COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE, MELANIE HALEY,
AND THOMAS L. ROSE
COMPLAINANTS

v.

GTE SOUTH INCORPORATED
DEFENDANT

CASE NO. 96-052

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 February 12, 1996, 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 1st day of March, 1996.

PUBLIC SERVICE COMMISSION

Chairman

Vice Chairman

Commissioner

EXECUTIVE DIRECTOR

ATTEST:

Denise Mills
COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE
(Your Full Name)
COMPLAINANT

VS.

GTE
(Name of Utility)
DEFENDANT

RECEIVED
FEB 12, 1996
PUBLIC SERVICE COMMISSION
96-052

COMPLAINT

The complaint of MARC G. ROSE
(Your Full Name)
respectfully shows:

(a) MARC G. ROSE
(Your Full Name)
1251 TRENTH BLVD. LEXINGTON KY 40517
(Your Address)

(b) GTE
(Name of Utility)
201 NORTH FRANKLIN ST. TAMPA FL 33601
(Address of Utility)

(c) That: MARC G. ROSE HAS NOT BEEN A CUSTOMER
(Describe here, attaching additional sheets if
necessary, the specific act, fully and clearly, or facts

OF GTE SINCE AT LEAST 1992. HOWEVER, IN FEBRUARY 1995
he received a "final bill" from GTE showing he had
that are the reason and basis for the complaint.)

MADE A $75.00 PAYMENT IN JANUARY FOR TELEPHONE

Continued on Next Page
COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELANIE HALEY
(Your Full Name)
COMPLAINANT

VS.

G T E
(Name of Utility)
DEFENDANT

RECEIVED
FEB 12 1996
PUBLIC SERVICE COMMISSION

The complaint of MELANIE HALEY
(Your Full Name)
respectfully shows:

(a) MELANIE HALEY
(Your Full Name)
1251 TRENT BLVD LEXINGTON KY 40517
(Your Address)

(b) G T E
(Name of Utility)
201 NORTH FRANKLIN ST TAMPA FL 33601
(Address of Utility)

(c) That: AFTER PROPERLY POSTING ALL MONTHLY PAYMENTS
(Describe here, attaching additional sheets if
ecessary, the specific act, fully and clearly, or facts
NUMBER 606-271-3214, G T E BEGAN MISPOSTING
that are the reason and basis for the complaint.)
INVOICE PAYMENTS IN FEBRUARY 1995.

Continued on Next Page

When posting errors began, we mistakenly assumed it was a one-time occurrence. However, when it occurred the second time, we promptly notified GTE by certified mail (and noted that a similar problem had occurred several years before). We received no reply.

The posting errors (a total of 8) continued thru August 1995 when, at the request of GTE, we stopped making additional payments. Each time a posting error occurred, we advised GTE by certified mail and requested corrective action. We sent about a dozen such letters, mainly to Tampa, but also to other GTE offices. As of February 1996, we have not received a reply to a single one of these billing error inquiries.
Formal Complaint

MELANIE HALEY vs GTE
(Your Name) (Utility Name)

Wherefore, complainant asks For a Detailed Explanation of:
(Specifically state the

1. Why the posting errors occurred when payments were made in
   relief desired.)
   Exact Compliance with GTE instructions.

2. Why GTE has declined to reply to any billing inquiries
   related to the misposting of 1995 payments for 606-271-3214

Dated at LEXINGTON, Kentucky, this 9th day
(Your City)
of FEBRUARY, 1996.

Melanie Haley
(Your Signature)

(Name and address of attorney, if any)
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 606-271-3214. 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 shut 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-Mechanicsville in our letter of 17 July 95) that we are not complaining about the fact that posting errors have occurred, everyone makes mistakes, and we accept that as a "fact of life." Our complaint is GTE's refusal to reply to our billing inquiries 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 call 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 constitute 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 harassed 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 replies to our bill inquiries), 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.

