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SENATOR BROMM: Now, how do we...how do we deal with a situation where someone says...picks up their bill at the end of the month, says, hey, I didn't make this change. And the company says, well you initiated it, so we changed you, and so the slamming doesn't apply. Are we going to have any record of...of...is the company going to be required to keep a record of when the subscriber initiates the change? Or what can we do to avoid that controversy?

SENATOR LANDIS: Let me just tell you what I think will happen in the real world. In the real world, this is what's going to happen, there will be no slamming issues until a wronged telephone customer makes a complaint. They're going to go to the Public Service Commission. They're going to say, I was slammed, I want to exercise my rights, I want to be made whole, I want the profit taken out of this. The Public Service Commission is going to have to have a hearing. The burden is going to be on the subscriber to tell their story. They'll tell their story. Then it's going to be the phone company's chance to tell their story.

PRESIDENT MAURSTAD: One minute.

SENATOR LANDIS: And, if the phone company stands up and says, gosh, they called us and we did this, and we have no record of it, well what would you do if you were sitting on the Public Service Commission? You'd come down on the subscriber's side, of course, which is why businesses, if they want to make use of this, will create a business record to show the commission. And, if they can't, I expect the commission to rule for the subscriber. But is there a formal obligation to create a record? The answer is no. In the absence of a business record, however, I think the Public Service Commission will have every reason to, and I would fully expect that they would side for the consumer. I don't know a business who stands up and says, they called us, we did this, we have no record of it, but I want to...trust me, here's our receptionist, they took the phone call. Not good enough; there will be a record.

SENATOR BROMM: Thank you, Sen...