

Board staff identified the matter as C-06-116 and, on May 4, 2006, forwarded the complaint to ISC for response. ISC did not respond to the complaint. On June 6, 2006, Board staff issued a proposed resolution finding ISC in violation of the Board's rules because it failed to respond to the complaint. Staff noted it asked Qwest Corporation, Mr. Nissen's local service provider, to recourse the disputed charges back to ISC. Staff directed ISC to fully credit and close the account.

In its June 9, 2006, petition, Consumer Advocate argues the proposed resolution should be expanded to clarify that companies cannot escape civil penalties by ignoring allegations of violation. Consumer Advocate asserts a civil penalty is necessary to deter future violations and because a credit alone will not stop the unlawful practice of cramming. ISC has not responded to Consumer Advocate's petition.

The Board has reviewed the record to date and finds there are reasonable grounds to warrant further investigation of this matter. The Board will grant Consumer Advocate's petition for proceeding to consider a civil penalty but will delay establishing a procedural schedule to allow ISC an opportunity to respond to Consumer Advocate's petition.

IT IS THEREFORE ORDERED:

1. The "Petition for Proceeding to Consider Civil Penalty" filed by the Consumer Advocate Division of the Department of Justice on June 9, 2006, is

granted. File C-06-116 is docketed for formal proceeding, identified as Docket No. FCU-06-44.

2. International Satellite Communications is directed to file a response to Consumer Advocate's petition within 30 days of the date of this order.

UTILITIES BOARD

/s/ John R. Norris

/s/ Diane Munns

ATTEST:

/s/ Judi K. Cooper _____
Executive Secretary

Dated at Des Moines, Iowa, this 18th day of July, 2006.