH	Credit	28.75
605-642-8478	3/09/98	RYTHER, WILLIAM	Credit	7.98
605-787-6372	4/14/98	HOLZER, DOUG	Credit	82.75
605-787-6832	4/02/98	GASKINS, BURNELL R	Credit	7.98
605-882-1195	4/14/98	ANDREWS, ROBERT C	Credit	30.50
605-882-1706	9/29/97	MOES, TIM	Credit	23.38
605-882-1865	4/02/98	SCHAAT, JULIE	Credit	9.31
605-882-1865	4/08/98	SCHAAT, JULIE	Credit	9.31
605-882-4670	4/14/98	HOITSMAN, PHYLLIS	Credit	7.75
605-882-4769	10/06/97	HURRLE, TODD	Credit	26.27
605-882-4769	3/20/98	HURRLE, TODD	Credit	27.15
605-886-0850	4/14/98	VANDERFEEN, LINDYN	Credit	23.25
605-886-2246	4/14/98	HUTT, RONALD R	Credit	5.00
605-886-5398	3/03/98	CARLSON, E M	Credit	5.00
605-886-5398	3/18/98	CARLSON, E M	Credit	18.00
605-886-6443	3/20/98	MUNGER, LAURENCE H	Credit	75.25
605-892-4106	4/14/98	DCDDS, ADELINE	Credit	5.25
605-892-4228	3/11/98	HUNTER, CASEY	Credit	7.98
605-892-4574	4/14/98	FULTON, DARYL W	Credit	21.17
605-892-4847	3/20/98	PENNING, ELMER E	Credit	40.00
605-923-2832	3/20/98	SHOWENTHAL DONALD	Credit	38.00
605-923-5692	4/14/98	CARIVEAU, MARY	Credit	57.75

149
092011200

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE

No matter how you buy long distance, make sure your bill's prepared by AT&T.



Every time an employee makes a phone call, it costs you money. So your monthly long distance bill should do more than simply list charges. It should help you manage your business by allocating costs to responsible departments, and show you what you're paying for.

AT&T Bill ManagerSM Service enhances long distance services purchased from resellers by providing the billing and reporting capabilities you expect. Calls are grouped by originating number and/or authorization codes.

And our monthly management reports show you how your company uses its long distance service.

Only a select group of long distance resellers use AT&T Bill Manager Service. They insist on the best billing service—you should, too.

You can feel confident about the accuracy and integrity of your bill with AT&T Bill Manager Service.

April 14, 1998

Ms. Elizabeth Lipp
615 S. Park St., Apt. 2
Aberdeen, South Dakota 57401

Re: Basic Long Distance

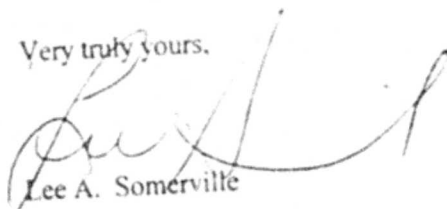
Dear Ms. Lipp,

Enclosed please find a copy of the tape I promised to provide, and originally mailed on April 3rd to your prior address. The envelope has not returned to my office, so it may still be delivered to you. As you requested, I called your answering machine and played the tape today. I do not have special facilities to do this, so I simply held a tape player up to the phone. When the tape was over I heard a beeping sound on the line, so I assume your machine cut off while I was playing the tape. In any event, you now have a copy to play as you wish.

Once again, although the tape does show that you confirmed your order, Basic Long Distance will credit your account in full. I have been told that a full credit amounts to \$16.43. It should appear on your bill in two or three billing cycles. Basic Long Distance is sorry for any confusion or inconvenience this may have caused for you. If you have not already done so, you must contact a new long distance carrier, so that your long distance calls will be sent through that carrier, rather than Basic Long Distance.

Please do not hesitate to call if you have any questions or concerns, and please contact me if you have not received a credit on one of your next three phone bills.

Very truly yours,


Lee A. Somerville

enc.

cc: Basic Long Distance

EXHIBIT

E

April 13, 1998

Ms. Elizabeth Lipp
615 S. Park St., Apt. 2
Aberdeen, South Dakota 57401

Re: Basic Long Distance

Dear Ms. Lipp,

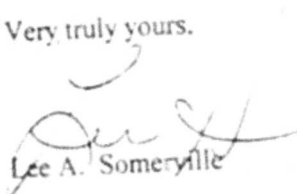
Enclosed please find a copy of the letter I sent with your tape on April 3rd. The envelope has not returned to my office so it may still be delivered to you. In any event, I cannot have another tape made today, so I cannot Federal Express it to you. I will forward it as soon as another copy is available. In the meantime, if you receive the copy I mailed April 3rd, you have agreed to let me know.

