

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KENTUCKY POWER COMPANY)
d/b/a AMERICAN ELECTRIC POWER)
AND)
BELLSOUTH TELECOMMUNICATIONS, INC.) CASE NO. 96-037

ALLEGED FAILURE TO COMPLY WITH COMMISSION)
REGULATIONS)

O R D E R

On March 5, 1996, Kentucky Power Company d/b/a American Electric Power ("American Electric") and BellSouth Telecommunications, Inc. ("BellSouth") filed their responses to the Commission's Show Cause Order dated February 14, 1996. The responses included requests, which the Commission treats as motions, for an informal conference.

Having reviewed the responses of American Electric and BellSouth, and being otherwise sufficiently advised, the Commission finds that good cause has been shown for granting said motions.

IT IS THEREFORE ORDERED that:

1. The motions of American Electric and BellSouth are granted.
2. An informal conference shall be held on March 15, 1996, at 10:00 a.m., Eastern Standard Time, in Conference Room 2 of the Commission's offices at 730 Schenkel Lane, Frankfort, Kentucky.

3. The hearing scheduled for March 15, 1996 is hereby cancelled.

Done at Frankfort, Kentucky, this 15th day of March, 1996.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director

606-271-3214 AND THAT THE PAYMENT WOULD BE REFUNDED,
IN HINDSIGHT, SHOWING POOR JUDGMENT, WE ASSUMED THIS WAS A
"ONE-TIME" ERROR AND, THEREFORE, CASHED THE REFUND CHECK SO THE
MONEY COULD BE SENT BACK TO GTE (WHICH IT WAS) AS PAYMENT
FOR SERVICE FOR THE REAL CUSTOMER OF TELEPHONE [REDACTED]

RATHER THAN BEING A "ONE-TIME" OCCURRENCE, ANOTHER "FINAL BILL"
WAS RECEIVED IN MARCH. THIS TIME WE PROMPTLY NOTIFIED GTE
THAT MARC ROSE DID NOT MAKE A PAYMENT TO GTE AND WAS NOT
ENTITLED TO ANY REFUND. THE SAME THING HAPPENED IN APRIL, MAY,
JUNE AND JULY. EACH TIME A "FINAL BILL" WAS RECEIVED, GTE WAS
NOTIFIED BY CERTIFIED MAIL OF THEIR ERROR.

INSPIRE OF THE CREDIT BALANCE ON THE JULY "FINAL BILL", THAT
SAME MONTH WE RECEIVED A LETTER FROM A GTE COLLECTION AGENT
DEMANDING PAYMENT FROM MARC ROSE FOR A PAST DUE AMOUNT. AN
IMMEDIATE RESPONSE WAS SENT STATING MARC ROSE OWED NOTHING
TO GTE. TO OUR SURPRISE, WE RECEIVED A TIMELY REPLY
FROM THE COLLECTION AGENT IN WHICH THEY EXPRESSED THEIR
AGREEMENT THAT MARC ROSE OWED NOTHING TO GTE.

ON THE DAY THE LETTER WAS RECEIVED FROM THE COLLECTION
AGENT, ANOTHER "FINAL BILL" ARRIVED FROM GTE TAMPA DEMANDING
PAYMENT FOR A "PAST DUE" AMOUNT. THESE FINAL BILLS CONTINUED
FOR SEVERAL MORE MONTHS. EACH TIME A BILL WAS RECEIVED, WE SENT
A LETTER TO GTE. AS OF FEBRUARY 1996, WE HAVE NOT RECEIVED
A REPLY TO A SINGLE LETTER WE SENT TO GTE TAMPA.

WE HAVE NOT RECEIVED A "FINAL BILL" FOR SEVERAL
MONTHS (MONTHS IN WHICH THE REAL CUSTOMER OF [REDACTED] HAS MADE
NO PAYMENTS TO GTE), BUT WE STILL DO NOT KNOW THE REASON FOR
THE START OR STOP OF THE "FINAL BILLS". OF MORE IMPORTANCE,
WE HAVE NO ASSURANCE THAT THE "FINAL BILL" WILL NOT BEGIN
AGAIN AT SOME POINT IN THE FUTURE, ... PERHAPS WHEN PAYMENTS ARE
MADE BY THE REAL CUSTOMER OF [REDACTED].

Formal Complaint

MARC G. ROSE vs GTE
(Your Name) (Utility Name)

Page 2

Wherefore, complainant asks THAT GTE PROVIDE A DETAILED EXPLANATION OF :
(Specifically state the

① WHY A "NON-CUSTOMER" FIRST RECEIVED "FINAL BILLS" SHOWING REFUNDS DUE AND THEN relief desired.)

"FINAL BILLS" DEMANDING PAYMENT FOR SERVICES THAT WERE NEVER PROVIDED.

② WHY GTE DECLINED TO REPLY TO ANY OF THE LETTERS THAT THE

"NON-CUSTOMER" SUBMITTED AFTER RECEIPT OF EACH "FINAL BILL"

Dated at LEXINGTON, Kentucky, this 9TH day
(Your City)

of FEBRUARY, 1996.
(Month)

Marc G. Rose
(Your Signature)

(Name and address of attorney, if any)

PUBLIC SERVICE COMMISSION
730 SCHENKEL LANE
FRANKFORT KY 40602

9 FEBRUARY 1996

RECEIVED

FEB 12 1996

PUBLIC SERVICE
COMMISSION

WE ARE MAKING ONE FINAL APPEAL IN THE HOPE THAT PSC WILL BE WILLING AND ABLE TO SEE THAT GTE ENDS ITS ABUSIVE BUSINESS PROCEDURES IN HANDLING SERVICE FOR TELEPHONE NUMBER [REDACTED] LOCATED AT 1251 TRENT BLVD. IN LEXINGTON.

