

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

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In the Matter of:

THE COMPLAINT OF MRS. EVA COX        )  
AND MR. PHILLIP LEWIS AGAINST        )  
SOUTH CENTRAL BELL TELEPHONE        ) CASE NO. 9298  
COMPANY                                )

O R D E R

On July 19, 1984, the Commission received a letter from Mrs. Eva Cox, Dawson Springs, Kentucky, concerning her efforts to obtain telephone service from South Central Bell's ("SCB's") Dawson Springs exchange instead of its Crofton exchange. Mrs. Cox states that three of her neighbors are served from the Dawson Springs exchange and that she is being denied that service by SCB without explanation.

In a letter dated September 18, 1984, SCB responded to the Commission concerning Mrs. Cox's complaint, saying that it is economically more feasible to serve Scotty Parsons, Freeman Parker and Joanna Morgan, Mrs. Cox's neighbors, cross-boundary out of the Dawson Springs exchange than to provide them with service from the Crofton exchange.

An investigation of Mrs. Cox's complaint revealed that service to Scotty Parsons was established August 16, 1978, prior to the Commission's Order in Administrative Case No 218, Telephone

Utilities Exchange Boundaries, dated February 21, 1980, and Mr. Parson's service is, therefore, "grandfathered." However, service for Joanna Morgan and Freeman Parker was established by SCB on March 3, 1983, and January 12, 1984, respectively, and is in violation of the Order in Administrative Case No. 218 which required all telephone utilities to observe the integrity of established exchange boundaries except in those instances where, upon application, a deviation is granted by the Commission for good cause. SCB's September 18, 1984, letter stated that it would file the necessary maps and information to change the boundary between the Dawson Springs and Crofton exchanges to include Mr. Parker, Mr. Parsons and Ms. Morgan in the Dawson Springs exchange. A review of the Commission records indicates that SCB has not applied for a deviation nor has it applied for the boundary change as stated in its letter of September 18, 1984.

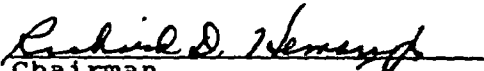
On February 11, 1985, Mr. Phillip Lewis (Mrs. Cox's son) requested that a hearing be scheduled to consider the complaint.


The Commission, having considered the matter and being advised, HEREBY ORDERS that this matter be and it hereby is set for hearing on April 16, 1985, at 1:30 p.m., Eastern Standard Time, in the Commission's offices at Frankfort, Kentucky.

IT IS FURTHER ORDERED that SCB shall appear at the hearing and present testimony relative to this matter.

Done at Frankfort, Kentucky, this 29th day of March, 1985.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

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Secretary