

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION
COMMISSION

WASHINGTON UTILITIES AND)	
TRANSPORTATION COMMISSION)	DOCKET NO. UT-010334
)	
Complainant,)	
)	
vs.)	COMPLAINT
)	
Intellicall Operator Services, Inc.)	
)	
Respondent.)	
.....)	

The Washington Utilities and Transportation Commission (Commission), on its own motion, and through its Staff, alleges as follows:

I. PARTIES

- 1 The Commission is an agency of the state of Washington, authorized by Title 80 RCW to regulate the rates, practices, accounts, and services of telecommunications companies, including operator service providers.
- 2 Intellicall Operator Services, Inc. (Intellicall) is a telecommunications company registered to provide operator services (i.e., collect calls, credit card calls, and calls billed to third parties from call aggregator locations and payphones) in the state of Washington subject to the provisions of Title 80 RCW and chapter 480-120 WAC.

II. JURISDICTION

- 3 The Commission has jurisdiction over this matter pursuant to RCW 80.01.040, RCW 80.04.110, RCW 80.04.380, RCW 80.36.130, RCW 80.36.320, RCW 80.36.522, and RCW 80.36.524.

III. STATEMENT OF FACTS

4 Commission Staff investigated Intellicall's verbal rate disclosure practices by placing
test collect calls on 26 selected payphones on which Intellicall provides operator
services on March 26, 2001.

5 When providing operator services for collect calls, Intellicall failed to prompt the
called party to receive a rate quote within the two key-stroke maximum required by
rule in 26 instances. Additionally, Intellicall failed to prompt the calling party to
receive a rate quote within the two key-stroke maximum required by rule on 2
occasions.

IV. CLAIM FOR RELIEF

6 The Commission, through its Staff, realleges paragraphs 4-5.

7 WAC 480-120-141(2)(b) requires operator service providers to verbally advise the
consumer how to receive a rate quote within a two key-stroke maximum. RCW
80.36.130 requires operator service providers to provide rates as published in the
company's filed price list.

8 Because Intellicall failed to prompt both the called customers of 26 collect calls and
the calling customers of 2 collect calls on how to obtain a rate quote within a two key-
stroke maximum, Intellicall violated WAC 480-120-141(2)(b) with every such call.

9 Therefore, the Commission commences an adjudicative proceeding pursuant to
chapter 34.05 RCW and chapter 480-09 WAC for the following purposes:

(1) To determine whether Intellicall has failed to comply with the
applicable laws, rules, and orders of the Commission as set forth in the
allegations above.

(2) To determine whether the Commission should assess monetary
penalties against Intellicall based on alleged violations of Commission
rules identified by Staff during its investigation of company practices.

(3) To make such other determinations and enter such orders as may be
just and reasonable.

DATED at Olympia, Washington, and effective this th day of October 2001.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

MARILYN SHOWALTER, Chairwoman

RICHARD HEMSTAD, Commissioner

PATRICK J. OSHIE, Commissioner