ONE YEAR AGO THIS MONTH, FOR UNKNOWN REASONS, GTE BEGAN MISPOSTING PAYMENTS FOR [REDACTED]. THESE "MISPOSTED" PAYMENTS WERE SUBMITTED IN EXACTLY THE SAME MANNER AND FORM AS PAYMENTS MADE IN 1993 AND 1994 — ALL OF WHICH WERE PROPERLY POSTED BY GTE. THEREFORE, THE ONLY LOGICAL CONCLUSION IS THAT THE CAUSE OF THE ERRORS LIES WITHIN THE GTE ORGANIZATION AND OPERATIONS.

WHEN PAYMENT MISPOSTINGS BEGAN IN FEBRUARY 1995, WE NOTIFIED GTE. EACH TIME ADDITIONAL MISPOSTINGS (A TOTAL OF 8) OCCURRED, WE SO ADVISED GTE. AS OF THIS DATE IN FEBRUARY 1996, GTE HAS NOT RESPONDED TO A SINGLE ONE OF OUR BILLING INQUIRES.

AFTER MONTHS OF NO REPLIES TO OUR BILLING INQUIRES, WE TURNED TO THE BETTER BUSINESS BUREAU (BBB) FOR ASSISTANCE. BASED ON A LETTER THEY RECEIVED FROM GTE, BBB "SLAMMED THE DOOR IN OUR FACE". THAT GTE LETTER TO BBB WAS INACCURATE IN GENERAL AND ABSOLUTE LIES IN A SUBSTANTIAL PORTION.

WHEN BBB SHOT US OUT, WE TURNED TO PSC THRU THE 1-800 "HOTLINE". SINCE THEN, WE HAVE KEPT PSC FULLY ADVISED OF OUR PROBLEMS WITH GTE,

WE WANT TO MAKE IT VERY CLEAR (AS WE EXPRESSED TO GTE-MECHANISVILLE IN OUR LETTER OF 17 JULY 95) THAT WE ARE NOT COMPLAINING ABOUT THE FACT THAT POSTING ERRORS HAVE OCCURRED, EVERYONE MAKE MISTAKES, AND WE ACCEPT THAT AS A "FACT OF LIFE." OUR COMPLAINT IS GTE'S REFUSAL TO REPLY TO OUR BILLING INQUIRES AND THEIR RESISTANCE TO ADDRESSING THE POSTING PROBLEM ITSELF WHICH APPEARS TO REPRESENT A SERIOUS FLAW IN GTE'S PAYMENT OPERATIONS

AS WE NOTED IN THE PRIOR PARAGRAPH, EVERYONE MAKES MISTAKES, AND THAT IS TRUE OF US ALSO. WE SINCERELY THOUGHT THAT OUR CALLS TO PSC AND THE WRITTEN MATERIALS WE TRANSMITTED BY MAIL REPRESENTED A "COMPLAINT." IT WAS NOT UNTIL OUR CALL TO YOUR "HOTLINE" IN THE THIRD WEEK OF JANUARY 1996 THAT WE LEARNED THAT OUR PRIOR COMMUNICATIONS WITH PSC DID NOT CONSISTUTE A COMPLAINT. IT THEN TOOK US SEVERAL WEEKS TO GET YOUR FORMAL DOCUMENTS THAT WOULD PERMIT US TO CORRECT OUR ERROR AND SUBMIT OUR COMPLAINT IN YOUR SPECIFIED FORM. WE APOLOGIZE FOR THE DELAY IN GETTING THIS MATTER BEFORE YOU PROPERLY AND HOPE OUR ERROR DOES NOT PREVENT YOU FROM AT LEAST LOOKING AT GTE'S PERFORMANCE IN THIS MATTER,

WE HAVE ENCLOSED TWO FORMAL COMPLAINTS, ONE IN THE NAME OF MELANIE HALEY REPRESENTING THE MISPOSTING OF PAYMENTS MADE FOR SERVICE FOR TELEPHONE [REDACTED]. THE SECOND IS IN THE NAME OF MARC G. ROSE FOR A NON-CUSTOMER OF GTE THAT HAS BEEN HARRASSED BY GTE FOR PAYMENTS FOR TELEPHONE SERVICE FOR [REDACTED]. WE BELIEVE THE FORMAL COMPLAINTS AND THE RESPECTIVE ATTACHED EXHIBITS CLEARLY DESCRIBE WHY IN OUR VIEW IS A DEPLORABLE PERFORMANCE BY GTE.

IN FAIRNESS, WE MUST ADD THAT WE HAVE ALREADY BEEN TOLD BY A "MR JOHNSON" (CONTACTED THRU THE "HOTLINE") THAT PSC CANNOT HELP WITH MARC ROSE'S PROBLEM AND THAT WE WOULD HAVE TO INITIATE LEGAL ACTION ON OUR OWN. SINCE WE NOW KNOW THAT THIS INFORMATION WAS PASSED TO US IN THE PERIOD WHEN WE HAD NOT REGISTERED A TRUE COMPLAINT BY PSC STANDARDS, WE HOPE YOU CAN ALTER YOUR STANCE AND NOW BE WILLING TO AT LEAST LOOK AT THIS SITUATION WITH THE COMPLAINT PRESENTED IN YOUR DESIGNATED FORMAT,

