

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROBYN KEMPER	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 98-628
	)	
STATE COMMUNICATIONS INCORPORATED	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

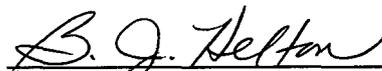
State Communications Incorporated ("State Communications") is hereby notified that it has been named as defendant in a formal complaint filed on December 2, 1998, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, State Communications is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 15th day of December, 1998.

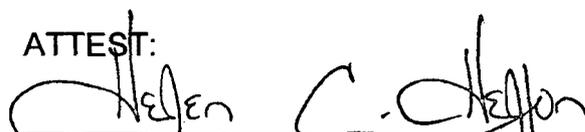
PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director

COMMONWEALTH OF KENTUCKY

98 - 03244 <sup>BJ</sup>

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Robyn Kemper )  
(Your Full Name) )

COMPLAINANT )

v. )

State Communications )  
(Name of Utility) )

DEFENDANT )

CASE  
98-028

RECEIVED  
DEC - 2 1998  
PUBLIC SERVICE  
COMMISSION

C O M P L A I N T

The complaint of Robyn Kemper respectfully shows:  
(Your Full Name)

(a) Robyn Kemper  
(Your Full Name)

119 Schenkelwood, Frankfort, Ky 40601  
(Your Address)

(b) State Communications  
(Name of Utility)

PO Box 105551, Atlanta, GA 30348-5551  
(Address of Utility)

(c) That: Someone by the name of Cliff, Ext. 225, called  
(Describe here, using additional sheets if necessary, the

me on the telephone offering a discount on my local  
specific act, fully and clearly, of facts that are the reason and basis

telephone services. I told him I was not interested in  
for the complaint.)

changing carriers, I was satisfied with my present  
carrier, Bell South. He said that he was part of  
Bell South and I wouldn't be changing carriers just  
receiving a discount on my bill. I specifically asked  
him if I would be receiving the same format on my bill  
and he said yes but there would also be a discount shown.

I did answer some questions he asked using my telephone key pad.

Two to three weeks later I received a bill in the mail from State Communications that was about \$10 higher than my normal bill from Bell South. The same day I received the bill I called 1-800-210-9524, a telephone number Cliff had given me in case of questions, and I asked for Cliff, agent 225, and they said that there was no one by that name. I told the person on the phone my problem and she said there was nothing she could do to help me. I called Bell South and asked to be switched back to them and back to my normal plan. My next step was calling Mike Nantz at the Public Service Commission. I spoke with him on August 4, 1998, and he said he would look into the situation and do what he could. I did not hear back from him so I assumed the problem was resolved. On October 20, I received another bill from State Communications that had accrued \$64 in late charges. I then faxed Mike Nantz again with this information in hopes that it would be resolved. ~~On~~ Again I received a bill with an additional \$7 late charge. Again I spoke with Mike Nantz who said I could file a formal complaint!

\*

Formal Complaint

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Robyn Kemper

(Your Name)

v. State Communications

(Utility's Name)

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Wherefore, complainant asks charges be dismissed  
(Specifically state the relief desired.)

due to fraudulent change of service.

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Dated at Frankfort, Kentucky, this 30 day of

(Your City)

11, 19 98.  
(Month)



You have made the smart choice!

Bill Date  
July 15, 1998

send complaint  
to:

P.O. 3427  
Greenville SC  
29602-9641

LADIMON  
AG'S OFFICE

MIKE  
Nantz

Public Comm.  
Sen  
800-772-4636

Bureau in  
Greenville  
864-242-5052

Tiffany  
\* 235

Norris Kemper  
119 Schenkelwood Dr  
Frankfort, KY 40601

State Communications would like to welcome you to our family of customers. Here at State Communications, we value every customer relationship. We appreciate the fact that you chose us as your full-service telecommunications provider, and we look forward to the opportunity to prove that you have made a smart choice.

\* Person calling  
said his name  
was Cliff, ext. 225

For questions regarding your bill please call: (800) 800-9681

Brenda Sharp  
Consumer  
Customer  
Tennessee  
1-557-6500

Current Bill Total:	\$ 43.64
Previous Balance:	\$ 0.00
<b>Total Amount Due:</b>	<b>\$ 43.64</b>

Please detach along the perforation and include this portion with your payment



Account Number: [REDACTED]  
 Phone Number: [REDACTED]  
 Amount Due: \$ 43.64  
 Please Pay Upon Receipt

Norris Kemper  
119 Schenkelwood Dr  
Frankfort, KY 40601

Please make check payable to:  
State Communications  
PO Box 105551  
Atlanta, GA 30348-5551



You have made the smart choice !

