

February 14, 2002

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**PSC ALERTS CONSUMERS TO QUESTIONABLE TELEPHONE BILLING
BY DIRECTORY SERVICE, INC.**

Numerous Montanans have contacted the state Public Service Commission recently to report their Qwest telephone bills included a \$2.12 charge for a call to directory assistance that they claim was never made. The disputed charges were billed by Integretel on behalf of a company called Directory Service, Inc.

All the complainants claim they did not place the directory assistance calls for which they were billed. The directory assistance line item on the complainants' bills indicates the directory assistance number dialed was 555-1212 preceded by the out-of-state area code of Idaho, North Dakota or Wyoming.

The PSC has contacted Directory Service, Inc. to investigate the disputed billing. The PSC encourages Montana consumers to check their phone bills for this charge and, if they dispute it, to call the billing company at the number provided on the bill, or mail a copy of their Integretel/Directory Service bill and a note stating their reasons for disputing the charges to the PSC at PO Box 202601, Helena MT 59620-2601. Consumers may also call the PSC at

1-800-646-6150.

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