Once again, although the tape does show that you confirmed your order, Basic Long Distance will credit your account in full. I have been told that a full credit amounts to \$16.43. It should appear on your bill in two or three billing cycles. Basic Long Distance is sorry for any confusion or inconvenience this may have caused for you.

If you have not already done so, you must contact a new long distance carrier, so that your long distance calls will be sent through that carrier, rather than Basic Long Distance.

Please do not hesitate to call if you have any questions or concerns, and please contact me if you have not received a credit on one of your next three phone bills.

Very truly yours,


Lee A. Somerville

enc.

cc: Basic Long Distance

30700 TELEGRAPH ROAD
SUITE 4646
BINGHAM FARMS, MICHIGAN 48025
(248) 644-8211
(248) 642-6500 FAX

April 3, 1998

Ms. Elizabeth Lipp
805 S. Lincoln
Aberdeen, South Dakota 57401

Re: Basic Long Distance

Dear Ms. Lipp,

I called your home regarding your complaint against Basic Long Distance yesterday. I have been contacted by Ms. Pease, who identified herself as your "advocate", but I was not too clear on what the relationship was, so I tried to speak with you directly. Later yesterday Ms. Pease called to say that she knew I had contacted you directly, so I assume that you gave her that information, which does confirm, to my understanding, that she is acting on your behalf.

Ms. Pease indicated that you wanted to hear the tape of yourself ordering the service. Basic Long Distance does not record sales calls. The company uses a third party verification center, "The Confirmation Center", to call customers back and verify their order before the customers' long distance service is actually switched. This is the conversation that was recorded. The conversation occurred on or about November 18, 1997, and I have enclosed the tape. I had promised to play this tape for Ms. Pease over the phone yesterday, but The Confirmation Center indicated that they could not produce it. I called Ms. Pease to let her know the tape was lost, and that under the circumstances, Basic Long Distance would credit your account in full. (I understand that you had been offered a full credit in the past, but Ms. Pease refused the credit, insisting on hearing the tape.) In any event, several employees stayed late last night to search for the tape, and were able to produce it today. I have enclosed it so you may review it at your leisure. I will not call Ms. Pease to play it because your voice is very faint and may be difficult to hear over the phone. Also, she has a difficult time ending phone conversations, and I do not want to be accused of hanging up on her when I must end the conversation! In any event, you now have a copy and may play it for her if you choose to do so.

Although the tape does show that you confirmed your order, Basic Long Distance does not want any dissatisfied customers, and will credit your account in full. I have been told that a full credit amounts to \$16.43. It should appear on your bill in two or three billing cycles. Basic Long Distance is sorry for any confusion or inconvenience this may have caused for you.

Ms. Elizabeth Lipp

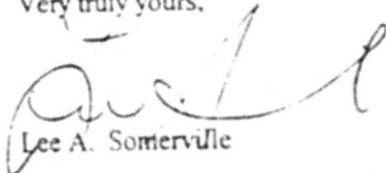
April 3, 1998

Re: Basic Long Distance

If you have not already done so, you must contact a new long distance carrier, so that your long distance calls will be sent through that carrier, rather than Basic Long Distance.

Please do not hesitate to call if you have any questions or concerns, and please contact me if you have not received a credit on one of your next three phone bills.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Lee A. Somerville".

enc.

cc: Basic Long Distance

TAPE TRANSCRIPT

Elizabeth Lipp

CC Rep: My name is Mrs. Lee from the Confirmation Center recording for accuracy November 18. For the record, please state your first and last name

Customer: Elizabeth Lipp. On my directory listing though it's under EM.

CC Rep: Ok, not a problem. We have your main bill phone number there is 226-0058, you do around ten dollars a month is long distance and your date of birth is October 23rd, correct?

Customer: That's right.

CC Rep: If your bill is twenty five dollars a month or more there is no service fee, under twenty five is two fifty. But now we're confirming that you're the authorized person. We have your permission to keep everything in one bill from your local phone company. Long distance provided by Basic Long Distance. Correct?

Customer: Correct.