IT HAS BEEN OUR POLICY TO MAINTAIN A SIGNIFICANT CREDIT BALANCE ON OUR TELEPHONE ACCOUNT (AS WELL AS OUR OTHER UTILITIES). IN UNSOLICITED LETTERS WE RECEIVED IN SEPTEMBER AND OCTOBER 1995 (WHILE STILL RECEIVING NO REPLY TO OUR BILL INQUIRES), GTE REQUESTED THAT WE STOP MAKING PAYMENTS FOR TELEPHONE SERVICE. WITH GREAT RELUCTANCE, WE DECIDED TO HONOR THAT REQUEST. SO HAVING MADE NO PAYMENTS SINCE AUGUST 95, THERE HAS BEEN NO MISPOSTED CHECKS SINCE THEN. OBVIOUSLY THE ABSENCE OF MISPOSTED CHECKS IN THIS PERIOD, THEREFORE, SHOULD NOT BE USED AS "EVIDENCE" THAT THE FLAW IN GTE'S PAYMENT PROCEDURES HAS BEEN RESOLVED. (THE REQUEST ITSELF INDICATES THE FLAW IS SIGNIFICANT). BASED ON GTE'S PERFORMANCE OVER THE LAST 12 MONTHS, OUR COOPERATION HERE MIGHT WELL RESULT IN OUR PHONE SERVICE BEING DISCONNECTED FOR NON-PAYMENT.

THANK YOU FOR ANY CONSIDERATION YOU MIGHT BE ABLE TO GIVE US.



THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

DETAILS OF COMPLAINT OF MARC G. ROSE

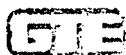
EXHIBIT I - GTE "FINAL BILLS" - TO A NEW-CUSTOMER
(SHOWING "REFUND CHECK TO FOLLOW")

EXHIBIT II - LETTERS TO GTE TAMPA PROTESTING "FINAL BILLS*"
(NOT A SINGLE REPLY FROM GTE AS OF FEBRUARY 1996)
* SHOWING "REFUND CHECK TO FOLLOW"

EXHIBIT III - CORRESPONDANCE FROM/TO GTE COLLECTION AGENT
(ACKNOWLEDGMENT BY AGENT NOTHING OWED TO GTE)

EXHIBIT IV - GTE "FINAL BILLS" - SHOWING "PAST DUE" AMOUNTS
(ISSUED BY GTE AFTER ACKNOWLEDGMENT BY COLLECTION AGENT)

EXHIBIT V - LETTERS TO GTE PROTESTING "PAST DUE" FINAL BILLS.
(NO REPLIES FROM GTE AS OF FEBRUARY 1996)



TELEPHONE NUMBER [REDACTED] Customer ID [REDACTED]
BILL DATE February 25, 1995

PAGE 1 OF 4

Helpful numbers

BILLING SUMMARY

MARC G ROSE

GTE billing questions
1 800 483-3300

Previous charges	
Amount of last bill	\$.00
Payment received. Thank you.	CR 75.00
Credit balance	CR \$ 75.00

To order GTE services
1 800 483-4300

Current charges	
Total current charges	\$.00
Refund check to follow	\$ 75.00
Total amount due	\$.00

- FINAL BILL -

TELEPHONE NUMBER NON-PUBLISHED

It's our privilege to serve you.

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368



PAGE 1 OF 4

TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

BILL DATE

March 25, 1995

Helpful numbers

GTE billing
questions
1 800 483-3300

To order GTE
services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

Previous charges

Amount of last bill	\$.00
Payment received. Thank you.	CR 155.00
Credit balance	CR \$ 155.00

Current charges

Total current charges	\$.00
Refund check to follow	\$ 155.00

Total amount due \$.00

- FINAL BILL -

TELEPHONE NUMBER

NON-PUBLISHED

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368



TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 4

BILL DATE

April 25, 1995

Helpful numbers

GTE billing
questions
1 800 483-3300

To order GTE
services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

Previous charges

Amount of last bill	\$.00
Payment received. Thank you.	CR 55.01
Total adjustments	CR 155.00
Credit balance	CR \$ 210.01

Current charges

Total current charges	\$.00
Refund check to follow	\$ 210.01

Total amount due \$.00

- FINAL BILL -

TELEPHONE NUMBER

NON-PUBLISHED

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368



TELEPHONE NUMBER

Customer ID

PAGE 1 OF 4

BILL DATE

May 25, 1995

Helpful numbers

GTE billing
questions
1 800 483-3300

To order GTE
services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

Previous charges

Amount of last bill	\$.00
Payment received. Thank you.	CR 40.01
Total adjustments	CR 210.01
Credit balance	CR \$ 250.02

Current charges

Total current charges	\$.00
Refund check to follow	\$ 250.02

Total amount due \$.00

- FINAL BILL -

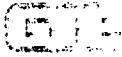
TELEPHONE NUMBER

NON-PUBLISHED

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368

REC'D 5 JUL 95



PAGE 1 OF 4

TELEPHONE NUMBER



Customer ID



BILL DATE

June 25, 1995

Helpful numbers

GTE billing questions
1 800 483-3300

GTE repair call
Customer Care
1 800 483-1000

To order GTE services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

Previous charges

Amount of last bill	\$.00
Payment received. Thank you.	CR 32.00
Credit balance	CR \$ 32.00

Current charges

Total current charges	\$.00
Refund check to follow	\$ 32.00
Total amount due	\$.00

- FINAL BILL -

TELEPHONE NUMBER

NON-PUBLISHED

It's our privilege to serve you.

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368

Is your RETURN ADDRESS completed on the reverse side?

SENDER:

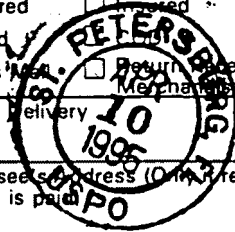
- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

following services (for an extra fee):

- 1. Addressee's Address
- 2. Restricted Delivery

Consult postmaster for fee.

