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BILLINGS RESIDENTS TO RECEIVE CREDITS
FOR UNAUTHORIZED PHONE CHARGES

The state Public Service Commission was informed by letter today from the billing agent for Telecom Management, Inc., that it will issue credits to all Billings residents who were billed unauthorized charges on their telephone bills for a Telecom Management service called "Paging 5."

More than 200 Billings residents complained to the PSC in the last few months that they had been billed \$5 by International Telemedia Associates, the billing agent for Telecom Management, for a paging service they had neither ordered nor received. The charges were included in their U S West Communications monthly phone bills.

When notified by the PSC in September of the complaints it was receiving that these charges were unauthorized, U S West and ITA promptly agreed to issue full credit for the charges to all customers who disputed them. Now ITA will issue credits to every customer who was billed these charges, even if they did not dispute them.

According to ITA, the credits should appear on all affected customers' U S West phone bills by February.

"ITA's action of issuing a blanket credit to all affected customers in Billings provides a satisfactory resolution to these complaints," PSC Commissioner Nancy McCaffree (D-Forsyth) said. "Our thanks go to Tina Shorten of the PSC consumer complaint bureau for working through and tracking the more than 200 complaints to our office."

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