CC Rep: Great. You'll have a flat rate of a quarter a minute to the US as well as Canada, international calls vary. Service starts in five to ten days provided by Basic Long Distance which is independent of US West. That's all the information I need. If you have no questions thank you for your time and you have a lovely day, ok?

Customer: Thank you.

CC Rep: Alright, bye bye

19391 Inkster Rd
Livonia, MI 48152
Phone: 248-777-7886
Fax: 248-777-1889

TC98-068

Utility Analysts, Inc.

Fax

To: Leni Healy

From: Brian Somerville

Fax: 1-605-773-3809

Date: May 11, 1998

Phone: 1-805-773-3201

Pages: 5 including fax cover

Re: Information requested

CC:

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

Comments: Following includes:

- 1) **List of complaints and customers by state**
- 2) **Copy of Verification Script used by The Confirmation Center**
- 3) **Response to Chicos complaint.**

If you need anything else from us regarding tomorrow's meeting, please call me at 248-777-7888

Utility Analysts, Inc. dba Basic Long Distance
Summary of customers by state (provisioned / complaints)
includes all information up until May 8, 1998

State	(A) Complaints	(B) Customers	% of Complaints to Customers
Arizona	20	4,343	0.46%
Colorado	0	12,485	0.00%
Iowa	27	19,744	0.14%
Idaho	17	4,209	0.40%
Massachusetts	15	41,207	0.04%
Michigan	16	15,393	0.10%
Montana	70	6,569	1.07%
North Dakota	14	4,546	0.31%
New Jersey	4	33,083	0.01%
Oregon	1	5,805	0.02%
Texas	18	14,146	0.13%
Utah	4	20,475	0.02%
Virginia	7	22,281	0.03%
Washington	22	12,656	0.17%
Wisconsin	2	5,899	0.03%
Wyoming	<u>37</u>	<u>10,788</u>	<u>0.34%</u>
Totals	274	233,629	0.12% (C)

(A) This is the total of PUC and/or Attorney General complaints

(B) This is the total number of customers provisioned

(C) 0.12% is equivalent to 1 complaint for every 833 customers provisioned.

VERIFICATION SCRIPT

This is _____ (name) from the Confirmation Center recording for accuracy.
Today's date is _____. Can you state your name for the record please ? Your
main billed number is _____. You spend approximately \$ _____ a month in long
distance and your date of birth is _____. Is that correct ?

If your bill is \$25.00 a month or more there is no service fee, if your bill is under
\$25.00 the service fee is only \$2.50 per month.

At this time we are confirming that you are the authorized person, and we do
have your permission to transfer the present billing for local and long distance,
to one bill from your local phone company, with long distance service provided by
Basic Long Distance, is that correct ?

You will have a flat rate of a quarter per minute to the US, as well as Canada,
and the International rates will vary.

Your service will start in 5 to 10 days provided by Basic Long Distance, which is
independent of your local phone company.

That's all the information I need, if you have no questions for me, I'd like to thank
you for your time and have a good day.

Thank You for your time.

THE LAW FIRM OF
SCHMIDT, SCHROYER & MORENO, P.C.
A PROFESSIONAL LEGAL CORPORATION

PIERRE PROFESSIONAL PLAZA - SUITE 201
124 S. EUCLID
P.O. BOX 1174
PIERRE, SOUTH DAKOTA 57501-1174

RONALD G. SCHMIDT
CHARLES P. SCHROYER
MARK A. MORENO
BRETT M. KOENECKE
ETHAN W. SCHMIDT

TELEPHONE
605/224-0401
FAX
605/224-1607

RECEIVED

MAY 14 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

May 14, 1998

Camron Hoseck
Public Utilities Commission
500 E. Capitol
Pierre, SD 57501

RE: Utility Analysts, Inc., d/b/a Basic Long Distance
Our File #6315

Dear Cam:

As I advised today, Mr. Somerville has asked me to again become involved in the above matter. He is very concerned about that portion of the Order which apparently directs that a notice be sent at the Utility's expense to all of their customers. I understand that you do not expect the final Order to be completed for a period of at least 10 days to two weeks. Would you please see that I receive a copy. I will then confer with my client and we may request a reconsideration as to that portion of the Order.

Thank you for your cooperation in this matter.

Sincerely yours,

SCHMIDT, SCHROYER & MORENO, P.C.