<p>3. Article Addressed to:</p> <p>GTE TELEPHONE OPERATIONS P.O. Box 11328 ST PETERSBURG FL 33733</p>	<p>4a. Article Number 2282620945</p> <p>4b. Service Type <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise</p> <p>7. Date of Delivery 10 1995</p>
<p>5. Signature (Addressee)</p>	<p>8. Addressee's Address (Optional) requested and fee is paid</p>
<p>6. Signature (Agent) <i>Conrad H. Miller</i></p>	



Thank you for using Return Receipt Service.

7 APRIL 95

GTE
ST PETERSBURG FL

CUSTOMER SERVICE
MRS M. L. LEE

EXHIBIT II

LETTERS TO GTE
PROTESTING "FINAL BILLS"
WITH CREDIT BALANCES

I AM DIRECTING THIS LETTER TO YOU, SINCE MY FATHER HAS WRITTEN TO YOU ABOUT A RELATED MATTER.

YESTERDAY I RECEIVED THE ATTACHED "FINAL BILL" — SIMILAR TO THE "FINAL BILL" I RECEIVED LAST MONTH.

THE REFUND CHECK I RECEIVED LAST MONTH FOR THE "FINAL BILL" I ENDORSED AND GAVE TO MY FATHER SO HE COULD SEND IT BACK TO GTE — WHICH HE DID. HE THOUGHT THE REFUND REPRESENTED A SIMPLE "BOOKKEEPING MISTAKE."

HOWEVER, BASED ON THIS SECOND "FINAL BILL", IT BECOMES OBVIOUS THAT GTE IS SIMPLY INVOLVING ME IN THEIR HARASSMENT ACTIONS — AND I WANT NO PART OF IT.

THE BILL FOR PHONE [REDACTED] HAS NOT BEEN IN MY NAME FOR SEVERAL YEARS. I HAVE MADE NO RECENT PAYMENTS TO GTE. ACCORDINGLY, I AM NOT ENTITLED TO THE REFUND NOTED ON ATTACHED "FINAL BILL", SO PLEASE DO NOT SEND IT TO ME. IF YOU DO, I WILL SIMPLY RETURN IT TO YOU.

I HAVE NO ACCOUNT WITH GTE, I DO NOT WANT GTE TO USE MY NAME ON ANYTHING

Marc G Roy
MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517
(NO PHONE)



TELEPHONE NUMBER

Customer ID

PAGE 1 OF 4

BILL DATE

March 25, 1995

Helpful numbers

GTE billing
questions
1 800 483-3300

To order GTE
services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

Previous charges

Amount of last bill	\$.00
Payment received. Thank you.	CR 155.00
Credit balance	CR \$ 155.00

Current charges

Total current charges	\$.00
Refund check to follow	\$ 155.00

Total amount due \$.00

- FINAL BILL -

TELEPHONE NUMBER

NON-PUBLISHED

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517 - 3368

your RETURN ADDRESS completed on the reverse side?

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

1. Addressee's Address

2. Restricted Delivery

Consult postmaster for fee.

3. Article Addressed to:

GTE
 P.O. Box 24898
 TAMPA FL 33623-4898

4a. Article Number
 2217095838

4b. Service Type

Registered Insured

Certified COD

Express Mail Return Receipt for Merchandise

7. Date of Delivery
 05/22/93

5. Signature (Addressee)

8. Addressee's Address (Only if requested and fee is paid)

6. Signature (Agent) [Signature]

Thank you for using Return Receipt Service.

8 MAY 95

GTE
P.O. Box 24898
TAMPA FL 33623-4898

I HAVE JUST RECEIVED ANOTHER "FINAL BILL".
FOR THE SECOND TIME, I AM TELLING YOU I DID NOT PAY
YOU ANYTHING AND, THEREFORE, DO NOT SEND ME
A "REFUND"

I HAVE NO ACCOUNT WITH YOU AND I DO NOT
WANT YOU TO USE MY NAME ON ANYTHING.

YOUR "FINAL BILLS" ARE COSTING ME TIME
AND MONEY IN TRYING TO GET MY NAME OFF
YOUR RECORDS. IF YOU KEEP ON DOING THIS,
I AM GOING TO TAKE LEGAL ACTION (AT LEAST,
I AM GOING TO TRY)

WITH DISGUST

Marc Rose

MARC G. ROSE

1251 TRENT BLVD

LEXINGTON, KY 40517

NO PHONE

Is your RETURN ADDRESS completed on the reverse side?

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
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I also wish to receive the following services (for an extra fee):

- 1. Addressee's Address
- 2. Restricted Delivery

Consult postmaster for fee.

3. Article Addressed to:

GTE
PO Box 24898
TAMPA FL 33623-4898

4a. Article Number

Z 217 092 199

4b. Service Type

- Registered Insured
- Certified COD
- Express Mail Return Receipt for Merchandise

7. Date of Delivery

7-14-95

5. Signature (Addressee)

8. Addressee's Address (Only if requested and fee is paid)

6. Signature (Agent)

[Handwritten Signature]

Thank you for using Return Receipt Service.

10 JULY 95

GTE

P O BOX 24898

TAMPA FL 33623-4898

I HAVE A QUESTION FOR YOU.

DOES ANYONE AT GTE READ AND UNDERSTAND ENGLISH?AT LEAST 4 OR 5 TIMES, I HAVE ADVISED YOU IN WRITING THAT:① I HAVE NO ACCOUNT WITH YOU.② I AM NOT A PHONE CUSTOMER.③ I HAVE NOT AND WILL NOT MAKE PAYMENTS TO YOU.SOME OF THESE LETTERS (AS THIS ONE) WERE SENT "CERTIFIED MAIL - RETURN RECEIPT"
— SO I KNOW YOU HAVE RECEIVED THEM.

