

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEAN LUNSFORD)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 93-461
)	
GTE SOUTH INCORPORATED)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

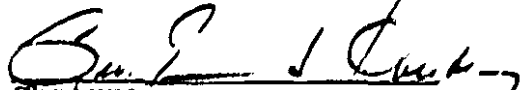
GTE South Incorporated ("GTE South") is hereby notified that it has been named as defendant in a formal complaint filed on December 9, 1993, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, GTE South 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 6th day of January, 1994.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

Dotson

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DEC 09 1993

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Jean Lunsford
(Your Full Name) **COMPLAINANT**

VS.

GTE South Ky.
(Name of Utility) **DEFENDANT**

93-461

COMPLAINT

The complaint of Jean Lunsford respectfully shows
(Your Full Name)

(a) Jean Lunsford
(Your Full Name)

H.C 78 Box 1013 Harlan Ky 40931
(Your Address)

(b) GTE South Ky.
(Name of Utility)

719 North Mainst London Ky 40741
(Address of Utility)

(c) That: Cut phone off without mailing a disconnec.
(Describe here, attaching additional sheets if

Notice - and charging a New deposit Rate
necessary, the specific act, fully and clearly, or facts

Which is more Now. Than The original Deposit
that are the reason and basis for the complaint.)

Also Charged an Extra fee for our Same

Formal Complaint

Jean Lunsford, vs GTE South Ky.
(Your Name) (Utility Name)

Page 2

Phone No That We Always have had,
Also An Additional Reconnect
Fee -

Some Original Phone No fee - ?

Reconnect Fee - ?

New deposit Fee - ?

Wherefore, complainant asks New Deposit, and Number
Reconnect Cost (Specifically state the

Cost - Be Refunded, We Were
(relief desired.)

NOT CUT off For Ten days. only

one Day From Nov 22 - To Dec 2 - 93

I Paid \$400⁰⁰ ON NOV-23-93 and A Balance
\$257.11 - ALL Back Pay Plus New Deposit,

Dated at Harlan, Kentucky, this 3 day
(Your City)

of December, 1993.
(Month)

Jean Lunsford,
(Your Signature)

None
(Name and address of attorney, if any)

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PUBLIC SERVICE
COMMISSION

Public Service Commission,
of Kentucky,
730 Schenck Lane,
P.O. Box 615,
Frankfort, Ky. 40602.

Jean Lunsford
H.C. 78 Box 1013
Harlan, Ky 40831

Dec, 7 1993

Dear Sir:

The GTE of Kentucky Telephone Co has said that we were disconnected for non payment of past due bill on November 9, 1993.

The enclosed itemized long distance call sheet indicates that our last phone call was made on Sunday November 21, 1993 and our phone was disconnected on Nov. 22, 93. I paid \$400.00 on Nov 23-93 and Nov 25-93 I paid \$257.44

However the issue is that we were disconnected on Nov. 9, 93 and ten days elapsed causing us to have to pay extra fees for a new deposit. We never received a disconnect notice, phone was disconnected for a period of eight (8) days. Thank you
Jean Lunsford.