CHARLES P. SCHROYER

CPS/dm

cc: Brian Somerville

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE REVOCATION OF	)	FINDINGS OF FACT AND
THE CERTIFICATE OF AUTHORITY OF	)	CONCLUSIONS OF LAW;
UTILITY ANALYSTS, INC. D/B/A BASIC LONG	)	NOTICE OF ENTRY OF
DISTANCE	)	ORDER
	)	TC98-068

South Dakota Compiled Laws section 49-31-3 authorizes the South Dakota Public Utilities Commission (Commission) to grant certificates of authority to telecommunications companies offering common carrier services within the state of South Dakota. Pursuant to this same section, the Commission is given general supervision and control of said companies and may suspend or revoke any certificate of authority for a willful violation of the laws of the state of South Dakota, a willful failure to comply with a rule or order of the Commission, or other good cause.

The matter of Utility Analysts, Inc. d/b/a Basic Long Distance (Basic Long Distance) was placed on the Commission agenda for its duly noticed meeting on December 18, 1997. No one from Basic Long Distance responded to the agenda item. The matter of the service of Basic Long Distance in South Dakota was again scheduled for February 3, 1998, before the Commission and it was postponed. A third scheduling for consideration of the service of Basic Long Distance was duly noticed for March 10, 1998, at which time the Commission voted to issue an Order to Show Cause and that a hearing be scheduled.

The Order for and Notice of Show Cause Hearing was issued April 3, 1998. The notice stated that the Commission's consumer representative has received one hundred thirty-nine consumer complaints against Basic Long Distance in late 1997, and to date in 1998, regarding questionable marketing practices and unauthorized switching of long distance carriers of telecommunications customers in South Dakota. The notice required Basic Long Distance to appear on April 16, 1998, at 9 A.M. (CDT) in Room 412, State Capitol Building, Pierre, South Dakota, to show cause why action should not be taken against the company for its marketing practices and unauthorized switching of long distance service of South Dakota telecommunications customers. The show cause hearing was held as scheduled. Additional documents were requested by the Commission and the Commission took the matter under advisement.

At its May 12, 1998, meeting, the Commission considered how to proceed with this matter. The Commission voted unanimously as follows: (1) Basic Long Distance is prohibited from acquiring or contacting any new South Dakota customers; (2) Basic Long Distance shall credit the accounts or reimburse all charges it billed to all South Dakota customers that notify the company or the Commission that they did not knowingly choose Basic Long Distance as their toll provider; (3) the Commission will compose a letter notifying all of Basic Long Distance's South Dakota customers of the outcome of the hearing and verify that they have agreed to be a customer of Basic Long Distance; (4) Basic Long Distance shall reimburse the Commission for the cost of the mailing; (5) Basic Long Distance is prohibited from resuming marketing to new South Dakota customers unless specifically allowed by the Commission; and (6) if Basic Long Distance applies to the Commission to resume marketing to new customers, it will, at a minimum, be required to have any scripts that it uses, including the scripts used by its third party verifier, approved by the Commission.

Based on the evidence and testimony presented to the Commission, the Commission makes the following Findings of Fact and Conclusions of Law:

1 On July 22, 1996, Utility Analysts, Inc. d/b/a Basic Long Distance (Basic Long Distance) filed an application with the Commission for a certificate of authority to provide telecommunications services within the state of South Dakota. Exhibit 1. Basic Long Distance was granted a certificate of authority by order dated September 18, 1996. Id.

2 An Order for and Notice of Show Cause Hearing was issued April 3, 1998. The notice stated that the Commission's consumer representative has received one hundred thirty-nine consumer complaints against Basic Long Distance in late 1997, and to date in 1998, regarding questionable marketing practices and unauthorized switching of long distance carriers of telecommunications customers in South Dakota. The hearing was set for April 16, 1998, and was held as scheduled.

3 The Commission's Director of Consumer Affairs, Leni Healy, began to receive a large number of complaints against Basic Long Distance in November and December of 1997. Tr. at 11. She received 47 complaints in 1997. Exhibit 2. In 1997, Basic Long Distance responded to the complaints by saying that it had done nothing wrong and would not issue any credits. Tr. at 20.

4 From January 1, 1998, until April 15, 1998, 105 complaints were received. Tr. at 37; Exhibit 3. Basic Long Distance has been more responsive to complaints in 1998. Tr. at 20.