AND THE RESULTS OF MY LETTERS?

ANOTHER "FINAL BILL" SHOWING THAT I MADE A
PAYMENT TO YOU ON 27 JUN 95 — WHICH I DID NOT!SUGGESTION!WHY DON'T YOU CREDIT THE ACCOUNT FOR WHICH
PAYMENT WAS INTENDED — RATHER THAN PESTERING
ME WITH THESE STUPID "FINAL BILLS"

WITH MORE DISGUST

MARC G. ROSE

MARC G. ROSE

1251 TRENT BLVD

LEXINGTON KY 40517

NO PHONE

COPY:

BETTER BUSINESS BUREAU
LEXINGTON, KY

24 July 95

GTE

PO Box 24898

TAMPA FL 33623-4898

I WILL NOT EVEN ATTEMPT TO PUT INTO WORDS
MY FEELINGS ABOUT YOUR "PERFORMANCE" IN
GETTING THE "CREDIT COLLECTORS" ON ME.
IF I DID, THE WORDS WOULD BURN UP THIS PAPER.

INSTEAD, I WILL TAKE THIS MATTER
TO THE KENTUCKY PUBLIC SERVICE COMMISSION.

Marc Rose
MARC G. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

NO PHONE

National Credit Management Center

GTE PAYMENT DEMANDS
By A COLLECTION AGENT

JULY 20, 1995

MARC G ROSE
1251 TRENT BLVD
LEXINGTON KY 40517-3368

RE: K5105 [REDACTED] [REDACTED]

DEAR MARC G ROSE:

* FORGET TO PAY? *

ACCORDING TO OUR RECORDS YOU HAVE NOT PAID THE OVERDUE AMOUNT SHOWN BELOW.

IF YOU HAVE NOT PAID, PLEASE PAY IMMEDIATELY. YOU MAY PAY IN PERSON AT ANY ONE OF OUR PAYMENT AGENCIES OR CALL 1-800-483-3720 FOR PAYMENT ARRANGEMENTS. A RETURN ENVELOPE IS ENCLOSED FOR YOUR CONVENIENCE. YOU MAY ALSO CHARGE THE PAYMENT TO YOUR VISA, MASTERCARD, OR DISCOVER.

SEE EXHIBIT I
THE "FINAL BILL"
RECEIVED 5 JULY 95
SHOWED A CREDIT
BALANCE WITH
A NOTATION
"REFUND CHECK
TO FOLLOW"

IF PAYMENT HAS BEEN MADE PLEASE DISREGARD THIS LETTER.
THANK YOU.

NATIONAL CREDIT MANAGEMENT CENTER

AMOUNT DUE \$72.01

C E

PLEASE RETURN THIS STUB WITH YOUR PAYMENT

MARC G ROSE
1251 TRENT BLVD
LEXINGTON KY 40517-3368

RE: K5105 [REDACTED] [REDACTED]
AMOUNT DUE \$72.01 C E

CERTIFIED MAIL - RETURN RECEIPT

24 JULY 95

GTE SERVICE CORPORATION
NATIONAL CREDIT MANAGEMENT CENTER
1135 E. CHOCOLATE AVENUE
HERSHEY PA 17033

REF: YOUR STUPID LETTER
OF 20 JULY 95
(COPY ATTACHED)

FORGET TO PAY?

YOU MUST BE NUTS!

YOUR REF LETTER REPRESENTS A REAL
"BUSINESS LOW" ——— EVEN FOR GTE.

I ASSUME YOU GOT "YOUR RECORDS" FROM YOUR
TAMPA OFFICE — AND THAT WOULD EXPLAIN
ABOUT 99% OF YOUR PROBLEMS

I HAVE NOT HAD AN ACCOUNT WITH
GTE FOR YEARS AND YEARS — AT LEAST,
NOT SINCE 1992 — AND I SURE AS HELL
DO NOT OWE THEM \$72.01.

IN FACT, FOR THE LAST 6 MONTHS, YOUR TAMPA OFFICE HAS BEEN TRYING TO GIVE ME MONEY, THEY HAVE BEEN CREDITING ME WITH PHONE ACCOUNT PAYMENTS WHICH I DID NOT MAKE — THE MOST RECENT ONE (THAT I AM AWARE OF) WAS 27 JUNE. THEY THEN SEND "FINAL BILLS" SAYING I WILL GET A REFUND (SEE ATTACHED PHOTO COPIES OF RECENT EXAMPLES). IN RESPONSE, I TOLD YOUR TAMPA OFFICE MANY TIMES THAT I DO NOT HAVE A PHONE AND I HAVE NOT MADE ANY PAYMENT (PHOTO COPIES OF SOME OF THE LETTERS ARE ATTACHED)

NOW, SINCE I WILL NOT LET THEM GIVE ME MONEY, THEY APPARENTLY WANT YOU TO TRY AND COLLECT SOME FROM ME. THE ANSWER IS NO! — HELL NO!

INSTEAD, I WANT SOMETHING FROM YOU WITHIN ONE WEEK. I WANT A WRITTEN STATEMENT (LETTER) THAT SPECIFICALLY STATES THESE 2 POINTS WITH NO QUALIFICATIONS:

① YOUR "PAST DUE" LETTER WAS SENT TO ME BY ERROR

② THE "PAST DUE" HAS NOT BEEN PUT ON MY RECORD AT A CREDIT BUREAU
OR
THAT SUCH REPORT/RECORD HAS BEEN CORRECTED

ABSENT A TIMELY REPLY TO THIS REQUEST, I WILL ASSUME YOU ARE TELLING ME TO TAKE LEGAL ACTION TO "CORRECT THE RECORD."