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DEC 09 1993

PUBLIC SERVICE COMMISSION

OTE KENTUCKY
DEC 01 1993
JEAN LUNSFORD

406-837-3075

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ATTENTION

DATE	CALLS TO	TELEPHONE #	MIN	CPT	FROM	TIME	
NOV06	BENHAMLNKY	606-848-8417	4	431		438PM	.30
NOV06	HARLAN KY	606-873-7439	1	431		850PM	.07
NOV06	HARLAN KY	606-873-7439	1	431		853PM	.07
NOV06	HARLAN KY	606-873-7439	1	431		861PM	.07
NOV06	BURNSIDEKY	606-841-6632	1	431		604PM	.08
NOV06	LEXINGTON KY	606-273-1329	1	431		628PM	.41
NOV06	HARLAN KY	606-873-7439	1	431		1025PM	.07
NOV06	HARLAN KY	606-873-6324	1	431		850PM	.12
NOV07	HARLAN KY	606-873-9894	1	431		824AM	.18
NOV07	HARLAN KY	606-873-7439	1	431		1201PM	.07
NOV07	HARLAN KY	606-873-7439	1	431		1209PM	.07
NOV07	HARLAN KY	606-873-7439	1	431		1229PM	.07
NOV07	HARLAN KY	606-873-7439	1	431		1253PM	.43
NOV07	HALLINSCRY	606-664-2162	1	431		106PM	.15
NOV07	PAINTSVLKY	606-789-6021	2	431		107PM	1.92
NOV07	HALLINSCRY	606-664-2162	1	431		217PM	.07
NOV07	HARLAN KY	606-873-2241	1	431		226PM	.12
NOV07	HALLINSCRY	606-664-2917	1	431		226PM	.07
NOV07	HARLAN KY	606-873-9894	1	431		229PM	.07
NOV07	BENHAMLNKY	606-848-8417	1	431		401PM	.22
NOV07	HARLAN KY	606-873-2241	1	421		617PM	.11
NOV07	HARLAN KY	606-873-7439	1	431		1126PM	.12
NOV08	BENHAMLNKY	606-848-8417	1	411		1225PM	.16
NOV08	HAZARD KY	606-436-3486	4	411		1230PM	.79
NOV08	HARLAN KY	606-873-2348	2	411		150PM	.31
NOV08	CORBIN KY	606-828-8077	1	411		129PM	.79
NOV08	MIDDLESBKY	606-248-9433	1	411		133PM	.19
NOV08	MIDDLESBKY	606-248-9439	1	411		133PM	.19
NOV08	HARLAN KY	606-873-8577	1	411		406PM	.17
NOV08	PINEVILLY KY	606-357-8713	1	431		702AM	.07
NOV08	MANCHESTRY	606-398-2414	2	411		809AM	.39
NOV08	HARLAN KY	606-873-8780	2	411		813AM	.31
NOV08	BARBOURVKY	606-946-3129	1	411		819AM	.39
NOV08	HALLINSCRY	606-664-2162	1	411		328PM	.18
NOV08	HARLAN KY	606-873-9689	1	411		339PM	.17
NOV08	HARLAN KY	606-873-2241	1	411		352PM	.31
NOV08	HARLAN KY	606-873-2241	1	431		801PM	.47
NOV08	PAINTSVLKY	606-789-6021	1	431		803PM	0.33
NOV08	HARLAN KY	606-873-7439	1	421		908PM	.11
NOV08	HARLAN KY	606-873-4828	2	411		1132AM	.31
NOV08	LONDON KY	606-878-0619	2	411		1135AM	.39
NOV08	HAZARD KY	606-439-2591	8	411		223PM	.98
NOV08	HARLAN KY	606-873-9929	1	411		229PM	.39
NOV08	HARLAN KY	606-873-8738	2	411		232PM	.31
NOV08	HARLAN KY	606-873-6425	2	411		433PM	.31
NOV08	BENHAMLNKY	606-848-8417	1	421		649PM	.60
NOV08	HARLAN KY	606-873-7439	1	421		851PM	.11

-CONTINUED-

616

OTE KENTUCKY
OTE BILL QUESTIONS CALL -NO CHARGE- 1-800-428-8291
TELEPHONE NUMBER 606-837-3075
BILL DATE DEC 01 1993
LOC 8251 910804 01
JEAN LUNSFORD
MCR 78 BOX 1013
HARLAN KY 40831-9731

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ATTENTION

BILLING SUMMARY

PREVIOUS BILL	547.11
PAYMENTS	.00
BALANCE	547.11
REGULATED NEW CHARGES-	
OTE	7.39
OTE LONG DISTANCE	1.02
AT&T	30.18
NON-REGULATED NEW CHARGES-	
OTE	1.06CR
OTE LONG DISTANCE	.00
TOTAL NEW CHARGES	37.40

- CLOSING STATEMENT -
FULL AMOUNT IS DUE UPON
RECEIPT. IF NOT PAID, YOUR
ACCOUNT IS SUBJECT TO REFERRAL
FOR COLLECTION AND CREDIT
REPORTING.

