



Montana Public Service Commission  
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**PSC ALERTS BUSINESSES TO QUESTIONABLE BILLS  
FROM 00 OPERATOR SERVICES**

The Montana Public Service Commission has received several complaints recently about questionable telephone bills that have been sent to Montana small businesses.

Callers to the PSC report having received bills for \$28.84 from a company called 00 Operator Services of Sarasota, Florida. The bills claim to be final notices for collect phone calls placed in October from a number in New Mexico. The notice threatens that late fees, penalties and collection charges will be levied if the consumer does not pay by May 31.

The bills appear to be going to small business owners in Montana and other states as well. None of the bill recipients who have filed complaints with the Montana PSC recalls accepting a collect call from American Directory Services in New Mexico or getting a previous bill from 00 Operator Services.

According to PSC Chairman Bob Rowe, “Cramming refers to companies adding charges to your phone bill for services the customer didn’t agree to buy. Often the charges are for a company the customer has never heard of. Cramming is the latest abuse inflicted on telephone customers and is probably now a bigger problem than slamming. The Montana PSC is very tough on these abuses and has some good new tools from the Legislature. For scams like this, though, there is no substitute for checking your bill very carefully to make sure you understand the charges.”

Consumers who have received one of these bills should call Vicki Duncan, Montana PSC, at 1-800-646-6150.

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