BECAUSE OF THE LONG-STANDING PROBLEMS WITH YOUR TAMPA OFFICE, I AM TAKING THIS MATTER TO THE PUBLIC SERVICE COMMISSION WITHOUT WAITING FOR YOUR REPLY, ALTHOUGH THE LEXINGTON BETTER BUSINESS BUREAU APPARENTLY BELIEVES THAT "GTE CAN DO NO WRONG", I AM REFERRING THIS MATTER TO THEM ALSO.

WITH CONTINUING DISGUST

Marc G. Rose

MARC G. ROSE
1251 TRENT BLVD
LEXINGTON KY 40517

NO PHONE

COPY:

- ① PUBLIC SERVICE COMMISSION
FRANKFORT KENTUCKY
- ② BETTER BUSINESS BUREAU
LEXINGTON KENTUCKY

AUGUST 01, 1995

MARC G ROSE
C/O KATHY ADKINS
PO BOX 11328
ST PBG FL 33733
MC FLSP2194

RE: K5105 [REDACTED] [REDACTED]

DEAR MARC G ROSE:

THIS LETTER IS IN REFERENCE TO YOUR RECENT CORRESPONDENCE DATED JULY 24, 1995.

THE LETTER SENT TO YOU ON THIS ACCOUNT WAS IN ERROR. IT SEEMS THAT YOU WERE MAILING US CHECKS UNDER THIS PHONE NUMBER AND THE NAME ON THIS ACCOUNT. IN THE FUTURE PLEASE INCLUDE MELANEY HALEYS CUSTOMER ID # [REDACTED] IF YOU WISH TO PAY WITH A CHECK UNDER YOUR NAME.

PLEASE SEE EXHIBIT B (OTHER COMPLAINT)
THE NAME MARC G. ROSE IS NOT ON A SINGLE ONE OF THE MISPOSTED CHECKS

AS WELL YOUR CREDIT HAS NOT BEEN AFFECTED AS GTE DOES NOT LIST ACCOUNTS WITH THE CREDIT BUREAU. FOR THAT TO HAPPEN YOUR ACCOUNT MUST GO TO A COLLECTION AGENCY. THAT HAS NOT HAPPENED TO THIS ACCOUNT.

I APOLOGIZE FOR THE INCONVENIENCE WE HAVE CAUSED YOU. IF YOU NEED FURTHER ASSISTANCE YOU CAN REACH ME AT 800 483 3720 EXT. 601.

Chris D.
CHRIS D.
GTE CUSTOMER SERVICE

AMOUNT DUE \$.00

C E

PLEASE RETURN THIS STUB WITH YOUR PAYMENT

MARC G ROSE
C/O KATHY ADKINS
PO BOX 11328
ST PBG FL 33733
MC FLSP2194
RE: K5105 [REDACTED] [REDACTED]
AMOUNT DUE \$.00 C E

7 AUG 95

GTE TELEPHONE OPERATIONS
1135 E. CHOCOLATE AVENUE
HERSHEY PA 17033

ATTN: CHRIS D
GTE CUSTOMER SERVICE

FIRST OF ALL, I WANT TO SINCERELY THANK YOU FOR YOUR LETTER DATED 1 AUG 95 (COPY ATTACHED). ALTHOUGH WE HAVE SENT MANY INQUIRES TO GTE, YOUR LETTER IS THE FIRST WRITTEN REPLY WE HAVE DIRECTLY RECEIVED FROM GTE SINCE PAYMENT "MIS-POSTINGS" FOR THE [REDACTED] PHONE SERVICE BEGAN IN FEBRUARY 1995.

YOUR LETTER REPRESENTS A COMPLETE AND SATISFACTORY REPLY TO MY LETTER OF 29 JULY 95. HOWEVER, FOR ANOTHER REASON I WILL STATE LATER, I WOULD LIKE TO CORRECT THE ERRORS IN THE SECOND PARAGRAPH OF YOUR LETTER. — AGAIN I ASSUME YOUR STATEMENTS ARE BASED ON INFORMATION PROVIDED BY YOUR TAMPA OFFICE AND THUS I FULLY UNDERSTAND WHY THE ERRORS,

IN THAT PARAGRAPH, YOU INDICATE THAT MY NAME HAS BEEN ON THE "MIS-POSTED" CHECKS AND THAT "IN THE FUTURE" WE SHOULD INCLUDE MELANIE (CORRECT SPELLING) HALEY'S CUSTOMER ID NO. ON THE PAYMENT CHECK.

MY NAME HAS NOT BEEN ON ANY OF THE MIS-POSTED CHECKS (AND WE HAVE SO ADVISED YOUR TAMPA OFFICE MANY MANY TIMES) — BUT SO YOU CAN SEE FIRST-HAND, WE HAVE ATTACHED A LIST OF ALL 1995 PAYMENT CHECKS INDICATING THE 7 (THAT WE ARE AWARE OF) THAT HAVE BEEN MIS-POSTED

PHOTO COPIES OF THOSE SEVEN CHECKS ARE ALSO ATTACHED. (PHOTO COPIES OF ALL 7 WERE PREVIOUSLY SENT TO TAMPA). YOU CAN SEE FOR YOURSELF, THE NAME OF MARC G ROSE "AIN'T" ON THEM.