[Signature]
Thomas L. Rose
1251 Trent Blvd
Lexington, KY 40517
DETAILS OF COMPLAINT OF MELANIE HALEY

Exhibit A  -  Typical Payment Checks for 1993 & 1994 (All Properly Posted By GTE)

Exhibit B  -  1995 Payment Check Misposted By GTE (Checks the same as those processed in 1993/94)

Exhibit C  -  Letters To GTE Reporting Posting Errors (Not a Single Reply from GTE As of February 1996)

Exhibit D  -  File Of Complaint To Better Business Bureau (BBB Concluded Complaint Not Valid)

Exhibit E  -  Letters To GTE Mechanicsville, Virginia (Regarding Their Letter To BBB - No Reply)

Exhibit F  -  Letters To Public Service Commission (Initiated after BBB "Slammed the Door"

Exhibit G  -  Letters From GTE Requesting Stop Monthly Payments (Unsolicited Letters - Not a Reply To Our Prior Letters)

Please Note that Some Letters in Exhibits refer to "Attachments" which have not been repeated since they are elsewhere in the file now being submitted. However if you find the full Attachments are required, please advise and we will promptly forward.

Likewise, only a few certified mail receipts have been included as examples, but all can be provided if needed.
These four checks and invoices are

Typical of the 2 year period 1993-94.
(All Properly Posted by GTE)

However, copies of all 24 checks
Can be provided if needed
**Helpful numbers**

<table>
<thead>
<tr>
<th>GTE billing questions</th>
<th>Previous charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 800 483-3300</td>
<td>Amount of last bill</td>
<td>CR $187.51</td>
</tr>
<tr>
<td></td>
<td>Payment received. Thank you.</td>
<td>CR $70.00</td>
</tr>
<tr>
<td></td>
<td>Credit balance</td>
<td>CR $257.51</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To order GTE services</th>
<th>Current charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 800 483-4300</td>
<td>GTE regulated services</td>
<td>$50.79</td>
</tr>
<tr>
<td></td>
<td>MCI regulated services</td>
<td>$94.87</td>
</tr>
<tr>
<td></td>
<td>Total current charges</td>
<td>$145.66</td>
</tr>
</tbody>
</table>

| Total amount due            | CR $111.85               |
| No payment necessary        |                          |

---

**PAYMENT RECEIVED**

**PAY TO THE ORDER OF**

**GT E**

$70.00

**SEVENTY AND 00/100 DOLLARS**

**PEOPLES BANK & TRUST CO.**

**LEXINGTON, KENTUCKY**

**FOR**

**THOMAS L. ROSE**

**GLENDA MUSSMAN**

**1251 TRENT BLVD.**

**LEXINGTON, KENTUCKY 40517**

1 November, 1994
## BILLING SUMMARY

**MELANIE HALEY**

### Previous charges
- Amount of last bill: CR $300.90
- Payment received. Thank you: CR $45.00
- Credit balance: CR $345.90

### Current charges
- GTE regulated services: $62.75
- MCI regulated services: 55.88
- Other regulated charges: 1.41
- Total current charges: $120.04

### Total amount due
- CR $225.86
- No payment necessary

---

**THOMAS L. ROSE**

OR GLENDA MUSSMAN

1251 TREN BLDG

LEXINGTON, KY 40505

---

February 94

PAY TO THE ORDER OF GTE

Forty-Five Hundred Nineteen and 0/100 Dollars

PEOPLES BANK & TRUST CO

OWENTON, KENTUCKY

73-390

Signature: Thomas L. Rose
## GTE

**BILLING SUMMARY**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous charges</td>
<td>CR $437.92</td>
</tr>
<tr>
<td>Amount of last bill</td>
<td>CR $71.00</td>
</tr>
<tr>
<td>Payment received. Thank you</td>
<td>CR $508.92</td>
</tr>
<tr>
<td>Credit balance</td>
<td></td>
</tr>
<tr>
<td>GTE regulated services</td>
<td>$28.50</td>
</tr>
<tr>
<td>MCI regulated services</td>
<td>$23.62</td>
</tr>
<tr>
<td>Total current charges</td>
<td>$52.12</td>
</tr>
<tr>
<td>Total amount due</td>
<td>CR $456.80</td>
</tr>
</tbody>
</table>

No payment necessary.

