



FILED

09-20-11
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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Investigation on the Commission's own motion into the operations, practices, and conduct of Telseven, LLC, Calling 10 LLC dba California Calling 10, (U7015C), and Patrick Hines, an individual, to determine whether Telseven, Calling 10, and Patrick Hines have violated the laws, rules and regulations of this State in the provision of directory assistance services to California consumers.

Investigation 10-12-010
(Filed December 16, 2010)

**ADMINISTRATIVE LAW JUDGE'S RULING
GRANTING MOTION FOR ACCOUNTING**

On December 16, 2010, the Commission instituted this Investigation into the practices of Telseven, LLC,¹ its affiliate Calling 10, LLC,² and their owner Patrick Hines, an individual, due to the large number of customer complaints that respondents were placing unauthorized charges on the customers' telephone bills.

¹ As described in the Order Instituting Investigation, Telseven at times has done business as Calling 10, Calling 101515800 and perhaps other fictitious business names.

² Calling 10 at times has done business as California Calling 10, Calling 101515800, and perhaps other fictitious names. *Id.*

The Commission also ordered respondents' billing agents ILD Telecommunications, Inc. and ILD Corp. (ILD), ACI Billing Services, Inc. (ACI), and BSG Clearing Solutions North America, LLC (BSG) and billing telephone companies Pacific Bell Telephone Company d/b/a AT&T California (AT&T California) and Verizon California Inc. (Verizon) to produce documents which reflect a full accounting of their respective transactions with respondents. The Commission also named the billing agents and billing telephone companies as interested parties to this proceeding.

On August 19, 2011, the Consumer Protection & Safety Division moved for a ruling and order directing the billing agents and billing telephone companies - ILD, ACI, BSG, AT&T California and Verizon - to report to the Commission the amount of any funds they are holding for respondents and to retain such funds pending the resolution of this matter. The Division contended that such funds may be necessary for reparations to customers, should the Commission determine that the respondents violated California law or Commission regulations.

On September 8, 2011, the respondents opposed the motion and argued that the Commission does not have authority to "freeze" the respondents' assets.³ Respondents did not oppose the request for an accounting from the billing agents and billing telephone companies.

The motion of Consumer Protection and Safety Division is granted, in part. No later than 10 days after the date of this ruling, billing agents ILD, ACI, and

³ On September 16, 2011, respondents requested permission to late-file their opposition. This request is granted.

BSG and billing telephone companies AT&T California and Verizon shall provide an accounting of all funds collected on behalf of respondents and being held by the billing agent or billing telephone company. The date, if any, for planned release of those funds should also be indicated.

The Commission may take such further action on the motion as it deems necessary to protect the public interest.

IT IS SO RULED.

Dated September 20, 2011, at San Francisco, California.

/s/ MARIBETH A. BUSHEY
Maribeth A. Bushey
Administrative Law Judge