5 Basic Long Distance currently has 1,664 customers. Tr. at 67; Exhibit A. The Commission finds that 152 complaints filed in six months against a company with 1,664 current customers is excessive. No company has received close to the number of complaints that Basic Long Distance had with the exception of a company that later voluntarily withdrew from offering service in South Dakota. Tr. at 29-30. Brian Somerville, principal and officer of Basic Long Distance, agreed that, given its current number of customers, his company has too many complaints in South Dakota. Tr. at 36, 113.

6 Even after the original billings had ceased, a number of complainants had to contact the Commission again after they thought the problem had been resolved because new billings were generated. Tr. at 20, 33-34.

7 The complainants were characterized as having been slammed through deceptive marketing practices. Tr. at 38. Slamming is the unauthorized switching of a person's telecommunications carrier. The use of the assumed name "Basic Long Distance" is part of the problem because the telephone bills show an itemized category headed BASIC LONG DISTANCE and many customers believe it is a generic term, not a company name, thus remaining unaware that their long distance company has changed. Tr. at 38-39.

8 The script to be used by Basic Long Distance telemarketers was introduced as Exhibit 9. However, the evidence showed that this script was not always followed. Ms. Healy testified that the Basic Long Distance script was not the same script that the complainants recall. Tr. at 28, 42. Ms. Healy stated that either the complainants did not remember being called or they remembered a call where the telemarketer represented himself or herself as from the local telephone company and asked if the customer wanted a single bill. Tr. at 42.

9 Further confirmation that the script was not being used was provided by Sue Cichos, Business Manager for the Commission. She testified that she received a call where the person represented himself as from U S WEST and asked if she wanted to continue to receive one bill. Tr. at 51. She remembered that the words "basic long distance" were used but believed the person was

13
3
1
1
talking about a service not a company. Tr. at 52. She was charged a \$5.00 switching fee that she refused to pay since she had not agreed to be switched to Basic Long Distance. Tr. at 154. She also submitted her January and February telephone bills which showed that she was being charged a monthly fee of \$2.50 by Basic Long Distance even though she thought that she had been switched back from Basic Long Distance in October of 1997. Tr. at 155, Exhibits 10, 11.

10. The evidence shows that the script as set forth in Exhibit 9 was not always followed and instead customers were led to believe that U S WEST was calling to ask if the customer wanted to continue to receive one bill. The Commission finds that Basic Long Distance telemarketers used deceptive marketing practices when calling on behalf of Basic Long Distance and switched consumers without authorization.

11. The evidence further showed that even if the script is followed, it is misleading. First, the marketing strategy is based on an unverified premise. Brian Somerville stated that the company's selling point was that it offers only one bill. Tr. at 63. He admitted that his company was not competitive on costs since it charges \$.25 per minute for residential customers. Tr. at 124-126. According to the telemarketing script, the potential customer is told that "AT&T, MCI [sic] and Sprint are beginning to separate [sic] from **Lec**". Do you want to pay them separately [sic] or would you like to continue consolidated billing?" Exhibit 9. However, he stated that he did not know whether the companies were actually doing separate billing for residential customers in South Dakota. Tr. at 140. The statement was based on a marketing strategy used in a non-U S WEST state by a local exchange company. Id. No evidence was presented to support the statement that AT&T, MCI, and Sprint were going to do their own billing in South Dakota.

12. Even more significant is the fact that the customer is never asked whether he or she wants to switch to Basic Long Distance. Exhibit 9. Instead, after asking whether the customer wants to continue to receive consolidated billing, (which most customers will naturally say yes to), it is assumed that the customer has agreed to the switch and the representative asks for the person's name, title, and date of birth. Tr. at 141-143. Mr. Somerville referred to this as an "assumptive close." Tr. at 142. Mr. Somerville agreed to work with the Commission on changing the phrasing. Tr. at 148. The Commission finds that the marketing script is misleading and that the customer never affirmatively agrees to change his or her long distance provider.