---

**Check:**

- **Pay to the Order of:** Peoples Bank & Trust Co.
- **Payable in:** 7700 DOLLARS
- **Received:** 5 October 1993
- **For:** Thomas L. Rose
## BILLING SUMMARY

### Helpful numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>GTE billing questions</td>
<td>76-6123</td>
</tr>
<tr>
<td>To order GTE services</td>
<td>323-9422</td>
</tr>
</tbody>
</table>

### Previous charges

- **Amount of last bill**: CR $309.62
- **Payment received, Thank you**: CR 40.00
- **Credit balance**: CR $349.62

### Current charges

- **GTE regulated services**: $30.30
- **MCI regulated services**: 80.96
- **Total current charges**: $111.26

**Total amount due**: CR $238.36

No payment necessary
Helpful numbers

<table>
<thead>
<tr>
<th>GTE billing questions</th>
<th>GTE billing questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous charges</td>
<td>Current charges</td>
</tr>
<tr>
<td>Amount of last bill</td>
<td>GTE regulated services</td>
</tr>
<tr>
<td>CR $ 83.09</td>
<td>$ 33.44</td>
</tr>
<tr>
<td>No payment received</td>
<td>MCI regulated services</td>
</tr>
<tr>
<td>.00</td>
<td>.55</td>
</tr>
<tr>
<td>Credit balance</td>
<td>Total current charges</td>
</tr>
<tr>
<td>CR $ 83.09</td>
<td>$ 33.99</td>
</tr>
</tbody>
</table>

Total amount due

CR $ 49.10

No payment necessary

---

THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE

9 February 1995

Seventy-five and 00/100 DOLLARS

BANK ONE

LEXINGTON, KY

MEMO

(All checks in Exhibit B were misplaced by GTE)
THOMAS L. ROSE OR GLENDIA MUSMAN
1251 TRENT BLVD.
LEXINGTON, KY 40503

PAY TO THE ORDER OF

Eighty and 0/100 DOLLARS

March 1995

THOMAS L. ROSE

THOMAS L. ROSE OR GLENDIA MUSMAN
1251 TRENT BLVD.
LEXINGTON, KY 40503

PAY TO THE ORDER OF

Thirty-five and 0/100 DOLLARS

March 1995

THOMAS L. ROSE

THOMAS L. ROSE
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF

Forty and 0/100 DOLLARS

March 1995

BANKONE
Bank One, Lexington, KY
Lexington, Kentucky 40507

MEMO
THOMAS L. ROSE 07-30
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF
GTE
Fifty-five and
102 DOLLARS

BANK ONE.

MEMO: CERT MRL W/ R.R.

12 April 1995

1626

THOMAS L. ROSE

BANK ONE.

MEMO: CERT MRL W/ R.R.

12 April 1995

1626
THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF: G.T.E

$40.01

Forty and

01 CENTS

BANKEONE.

03027759B 13 052495 1755
MEMO: For Melvin Haley

14 May 1995.

73-11/421

106 DOLLARS

40000 040 1406936196 BARNETT JAX
063000047 800-5239498>063000047<
44 185752 2614 05-23 JAX FL
44 185752 05-23 09290 23
255 00950 15 117 052395
NY 95'24

For Deposit Only
GTE-TELOPS
CMR

For Endorse Here

Stamp or Sign Below This Line
For Financial Institution Use Only.
THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE
ORDER OF: GTE South

21 June 1995

Thirty-two and 00/100 DOLLARS

BANK ONE.
Bank One, Lexington, NA
Lexington, Kentucky 40507

MEMO FOR MELANIE HALEY

PAY TO THE ORDER OF: GTE

16 August 1995

Thirty-five and 91/100 DOLLARS

National City Bank
National City Bank, Kentucky
# List of 1995 Phone Service Payments to GTE

(As of 29 July 95)

<table>
<thead>
<tr>
<th>Payment Check</th>
<th>GTE Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Number</td>
</tr>
<tr>
<td>4 Jan</td>
<td>P-968</td>
</tr>
<tr>
<td>9 Feb</td>
<td>BFS-1584</td>
</tr>
<tr>
<td>3 Mar</td>
<td>P-1009</td>
</tr>
<tr>
<td>8 Mar</td>
<td>P-1014</td>
</tr>
<tr>
<td>19 Mar</td>
<td>BFS-1607</td>
</tr>
<tr>
<td>27 Mar</td>
<td>BFS-1614</td>
</tr>
<tr>
<td>5 Apr</td>
<td>BFS-1621</td>
</tr>
<tr>
<td>12 Apr</td>
<td>BFS-1626</td>
</tr>
<tr>
<td>19 Apr</td>
<td>BFS-1627</td>
</tr>
<tr>
<td>25 Apr</td>
<td>P-1038</td>
</tr>
<tr>
<td>6 May</td>
<td>P-1047</td>
</tr>
<tr>
<td>14 May</td>
<td>BFS-1636</td>
</tr>
<tr>
<td>8 Jun</td>
<td>BFS-1657</td>
</tr>
<tr>
<td>21 Jun</td>
<td>BFS-1669</td>
</tr>
<tr>
<td>27 Jun</td>
<td>BFS-1678</td>
</tr>
<tr>
<td>6 Jul</td>
<td>BPM-616</td>
</tr>
</tbody>
</table>