— AND JUST FOR THE RECORD, ALSO ATTACHED ARE SOME EXAMPLE CHECKS FOR 1993 AND 1994. THESE ARE EXACTLY LIKE THE 1995 "MIS-POSTED" CHECKS, YET EVERY 1993 AND 1994 PAYMENT WAS RECEIVED BY GTE AND PROPERLY POSTED. WHATEVER HAS CAUSED THE "MIS-POSTING" IN 1995 IS SOME CHANGE WITHIN GTE, BECAUSE THERE HAS BEEN NO CHANGE IN THE PAYMENT CHECKS, EXCEPT TO ADD MORE INFORMATION AFTER THE MIS-POSTINGS STARTED,

I WANT TO ALSO NOTE THAT EVERY "MIS-POSTED" CHECK HAD A GTE-PROVIDED PAYMENT STUB WITH IT. IF GTE IS UNABLE TO USE THE INFORMATION ON THE PAYMENT STUB THAT THEY PROVIDE, TO POST, THEN YOU HAVE A SERIOUS FLAW IN YOUR SYSTEM.

I REALLY HOPE THAT WITH THE "EVIDENCE" IN THE ATTACHMENTS TO THIS LETTER, YOU WILL NO LONGER HAVE TO ACCEPT STATEMENTS FROM OTHER GTE OFFICES THAT MY NAME HAS BEEN ON PAYMENT CHECKS. AS I HAVE TOLD YOUR TAMPA OFFICE MANY MANY TIMES:

① I HAVE NO PHONE

② I HAVE NOT MADE ANY 1995 PAYMENTS TO GTE

— AND THIS LEADS ME TO THE "ANOTHER REASON" THAT I MENTIONED EARLIER.

YOUR LETTER, POSTMARKED 1 AUGUST 95, CLEARED UP THE "PAST DUE" ISSUE. HOWEVER, IN THE SAME MAIL THAT I RECEIVED YOUR LETTER, I ALSO RECEIVED ANOTHER LETTER FROM GTE WITH A DURHAM NC POSTMARK OF 2 AUGUST 95.

AND WHAT WAS THIS SECOND LETTER? WHY OF COURSE, IT WAS ANOTHER "FINAL BILL" — AND SURPRISE SURPRISE! IT SAY "PLEASE PAY UPON RECEIPT #72.01 — AND IT CARRIES A FRIENDLY LITTLE NOTE ""SUBJECT TO IMMEDIATE REFERRAL FOR COLLECTION AND CREDIT REPORTING" (UNDERSCORE ADDED).

I GUESS THE BOTTOM LINE IS THAT THEY (TAMPA & DURHAM) WILL WANT YOU TO SEND ME ANOTHER "PAST DUE NOTICE" (BECAUSE I AM NOT GOING TO PAY GTE A PENNY, MUCH LESS \$72.01). I HOPE THE INFORMATION I HAVE PROVIDED HEREIN WILL ALLOW YOU TO STOP THIS RIDICULOUS CYCLIC ACTION (THIS IS ABOUT THE 7TH "FINAL BILL" I HAVE RECEIVED THIS YEAR, AND I HAVE NOT BEEN A GTE CUSTOMER SINCE AT LEAST 1992!

IN CLOSING, I WANT TO THANK YOU AGAIN FOR THE PROMPT AND RESPONSIVE REPLY TO MY PREVIOUS LETTER DATED 24 JULY 95

Marc Rose
 MARC G ROSE
 1251 TRENT BLVD
 LEXINGTON, KY 40517
NO PHONE

P.S THE ISSUE OF "NAMES ON THE PAYMENT CHECKS" WILL END THIS MONTH. FUTURE PAYMENTS FOR [REDACTED] PHONE SERVICE WILL BE WITH SPECIAL BANK CHECKS THAT CARRY NO NAMES.

CC:
 PUBLIC SERVICE COMMISSION
 FRANKFORT KENTUCKY

 BETTER BUSINESS BUREAU
 LEXINGTON KENTUCKY

WHICH WE USED FOR
 THE AUGUST 95 PAYMENT
 — AND IT WAS MISPOSTED!

FINAL BILLS - FOR PAST DUE AMOUNTS

(RECD AFTER GTE COLLECTION AGENT
ACKNOWLEDGED NOTHING OWED)



TELEPHONE NUMBER

Customer ID

PAGE 1 OF 4

BILL DATE

July 25, 1995

Helpful numbers

BILLING SUMMARY

MARC G ROSE

GTE billing
questions
1 800 483-3300

Previous charges	
Amount of last bill	\$.00
No payment received.	.00
Total adjustments	72.01
Amount past due	\$ 72.01

GTE repair
call
Customer Care
1 800 483-1000

Current charges	
Total current charges	\$.00
Total amount due	\$ 72.01
Please pay upon receipt	

- FINAL BILL -
Subject to immediate
referral for collection
and credit reporting.

To order GTE
services
1 800 483-4300

Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210*HBRZZ
00001363 7K0000009665
20-KY

TELEPHONE NUMBER

NON-PUBLISHED

Please pay
this amount. ▶

Total amount due	\$ 72.01
Please pay upon receipt	

It's our
privilege to
serve you.

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

GTE South
P.O. Box 31122
Tampa, FL
33631-3122





TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 4

BILL DATE

August 25, 1995

Helpful numbers

BILLING SUMMARY

MARC G ROSE

GTE billing questions
1 800 483-3300

Previous charges	
Amount of last bill	\$ 72.01
Payment received. Thank you.	CR 35.81
Amount past due	\$ 36.20

GTE repair call
Customer Care
1 800 483-1000

Current charges	
Total current charges	\$.00
Total amount due	\$ 36.20
Please pay upon receipt	

- FINAL BILL -
Subject to immediate
referral for collection
and credit reporting.

To order GTE services
1 800 483-4300


Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210*HBRZZ
00001434 7K0000010091
20-KY
[REDACTED]

TELEPHONE NUMBER

NON-PUBLISHED

Please pay  this amount.