13. The verification process is also misleading. At the hearing, a taped transcript of an actual verification conversation was provided by Basic Long Distance. Exhibit E. Following the hearing, Basic Long Distance submitted its verification script as requested by the Commission. Late-filed exhibit dated May 11, 1998. The verification script states the following: "At this time we are confirming that you are the authorized person, and we do have your permission to transfer the present billing for local and long distance, to one bill from you [sic] local phone company, with long distance service provided by Basic Long Distance, is that correct?" Id. (emphasis added). Although this may still be misleading due to the company being named Basic Long Distance and the fact that the script suggests that the customer is receiving two bills and will now receive one bill, at least it mentions that a transfer will occur. However, in actual practice, the telemarketer did not use the word "transfer." Instead the statement was as follows: "We have your permission to keep everything in one bill from your local phone company. Long distance provided by Basic Long Distance. Correct?" Exhibit E. By not using the word "transfer" it now appears that the customer is confirming that the status quo will continue. No mention is made of any change, transfer, or switch from the customer's current long distance provider. The Commission finds that the verification process is also misleading and deceptive.

11-12-1998
The verification script states that a customer's service will start in five to ten days. Later-filed exhibit dated May 11, 1998. Mr. Somerville stated that it typically should take two to three weeks to provision service from the time the company receives third party verification from a new customer. Tr. at 108-109. When it was pointed out at the hearing that two customer records showed verification occurred in October with provisioning not until the following February, Mr. Somerville conceded that this was very slow. Tr. at 109.

15. A close review of Basic Long Distance's customer records shows numerous instances of unacceptable lag time between verification and provisioning. Exhibit A. Almost 650 of the company's current customers numbering 1,664 were switched to Basic Long Distance 90 days or more after the records showed the switch was verified. *Id.* Also disturbing is that over 150 of those customers had a lag time of more than 10 months. *Id.* Further, for some reason, the time lags that were around 12 months in length (approximately 122) were not provisioned until the end of February of 1998. *Id.* Thus, although Basic Long Distance stated it stopped marketing the end of January 1998, it then began to provision service to people in February of 1998, who allegedly verified that they wanted to switch to Basic Long Distance in February of 1997, a full year after the alleged verification. The Commission finds these time periods to be unacceptable and without justification.

16. Mr. Somerville stated that Basic Long Distance had stopped marketing to South Dakota residents as of January 31, 1998. Tr. at 113-114. At the hearing, Mr. Somerville agreed that before resuming marketing, he would get permission from the Commission. Tr. at 145. Mr. Somerville further stated that he would credit the customers who complained for all charges billed by Basic Long Distance. Tr. at 146.

17. Due to its misleading and deceptive marketing practices, the Commission prohibits Basic Long Distance from acquiring or contacting any new South Dakota customers. If Basic Long Distance applies to the Commission to resume marketing to new customers, it will, at a minimum, be required to have any scripts that it uses approved by the Commission. This includes all scripts used in its marketing efforts and those scripts used by its third party verifier.

18. Due to its misleading and deceptive marketing practices, Basic Long Distance shall credit the accounts or reimburse all charges it billed to all South Dakota customers that notify the company or the Commission that they did not knowingly choose Basic Long Distance as their toll provider.

19. Further, the Commission shall compose a letter asking all of Basic Long Distance's current customers whether they realize that Basic Long Distance is their toll provider and whether they knowingly chose Basic Long Distance as their toll provider. Basic Long Distance shall reimburse the Commission for the cost of this mailing. The Commission finds that this is necessary to protect the public interest and is necessary, reasonable, and expedient in order to promote the safety, convenience, and accommodation of the public. Based on the evidence presented at the hearing, the Commission finds that it is questionable as to whether the company's customers knowingly chose Basic Long Distance as their toll provider due to the deceptive and misleading marketing practices used by its telemarketers. In addition, the Commission finds that a number of current customers may not yet have realized that they were switched to Basic Long Distance since the company's records show that although many of the customers allegedly authorized the switch in February of 1997, the customers did not begin receiving the service from Basic Long Distance until the end of February of 1998.

1. The Commission has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-1A, 49-13, and 49-31, specifically, 49-13-1, 49-13-3, 49-13-4, 49-13-5, 49-13-13, 49-13-14, 49-31-3, 49-31-7, 49-31-7.1, and ARSD 20 10 01 45.

2. The Commission finds that Basic Long Distance has engaged in deceptive and misleading marketing practices. Further, the Commission finds that even if its current customers knowingly chose Basic Long Distance as their toll provider, Basic Long Distance has failed to timely provision its services to a large number of its current customers.

