

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter of the complaint of)	
SAURBIER, SIEGAN & SANFIELD, P.C. against)	Case No. U-11940
MCI WORLDCOM and AT&T COMMUNICATIONS)	
OF MICHIGAN, INC.)	
_____)	

In the matter, on the Commission's own motion,)	
of an investigation into the procedures of)	
MCI WORLDCOM and AT&T COMMUNICA-)	Case No. U-11981
TIONS OF MICHIGAN, INC., for transferring)	
customers to another provider.)	
_____)	

At the May 11, 1999 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. John G. Strand, Chairman
Hon. David A. Svanda, Commissioner
Hon. Robert B. Nelson, Commissioner

ORDER

On May 7, 1999, Renée Siegan, on behalf of Saurbier, Siegan & Sanfield, P.C., filed a complaint against MCI WORLDCOM (MCI) and AT&T Communications of Michigan, Inc., (AT&T). The complaint grows out of her efforts to transfer both local and long distance services from MCI to AT&T. The complaint has been determined to be prima facie, and will be handled according to the usual procedures.

Regardless of the outcome of that proceeding, the complaint raises potentially significant issues for the development of competition in Michigan. Full competition requires that customers be able to change service providers without undue delay or inconvenience. For that reason, the Commission has decided to commence an investigation into the reasons that MCI and AT&T have been unable to complete the transfer of service as requested by the customer. The Commission is interested in knowing the reason or reasons for the delay, the planned remedies for the problem or problems, and whether this is a unique or common problem. The companies are invited to offer additional insights as well. As the investigation proceeds, the Commission and the Commission Staff may raise additional issues and add other respondents.

The Commission FINDS that:

- a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 et seq.; MSA 22.1469(101) et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; MSA 3.560(101) et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1992 AACRS, R 460.17101 et seq.
- b. An investigation should commence into the procedures by which MCI and AT&T transfer customers from one provider to another.

THEREFORE, IT IS ORDERED that, within 21 days, MCI WORLDCOM and AT&T Communications of Michigan, Inc., shall file detailed responses addressing the issues discussed above.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ John G. Strand
Chairman

(S E A L)

/s/ David A. Svanda
Commissioner

/s/ Robert B. Nelson
Commissioner, abstaining.

By its action of May 11, 1999.

/s/ Dorothy Wideman
Its Executive Secretary

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

Chairman

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Commissioner, abstaining.

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Suggested Minute:

“Adopt and issue order dated May 11, 1999 commencing an investigation into the procedures by which MCI WORLDCOM and AT&T Communications of Michigan, Inc., transfer customers from one provider to another, as set forth in the order.”