PLEASE PAY UPON RECEIPT
AMOUNT DUE 584.51

P.O. BOX 31122
TAMPA, FL 33631-3122

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT
TELEPHONE NUMBER 606-837-3075P PLEASE PAY UPON RECEIPT
LOC 8251 910804 01

AMOUNT DUE 584.51

JEAN LUNSFORD
MCR 78 BOX 1013
HARLAN KY 40831-9731

AMOUNT PAID

OTE SOUTH
P O BOX 30173 TAMPA, FL 33630-3173

04 8251 8373075 910804 04 00000054711 00000058451 05

GTE

OTE KENTUCKY

DEC 01 1993

JEAN LUNSFORD

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486-837-3075

GTE

OTE KENTUCKY

BILLING FOR

AT&T

RT 3 BOX 40

OTE BILL QUESTIONS CALL

DEC 01 1993

MARSAM

VA 22572

-NO CHARGE-

1-800-428-8291

486-837-3075-218

JEAN LUNSFORD

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12/01/93

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0886-1126

DATE	CALLS TO	TELEPHONE #	MIN	CPT	FROM	TIME	
NOV12	PAINTSVLKY	406-789-4021	13	421		1006PM	1.49
NOV13	BENHAMLNKY	406-848-5417	12	431		1243PM	.90
NOV14	MALLINSCKY	406-664-216Z	1	431		1223PM	.07
NOV14	HARLAN KY	406-573-2241	2	431		1245PM	.12
NOV14	HARLAN KY	406-573-2241	1	431		119PM	.07
NOV14	HARLAN KY	406-573-7988	2	421		819PM	.20
NOV15	CORBIN KY	406-328-390Z	1	411		911AM	.19
NOV15	MANCHEST KY	406-398-3737	2	411		932AM	.39
NOV15	HARLAN KY	406-573-4330	2	411		838AM	.49
NOV15	CORBIN KY	406-328-2881	1	411		240PM	.19
NOV15	HARLAN KY	406-573-2204	3	411		241PM	.45
NOV15	HARLAN KY	406-573-2288	7	421		441PM	.64
NOV15	HARLAN KY	406-573-3743	1	421		943PM	.11
NOV15	HARLAN KY	406-573-7439	2	421		944PM	.20
NOV15	HARLAN KY	406-573-7387	1	421		952PM	.11
NOV15	HARLAN KY	406-573-1789	4	421		957PM	.38
NOV16	ONEIDA KY	406-847-4111	4	411		808AM	.79
NOV16	ONEIDA KY	406-847-4111	5	411		915AM	.98
NOV16	ONEIDA KY	406-847-4111	17	411		957AM	3.55
NOV16	HARLAN KY	406-573-3745	1	411		955AM	.17
NOV16	HARLAN KY	406-573-8100	2	411		1118AM	.31
NOV16	HARLAN KY	406-573-8100	4	411		118PM	.59
NOV16	HARLAN KY	406-573-5322	1	421		720PM	.11
NOV16	HARLAN KY	406-573-5332	9	421		721PM	.64
NOV16	BENHAMLNKY	406-848-5417	8	421		751PM	.97
NOV16	HARLAN KY	406-573-2288	1	421		800PM	.11
NOV17	CUMBERLAKY	406-369-2709	4	411		449PM	.75
NOV17	BENHAMLNKY	406-848-5417	5	421		1029PM	.60
NOV18	HARLAN KY	406-573-2204	1	431		1208AM	.07
NOV18	BARBOURVKY	406-544-4128	3	411		949AM	.59
NOV18	HARLAN KY	406-573-1202	2	411		1130AM	.31
NOV18	ONEIDA KY	406-847-4111	14	411		1247PM	2.74
NOV18	HARLAN KY	406-573-5952	4	421		533PM	.38
NOV18	BENHAMLNKY	406-848-5417	6	421		556PM	.75
NOV18	HARLAN KY	406-573-3382	1	421		703PM	.11
NOV18	HARLAN KY	406-573-3382	1	421		722PM	.11
NOV18	HARLAN KY	406-573-4299	1	421		723PM	.11
NOV18	HARLAN KY	406-573-3382	4	421		747PM	.58
NOV18	HARLAN KY	406-573-7439	1	421		1005PM	.11
NOV19	BENHAMLNKY	406-848-5417	4	411		436PM	.75
NOV19	HARLAN KY	406-573-1880	2	411		458PM	.31
NOV19	STINNETTKY	406-374-5826	6	421		614PM	.73
NOV20	ONEIDA KY	406-847-4068	1	431		1258PM	.07
NOV20	CORBIN KY	406-328-8720	2	431		108PM	.15
NOV20	HARLAN KY	406-573-3499	2	431		404PM	.12
NOV21	BENHAMLNKY	406-848-5417	3	431		1226PM	.25
NOV21	HARLAN KY	406-573-2241	1	431		1234PM	.07