Total amount due	\$ 36.20
Please pay upon receipt	

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

GTE South
P.O. Box 31122
Tampa, FL
33631-3122





PAGE 1 OF 4

TELEPHONE NUMBER [REDACTED] Customer ID [REDACTED]
BILL DATE September 25, 1995

Helpful numbers

GTE billing questions
1 800 483-3300

GTE repair call
Customer Care
1 800 483-1000

To order GTE services
1 800 483-4300

BILLING SUMMARY

MARC G ROSE

<u>Previous charges</u>	
Amount of last bill	\$ 36.20
No payment received.	.00
Total adjustments	CR 36.20
Balance	\$.00

<u>Current charges</u>	
GTE regulated services	\$ 36.20
Total current charges	\$ 36.20

Total amount due	\$ 36.20
Please pay upon receipt	


- FINAL BILL -
Subject to immediate
referral for collection
and credit reporting.

Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210*HBRZZ
00001495 7K0000010477
20-KY
[REDACTED]

TELEPHONE NUMBER NON-PUBLISHED

Please pay  this amount.

Total amount due	\$ 36.20
Please pay upon receipt	

*It's our
privilege to
serve you.*

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

GTE South
P.O. Box 31122
Tampa, FL
33631-3122



CERTIFIED MAIL - RETURN RECEIPT

EXHIBIT IV

6 SEPTEMBER 95

GTE
PO Box 24898
TAMPA FL 33623-4898

IN MARCH, APRIL, MAY, JUNE, JULY AND AUGUST OF THIS YEAR, I RECEIVED A "FINAL BILL" FROM YOU. IN EACH CASE, I PROMPTLY NOTIFIED YOU BY CERTIFIED MAIL THAT:

- ① I DO NOT HAVE A PHONE
- ② I AM NOT A GTE CUSTOMER
- ③ I HAVE NOT MADE ANY PAYMENTS TO GTE IN 1995

TODAY, I RECEIVED ANOTHER "FINAL BILL" SHOWING:

- ① I OWE A "PAST DUE" AMOUNT OF \$36.20
- ② I MADE AN AUGUST PAYMENT OF \$35.81

TO SET THE RECORD STRAIGHT:

- ① I DO NOT OWE GTE ANYTHING (FOR THE RECORD - AGAIN - I HAVE NOT BEEN A GTE CUSTOMER SINCE 1992)
- ② I DID NOT MAKE A PAYMENT TO GTE IN AUGUST - NOR ANY TIME IN 1993, 1994 OR 1995.

I HAVE WORKED HARD TO MAINTAIN A PERFECT CREDIT RATING IN THE BUSINESS WORLD. NOW YOU ARE DESTROYING THAT RATING USING FALSE INFORMATION. YOUR REPEATED HARASSMENT ACTIONS WITH UNTRUE STATEMENTS ATTACKING MY CREDIT RECORD IS CAUSING ME EXTREME EMOTIONAL ANGUISH. I BEG YOU TO STOP INFLECTING THIS MENTAL PAIN.

Marc G. Rose
MARC G. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517
NO PHONE

CC PUBLIC SERVICE COMMISSION
FRANKFORT, KENTUCKY



TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 4

BILL DATE

August 25, 1995

Helpful numbers

BILLING SUMMARY

MARC G ROSE

GTE billing questions
1 800 483-3300

<u>Previous charges</u>	
Amount of last bill	\$ 72.01
Payment received. Thank you.	CR 35.81
Amount past due	\$ 36.20

GTE repair call
Customer Care
1 800 483-1000

<u>Current charges</u>	
Total current charges	\$.00
Total amount due	\$ 36.20
Please pay upon receipt	

- FINAL BILL -
Subject to immediate
referral for collection
and credit reporting.

To order GTE services
1 800 483-4300

Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210**HBRZZ
00001434 7K0000010091
20-KY
[REDACTED]

TELEPHONE NUMBER

NON-PUBLISHED

Please pay this amount. ▶

Total amount due	\$ 36.20
Please pay upon receipt	

It's our privilege to serve you.

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

GTE South
P.O. Box 31122
Tampa, FL
33631-3122



6 OCTOBER 95

GTE

PO Box 24898

TAMPA FL 33623-4898

I LAST WROTE TO YOU ON 6 SEPTEMBER 95. RATHER THAN REPEAT THE INFORMATION THEREIN, I HAVE ATTACHED A COPY OF THAT LETTER.

I HAVE BEGGED (LITERALLY, NOT FIGURATIVELY) THAT YOU STOP HARASSING ME WITH "FINAL BILLS" AND DEMANDS FOR PAYMENT OF BILLS THAT I DO NOT OWE. YOU HAVE RESPONDED WITH ANOTHER "FINAL BILL" THAT I RECEIVED IN TODAY'S MAIL.

IT IS NOW ALL TOO OBVIOUS THAT YOU HAVE NO INTENTION OF ENDING THESE UNJUST ACTIONS. FRANKLY, I CAN NO LONGER ENDURE THE MENTAL STRAIN YOU ARE CAUSING. THEREFORE, I AM ASKING MY ATTORNEY TO INITIATE LEGAL ACTION AGAINST GTE.

HITLER HAD HIS STORM TROOPERS. GTE HAS ITS "FINAL BILLS",

WITH DISGUST

Marc Rose

MARC G. ROSE

1251 TRENT BLVD.

LEXINGTON, KY 40517

NO PHONE

CC. PUBLIC SERVICE COMMISSION
FRANKFORT, KENTUCKY

BETTER BUSINESS BUREAU
LEXINGTON KENTUCKY

COPY - CERTIFIED MAIL, RETURN RECEIPT

MS. N. KNIGHT

GTE EXECUTIVE ASSISTANT

ONE TAMPA CITY CENTER

201 NORTH FRANKLIN ST.

TAMPA FL 33601-0110