

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GEORGE ZAROCOSTAS)	
)	
COMPLAINANT)	
)	
VS.)	CASE NO. 95-137
)	
GTE SOUTH INCORPORATED)	

O R D E R

On May 4, 1995, GTE South Incorporated ("GTE") filed its Answer to the Complaint filed by Dr. George Zarocostas. Dr. Zarocostas states that, ten years ago, he cancelled certain services provided to him by GTE but that GTE continued to bill him for such services through 1994. Dr. Zarocostas alleges that the cost for the services totaled \$139 per month.

In its Answer, GTE admits that it has overbilled Dr. Zarocostas. However, GTE states that the overbilling was in the amount of \$59.29 per month. GTE further states that its obligation to refund is limited, pursuant to its tariff, to returning only those amounts for which records are available. GTE says that relevant Company records exist from January 1991. GTE has granted certain credits to Dr. Zarocostas and has sent him a check for \$3,629.37. Dr. Zarocostas returned the check to GTE.

Based upon GTE's Answer, it appears that the Complaint cannot be resolved without further proceedings.

IT IS THEREFORE ORDERED that:

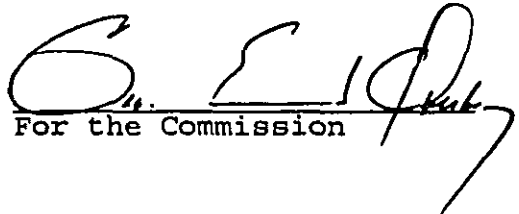
1. An informal conference has been scheduled on June 8, 1995, at 10:00 a.m., Eastern Daylight Time, in Conference Room 2 of the Commission's offices at 730 Schenkel Lane, Frankfort, Kentucky 40601.

2. GTE shall appear and shall bring, and be prepared to discuss, the following documents and information: any state or federal statute or regulation specifying the amount of time billing records must be retained by GTE; any record of GTE's having cancelled the services at issue; the portion of GTE's tariff describing the terms, conditions, and rates for the cancelled services which are the subject of the Complaint.

3. Dr. Zarocostas shall bring, and be prepared to discuss, any evidence to substantiate his claims, including telephone bills and records compiled for business or tax purposes.

Done at Frankfort, Kentucky, this 19th day of May, 1995.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director