

Montana Public Service Commission  
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CONSUMER ALERT: IMPROPER PHONE BILLING

Several Montanans have contacted the state Public Service Commission recently to report

fraudulent telephone billing by a company called Phone Calls, Inc.

Each complainant was billed \$6.06 by Phone Calls, Inc., for one long-distance call that

was not made. In each case, the call was billed as a direct-dialed call, which was impossible

because none of the complainants was subscribed to Phone Calls, Inc., for their long-distance

service. The complainants so far have all been customers of US West Communications and these

Phone Calls, Inc., bills were included in their October US West billing statements. Some of the

complainants who contacted the PSC had also discovered from their October phone bills that their

long-distance carrier had been switched without their authorization to a company called Long

Distance Services.

As a reseller of long-distance service, Phone Calls, Inc., is exempt from PSC jurisdiction

by state law. PSC attempts to contact the company to resolve this situation have failed.

However, the PSC is trying to determine how many Montanans may have been improperly billed

by Phone Calls, Inc., and to find a way to obtain refunds of any amounts Montana residents may

have paid unwittingly to this company.

The PSC encourages Montanans to check their phone bills carefully for improper billing

by Phone Calls, Inc.

"If you've been billed by this company for a call you didn't make, you should call your

local phone company to report the charge and to dispute payment of it," according to PSC Chair

Nancy McCaffree. "You may also send a copy of the Phone Calls, Inc., bill to the PSC and we'll

forward it to the Phone Calls, Inc., and to the Federal Communications Commission."

The PSC's address is: PO Box 202601, Helena MT 59620-2601. ###