## SERVICE DATE SEP 1 9 2000

## BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

	es and Transportation	)	
Commission,	Complainant,	)	Docket No. UT-001090
vs.		)	ORDER INSTITUTING
		)	INVESTIGATION
One Call Communications, Inc.			
d/b/a Opticom		)	
		)	
	Respondent,	)	
		. )	

On July 10, 2000, Commission Staff opened an informal investigation into the rate disclosure and branding practices of One Call Communications, Inc. d/b/a Opticom (Opticom). The investigation was based on Staff finding violations of the branding and rate disclosure rules during routine pay phone inspections where Opticom was the operator services provider.

On July 18, 2000, Staff sent the company a data request asking for a list of pay phone locations in the state of Washington where Opticom provided the operator services. On August 28, 2000, staff randomly selected sixteen Opticom sites from the list submitted to Staff by Opticom, and conducted a number of collect and credit card test calls. In all instances the operator failed to identify the company name to the recipient of a collect call; failed to offer a rate quote to the calling party or the recipient of a collect call; and when asked for a rate quote, failed to consistently give the correct operator services charges as shown in the company's price list on file with the Commission.

RCW 80.04.070 authorizes the commission and staff to inspect the accounts, books, papers, and documents of any public service company.

The Commission deems it necessary to conduct an investigation under this statute in order to carry out the duties imposed on it by law, to investigate the books, accounts, practices, and activities of respondent.

## ORDER

## IT IS THEREFORE ORDERED:

- 1) An investigation is instituted by the Commission on its own motion.
- 2) Respondent may be required to pay the expenses reasonably attributable and allocable to such investigation to the extent the requirement for such payment may be in accordance with the provisions of chapter 80.20 RCW.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

DATED at Olympia, Washington this / 9 day of September, 2000.

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HOWALTER, Chairwoman

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RICHARD HEMSTAD, Commissioner

WILLIAM GÍLLIS, Commissioner