-CONTINUED-

AT&T REGULATED NEW CHARGES

DATE	CALLS TO	TELEPHONE #	MIN	CPT	FROM	TIME	
OCT25	LEXINGTON	901-968-7870	1	431		411PM	.13
OCT25	KNOXVILLTN	415-693-1250	1	431		746PM	.12
OCT25	KNOXVILLTN	415-693-1250	10	431		930PM	1.28
OCT24	KNOXVILLTN	415-693-1250	2	431		301PM	.24
OCT24	KNOXVILLTN	415-377-4885	1	411		910AM	.23
OCT24	OODLESVTH	415-851-4500	1	411		912AM	.24
OCT13	MEMCARLTON	513-845-8723	7	421		642PM	1.05
OCT13	LEXINGTON	901-968-7870	7	421		729PM	1.08
NOV01	MEMCARLTON	513-845-8723	2	421		444PM	.48
NOV01	KNOXVILLTN	415-693-1250	7	421		455PM	.38
NOV01	LEXINGTON	901-967-8874	11	421		457PM	.98
NOV04	LEXINGTON	901-967-8874	5	421		955PM	1.65
NOV03	BOONE KY	406-525-8113	1	421		834PM	.75
NOV08	FRANKFORKY	502-564-3626	1	411		457PM	.25
NOV08	FRANKFORKY	502-564-3626	1	411		834AM	.34
NOV08	WASHVILLTN	415-385-5708	2	411		1235PM	.48
NOV08	INDEPNDNKY	604-336-6419	1	411		1237PM	.34
NOV10	LEXINGTON	901-968-4558	2	411		105PM	.48
NOV11	FRANKFORKY	502-564-3626	4	411		248PM	1.53
NOV12	FRANKFORKY	502-564-3626	2	411		1034AM	.67
NOV12	PADUCAN KY	502-554-4002	1	411		1056AM	.56
NOV12	FRANKFORKY	502-564-7400	10	411		1059AM	3.31
NOV12	FRANKFORKY	502-564-3626	3	411		1112AM	1.00
NOV13	PEMINGTONVA	703-544-5103	4	431		154PM	.72
NOV14	LEXINGTON	901-968-7870	9	421		948PM	1.35
NOV15	FRANKFORKY	502-564-3626	8	411		859AM	2.63
NOV15	LEXINGTON	901-967-8874	13	431		1153PM	1.49
NOV16	FARMINGTON	412-329-4621	3	421		656PM	.45
NOV18	KNOXVILLTN	415-377-5885	1	411		923AM	.23
NOV18	KNOXVILLTN	415-693-1250	5	421		938PM	.78
NOV20	KNOXVILLTN	415-377-4884	1	431		224AM	.12
NOV20	KNOXVILLTN	415-377-4884	1	431		236AM	.12
NOV20	KNOXVILLTN	415-377-4884	1	431		631AM	.12
						SUBTOTAL	25.15