Bill Date  
July 15, 1998

Account Number:  
Phone Number:



Account Number:



**Subtotals**

Local

Total Local Prorated Mon. Chg.	9.04
Total Local Mon. Chg.	22.62
Total Local Usage Charges	0.00
<b>Subtotal: \$</b>	<b>31.66</b>

Long Distance

Total LD Prorated Mon. Chg.	1.98
Total LD Usage Charges	0.00
Total Long Distance Mon. Chg.	4.96
<b>Subtotal: \$</b>	<b>6.94</b>

Taxes

Total Taxes	5.04
<b>Subtotal: \$</b>	<b>5.04</b>

**Current Bill Amount** **\$ 43.64**

**Itemized Charges**

Local

KENTUCKY TELECOMMUNICATION from 07/01 to 07/31	0.08
CALL WAITING from 07/01 to 07/31	3.18
INSIDE WIRE MAINTENANCE from 07/01 to 07/31	2.85
FLAT RATE RESIDENTIAL from 06/19 to 06/30	5.20
FCC CHARGE FOR NETWORK SERVICES from 06/19 to 06/30	1.40
KENTUCKY TELECOMMUNICATION from 06/19 to 06/30	0.03
CALL WAITING from 06/19 to 06/30	1.27
INSIDE WIRE MAINTENANCE from 06/19 to 06/30	1.14
FLAT RATE RESIDENTIAL from 07/01 to 07/31	13.01

**State Communications thanks you, our valued customer.**  
For questions call (800) 800-9681



You have made the smart choice !

Bill Date  
July 15, 1998

Account Number:  
Phone Number:



Account Number:



Itemized Charges

Local

FCC CHARGE FOR NETWORK SERVICES from 07/01 to 07/31

3.50

Subtotal: \$ 31.66

Long Distance

LONG DISTANCE WITH MONTHLY CHARGE from 07/01 to 07/31

4.96

LONG DISTANCE WITH MONTHLY CHARGE from 06/19 to 06/30

1.98

Subtotal: \$ 6.94

Taxes

Local Taxes

1.01

State Taxes

2.02

Universal Connection Charge

0.00

E911 taxes

1.00

Federal Taxes

1.01

Subtotal: \$ 5.04

In 1997 the FCC established a new Universal Service Fund designed to provide schools and libraries with telephone service and advanced services like the Internet. State Communications must contribute to the fund and will assess a "Universal Connection Charge" of 5% on all interstate and international calls.

State Communications thanks you, our valued customer.

For questions call (800) 800-9681



*Received in  
mail 10-20-98*

  
Norris Kemper  
119 Schenkelwood Dr  
Frankfort, KY 40601

**Just a reminder...**

**Your account is past due!**

**Please send us \$ 107.64 by Friday October 30th.**

**If you have already sent your payment, we thank you for doing so.**

**Your Cooperation is greatly appreciated.**

*107.64  
43.64  
-----  
64.00*

■  
Post Office Box 3427  
Greenville, South Carolina 29602

1.800.800.9681  
Customer Care

You have made the smart choice !

Bill Date  
October 15, 1998

State Communications offers voice mail - great for when you're on the line, or away from home and need to check messages. Call 1-800-800-9681 for more information.

Norris Kemper  
119 SCHENKELWOOD DR  
FRANKFORT, KY 40601

For all customer inquiries, please contact us at (800) 800-9681

Balance Forward:	\$	107.64
Current Bill Charges:	\$	6.50
Total Amount Due:	\$	114.14

Please detach along the perforation and include this portion with your payment



Norris Kemper  
119 SCHENKELWOOD DR  
FRANKFORT, KY 40601

Account Number:	[REDACTED]
Phone Number:	[REDACTED]
Amount Due:	\$ 114.14
Please Pay By:	November 25, 1998

**Please make check payable to:**

State Communications  
PO Box 105551  
Atlanta, GA 30348-5551

You have made the smart choice !

Bill Date  
October 15, 1998

Account Number:  
Phone Number:



**Payments & Adjustments**

Previous Bill Amount

107.64

Balance Forward: \$

107.64

**Current Bill Subtotals**

**Long Distance**

Total Long Distance Mon. Chg.

5.49

Subtotal: \$

5.49

**Taxes**

Total Taxes

1.01

Subtotal: \$

1.01

**Current Bill Charges**

**\$ 6.50**

**State Communications thanks you, our valued customer.**

For all customer inquiries, please contact us at (800) 800-9681

You have made the smart choice !

Bill Date  
October 15, 1998

Account Number:  
Phone Number:



**Non-Usage Charges**

**Long Distance**

Long Distance With Monthly Fee from 10/01 to 10/31	4.96
Presubscribed Interexchange Carrier Charge from 10/01 to 10/31	0.53
<b>Subtotal: \$</b>	<b>5.49</b>

**Taxes**

E911 taxes	0.41
Federal Taxes	0.15
State Taxes	0.30
Local Taxes	0.15
<b>Subtotal: \$</b>	<b>1.01</b>

*In 1997 the FCC established a new Universal Service Fund designed to provide schools and libraries with telephone service and advanced services like the Internet. All providers, including State Communications, must contribute to the fund. Due to this FCC regulation, State Communications will assess a "Universal Connection Charge" of 5% on all interstate and international calls.*

*Late Payment Reminder: There will be a Finance Charge of 1.5% per month for any past due balance.*

**State Communications thanks you, our valued customer.**

For all customer inquiries, please contact us at (800) 800-9681