

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

LeRoy Koppendrayer
Marshall Johnson
Ken Nickolai
Phyllis A. Reha

Chair
Commissioner
Commissioner
Commissioner

In the Matter of the Complaint of the
Minnesota Department of Commerce Against
Global Crest Communications, Inc. and
Request for Order to Show Cause

ISSUE DATE: June 29, 2004

DOCKET NO. P-6052/C-04-539

ORDER TO SHOW CAUSE

PROCEDURAL HISTORY

On October 16, 2001, the Commission granted Global Crest Communications, Inc. (GC or the Company) a certificate of authority to provide interexchange services in the state of Minnesota.

On January 14, 2004, a GC customer filed a complaint against GC with the Commission's Consumer Affairs Office (CAO).

On January 21, 2004, the CAO faxed GC the complaint, notifying the Company that Minnesota Rules require telephone utilities to respond to Commission complaints within five business days. GC did not respond.

On March 19, 2004, after further attempts failed to generate a response, CAO sent GC a letter citing Minn. Rules, Part 7810.1100 as requiring telephone utilities to respond to Commission complaints within five business days and requesting a response by March 30, 2004.

On April 1, 2004, after receiving no response from GC, the CAO forwarded the complaint to the Minnesota Department of Commerce (the Department) for enforcement.

On April 8, 2004, the Department sent GC a letter requesting a response and advising the Company that if it failed to respond, the Department would take action against the Company, including but not limited to, requesting that the Company's certificate of authority be revoked. GC did not respond to the letter.

On May 21, 2004, the Department filed a complaint with the Commission, requesting that the Commission issue a Show Cause Order against GC, directing the Company to provide a written explanation within 30 days explaining why its Certificate of Authority should not be revoked. On May 26, 2004, the Commission issued a notice to interested parties which indicated that comments must be filed by June 10, 2004. No comments were filed by parties in response to the notice soliciting comments.

The Commission met on June 24, 2004 to consider this matter.

FINDINGS AND CONCLUSIONS

Non-compliance with basic regulatory requirements is grounds for revocation of a certificate of authority. One of those basic responsibilities is to respond to customer complaints and report the status or disposition of the complaint to the Commission . Minn. Rules, part 7810.11, subp. 3 states:

Notification to Public Utilities Commission of complaint.

When the Public Utilities Commission forwards a customer complaint to the utility, the utility shall notify the commission within five business days regarding the status or disposition of the complaint.

It appears that GC has failed to comply with that requirement and has been unable or unwilling to establish any communication with relevant regulatory representative regarding this matter.

Accordingly, the Commission will issue the Company a Show Cause Order requiring it to explain why the Commission should not revoke its certificate of authority to provide interexchange services in Minnesota.

ORDER

1. Global Crest Communications, Inc. (GC or the Company) is hereby issued this ORDER TO SHOW CAUSE.
2. Within 30 days of the issue date of this Order, the Company shall file a written response with the Commission explaining why the Commission should not revoke the Company's certificate of authority to provide interexchange services in Minnesota.
3. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Burl W. Haar
Executive Secretary

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