-CONTINUED-

DATE	CALLS TO	TELEPHONE #	MIN	CPT	FROM	TIME	
CARD 2049							
OCT22	EVARTS KY	486-837-3075	1	623	MALLINKY	642PM	.62
	FROM NUMBER	486-664-9468					
						SUBTOTAL	.62

DATE	CALLS TO	TELEPHONE	8 MIN	CPT	FROM	TIME	
OCT27	HALLINSCKY	484-644-2484	1	421		929PM	.22
OCT27	HARLAM KY	484-573-3366	1	411		918PM	.29
OCT28	BENHAMLNRY	484-848-3417	6	421		928PM	.93
OCT28	HARLAM KY	484-573-7439	10	421		928PM	.93
OCT28	HARLAM KY	484-573-6324	1	421		1038PM	.71
OCT29	MIDDLESBKY	484-248-1010	1	411		223PM	.10
OCT29	MIDDLESBKY	484-248-2704	2	411		224PM	.30
OCT29	BENHAMLNRY	484-848-3506	2	411		352PM	.37
OCT29	HARLAM KY	484-573-1413	1	411		346PM	.17
OCT29	WILLIAMSRY	484-549-3045	3	411		418PM	.89
OCT30	WILLIAMSRY	484-549-3045	1	431		1236AM	.07
OCT30	HARLAM KY	484-573-8874	2	431		019AM	.12
NOV01	BENHAMLNRY	484-848-3506	2	411		902AM	.37
NOV01	HARLAM KY	484-573-8665	3	411		1001AM	.45
NOV01	HARLAM KY	484-573-8100	3	411		1202PM	.48
NOV01	WILLIAMSRY	484-549-3045	1	411		1206PM	.19
NOV01	HARLAM KY	484-573-8100	2	411		442PM	.31
NOV01	HALLINSCKY	484-644-2484	2	421		524PM	.24
NOV01	WILLIAMSRY	484-549-3045	1	421		619PM	.12
NOV01	HARLAM KY	484-573-2159	1	421		829PM	.11
NOV01	WILLIAMSRY	484-549-3045	9	421		1032PM	1.18
NOV02	HALLINSCKY	484-644-2162	1	411		131PM	.18
NOV02	HARLAM KY	484-573-2241	1	411		132PM	.17
NOV02	HALLINSCKY	484-644-2162	3	411		146PM	.54
NOV02	HARLAM KY	484-573-2241	2	411		156PM	.31
NOV02	HALLINSCKY	484-644-2162	1	411		202PM	.18
NOV03	BENHAMLNRY	484-848-3417	9	411		1043AM	.93
NOV03	BENHAMLNRY	484-848-3417	9	421		932PM	1.89
NOV04	ONEIDA KY	484-847-4111	2	411		311PM	.38
NOV04	PAINTSVLKY	484-789-4021	1	421		013PM	.13
NOV05	MIDDLESBKY	484-248-3484	3	411		425PM	.89
NOV05	HARLAM KY	484-573-7439	1	411		451PM	.17
NOV05	PAINTSVLKY	484-789-4021	25	421		747PM	1.29
NOV05	PAINTSVLKY	484-789-6063	7	421		815PM	.91
NOV05	HARLAM KY	484-573-6184	1	421		904PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		914PM	.11
NOV05	HARLAM KY	484-573-7439	3	421		915PM	.31
NOV05	HARLAM KY	484-573-7439	1	421		917PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		920PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		925PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		930PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		949PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		1003PM	.11
NOV05	HARLAM KY	484-573-7439	1	421		1010PM	.11
NOV05	HARLAM KY	484-573-6324	4	421		1022PM	.38
NOV05	HARLAM KY	484-573-7439	1	421		1031PM	.11
NOV06	CUMBERLAKY	484-549-2247	2	431		933AM	.13

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