3. The Commission finds that Basic Long Distance actions are detrimental to the public interest. The Commission hereby orders as follows: (1) Basic Long Distance is prohibited from acquiring or contacting any new South Dakota customers; (2) Basic Long Distance shall credit the accounts or reimburse all charges it billed to all South Dakota customers that notify the company or the Commission that they did not knowingly choose Basic Long Distance as their toll provider; (3) the Commission will compose a letter notifying all of Basic Long Distance's South Dakota customers of the outcome of the hearing and verify that they have agreed to be a customer of Basic Long Distance; (4) Basic Long Distance shall reimburse the Commission for the cost of the mailing; (5) Basic Long Distance is prohibited from resuming marketing to new South Dakota customers unless specifically allowed by the Commission; and (6) if Basic Long Distance applies to the Commission to resume marketing to new customers, it will, at a minimum, be required to have any scripts that it uses, including the scripts used by its third party verifier, approved by the Commission.

4. The Commission finds these actions are necessary to protect the public interest. See SDCL 49-31-7. The Commission finds that these actions are necessary for the improvement of telecommunications service and the convenience of the public. The Commission further finds these actions are necessary, reasonable, and expedient in order to promote the safety, convenience and accommodation of the public.

It is therefore

ORDERED, that the Commission prohibits Basic Long Distance from acquiring or contacting any new South Dakota customers; and it is

FURTHER ORDERED, that Basic Long Distance is prohibited from resuming marketing to new South Dakota customers unless specifically allowed by the Commission. If Basic Long Distance applies to the Commission to resume marketing to new customers, it will, at a minimum, be required to have any scripts that it uses, including the scripts used by its third party verifier, approved by the Commission, and it is

FURTHER ORDERED, that Basic Long Distance shall credit the accounts or reimburse all charges it billed to all South Dakota customers that notify the company or the Commission that they did not knowingly choose Basic Long Distance as their toll provider; and it is

FURTHER ORDERED, that the Commission shall compose a letter asking all of Basic Long Distance's current customers whether they realize that Basic Long Distance is their toll provider and whether they knowingly chose Basic Long Distance as their toll provider. Basic Long Distance shall reimburse the Commission for the cost of this mailing.

NOTICE OF ENTRY OF ORDER

PLEASE TAKE NOTICE that this Order was duly entered on the 11th day of June, 1998. Pursuant to SDCL 1-26-32, this Order will take effect 10 days after the date of receipt or failure to accept delivery of the decision by the parties.

Dated at Pierre, South Dakota, this 11th day of June, 1998.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By

Arthur H. Hales

Date

6/12/98

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner



Public Utilities Commission

State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070



August 25, 1998

Mr. Charles Schroyer
124 S Euclid
Pierre SD 57501

RE: TC98-068
VIA FAX TRANSMISSION

Dear Mr. Schroyer:

As a result of our letter to Basic Long Distance's South Dakota customers, we received 888 responses indicating that they did not request Basic Long Distance services. The following is a listing of those customers.

It was our understanding from Brian Somerville of Basic Long Distance and Pam Reich of QAI that these customers would have their accounts canceled and full refunds would be issued. This action would take place immediately upon our notification from the customer. Lists of customers responding to our letter were submitted to Basic Long Distance and QAI on a daily basis.

To date we have not yet received any information from Basic Long Distance or QAI regarding these accounts. It is our expectation that Basic Long Distance wishes to comply with this Commission's order to credit the accounts or reimburse all charges of these accounts.

Please have your client furnish proof of the reimbursements or credits within 15 days of this letter. In the near future, we will be submitting our itemized billing of our costs incurred in handling this matter.

Sincerely,

Leni Healy
Director of Consumer Affairs

cc: Cameron Hoseck

Capitol Office
Telephone (605)773-3201
FAX (605)773-3809

Transportation
Warehouse Division
Telephone (605)773-5280
FAX (605)773-3225

Consumer Hotline
1-800-332-1782

TTY Through
Relay South Dakota
1-800-877-1113

Internet
bill@puc.state.sd.us

Jim Burg
Chairman
Pam Nelson
Vice-Chairman
Laska Schoenfelder
Commissioner

William Bullard Jr.
Executive Director

Edward R. Anderson
Harlan Best

Martin C. Bettmann
Charlie Bolle
Sue Cichos

Karen E. Cremer
Marlette Fischbach
Shirleen Fugitt
Lewis Hammond

Katie Hartford
Leni Healy
Cameron Hoseck
Dave Jacobson

Bob Knadle
DeLaine Kolbo
Jeffrey P. Lorenson

Terry Noram
Gregory A. Rislov
Tamara Starogshir

Steven M. Wegman
Rosalynne Aults Wiest