

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission, ) Application No. C-3567/  
on its own motion, seeking to ) PI-113  
investigate consumer-billing )  
issues in the telecommunications ) ORDER OPENING DOCKET AND  
industry in Nebraska. ) SEEKING COMMENT  
)  
) Entered: March 14, 2006

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission) initiates this docket to investigate consumer-billing issues in the telecommunications industry in Nebraska.

As part of its regulatory authority, the Commission receives complaints and inquiries from consumers regarding their telecommunications service and providers. The Commission has established specific complaint handling procedures in Neb. Admin. Code, Title 291 Ch. 5, Rule 2.20. The complaints made to the Commission by customers frequently involve billing issues.

From July 2002 to June 2003, the Commission received 1810 complaints/inquiries of which 49% related to billing issues. That percentage has ranged from 61% to 56% during the previous two years. From July 2005 to date approximately 46% of the complaints and inquiries received relate to billing issues.

In order to ensure that consumer billing issues are being adequately addressed, the Commission seeks comment from all local exchange carriers and interexchange carriers and any other interested parties on the following issues.

1. What resources are provided to consumers for communicating to the carrier about billing issues, i.e. do you provide a toll-free telephone number, a local business office, on-line assistance, etc.? Please indicate the hours that such resources are available to consumers.
2. If you provide billing information/assistance to consumers, what is the average wait time for consumers to reach a customer service representative, i.e. time on hold on the telephone, time waiting in a line at a business office, or response time for online complaints or inquiries?
3. What is the nature and volume of the billing complaints/inquiries your company has received per month during the most recent twelve months?
4. What procedures have you established for the handling and resolution of billing complaints/inquiries?

5. Do you follow-up with consumers to ensure that billing issues have been resolved and that the customer service and company response received were satisfactory? If so, how?

All carriers and other interested parties should file comments regarding the issues listed herein on or before **May 1, 2006**. Parties should file one original, five paper copies and one electronic copy with the Commission in Microsoft Word format. Electronic copies should be sent to [angela.melton@psc.ne.gov](mailto:angela.melton@psc.ne.gov).

The Commission may schedule a workshop or hearing at a later date to further explore the issues outlined herein and any comments received.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the present docket is opened to investigate consumer-billing issues in the telecommunications industry in Nebraska.

IT IS FURTHER ORDERED that all carriers and other interested parties shall file comments regarding the issues listed herein on or before **May 1, 2006**. Parties shall file one original, five paper copies and one electronic copy with the Commission in Microsoft Word format. Electronic copies shall be sent to [angela.melton@psc.ne.gov](mailto:angela.melton@psc.ne.gov).

MADE AND ENTERED in Lincoln, Nebraska on this 14th day of March, 2006.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director