* Check Returned by GTE on 28 June - Sent Back To GTE on 29 June (Details In File)

## Summary

- **6 Checks Totaling $270.01** Processed by GTE and Properly Posted
- **1 Check in Amt Of $75.00 Misposted & $75.00 Refund Sent To Third Party**
- **6 Checks Totaling $282.03** Mis-Posted, GTE Retaining Funds
- **3 Checks Totaling $123.02** - Status Unknown
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postage</td>
<td></td>
<td>$3.20</td>
</tr>
<tr>
<td>Certified Fee</td>
<td></td>
<td>$1.10</td>
</tr>
<tr>
<td>Restricted Delivery Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Receipt Showing</td>
<td>Weight &amp; Date Delivered</td>
<td>$1.10</td>
</tr>
<tr>
<td>Return Receipt Showing</td>
<td>Weight, Date, and Addressee's Address</td>
<td></td>
</tr>
<tr>
<td>TOTAL Postage &amp; Fees</td>
<td></td>
<td>$2.50</td>
</tr>
</tbody>
</table>

Postmark or Date: APR 13, 1995
GTE 
St. Petersburg FL 

Customer Service 
Mrs. M. L. Lee 

In your reply to my last inquiry, you closed with "Please contact me if I may further assist you." I will take you up on that offer. 

To be brief and to the point, I am now being "harassed" by GTE. After making it difficult to find out where to send payments, GTE now will cash the payment checks, but without a credit to our bill. 

I have attached photo copies of examples for the last two months. However, there are more. I just do not have the cancelled checks as yet, but the bank assures me that they have been cashed. (You probably can look in your "magic computer" and see that a similar thing happened several years ago when we stated getting "past due" notices although our account had a credit balance of several hundred dollars.) 

I do not understand why GTE is doing this. I am certainly not looking for trouble. However, unless you or someone in GTE can end this harassment, I feel I will have no choice but to take the matter to the public service commission.

[Signature]

Thomas L. Rose 

Customer ID [Redacted]
### BILLING SUMMARY

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Previous charges</td>
<td></td>
</tr>
<tr>
<td>Amount of last bill</td>
<td>CR $83.09</td>
</tr>
<tr>
<td>No payment received.</td>
<td>.00</td>
</tr>
<tr>
<td>Credit balance</td>
<td>CR $83.09</td>
</tr>
<tr>
<td>Current charges</td>
<td></td>
</tr>
<tr>
<td>GTE regulated services</td>
<td>$33.44</td>
</tr>
<tr>
<td>MCI regulated services</td>
<td>.55</td>
</tr>
<tr>
<td>Total current charges</td>
<td>$33.99</td>
</tr>
<tr>
<td>Total amount due</td>
<td>CR $49.10</td>
</tr>
<tr>
<td>No payment necessary</td>
<td></td>
</tr>
</tbody>
</table>

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**THOMAS L. ROSE** 07-90  
1251 TRENT BLVD.  
LEXINGTON, KY 40517  

9 February 1995 73-11/421

PAY TO THE ORDER OF **GTE**  
$75.00  
Seventy-five and 00/100 DOLLARS

**BANKEONE.**  
Bank One, Lexington, MA  
Lexington, Kentucky 40507

MEMO
**BILLING SUMMARY**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous charges</td>
<td></td>
</tr>
<tr>
<td>Amount of last bill</td>
<td>CR $ 49.10</td>
</tr>
<tr>
<td>No payment received</td>
<td>.00</td>
</tr>
<tr>
<td>Credit balance</td>
<td>CR $ 49.10</td>
</tr>
<tr>
<td>Current charges</td>
<td></td>
</tr>
<tr>
<td>GTE regulated services</td>
<td>$ 28.54</td>
</tr>
<tr>
<td>MCI regulated services</td>
<td>1.78</td>
</tr>
<tr>
<td>Total current charges</td>
<td>$ 30.32</td>
</tr>
<tr>
<td>Total amount due</td>
<td>CR $ 18.78</td>
</tr>
<tr>
<td>No payment necessary</td>
<td></td>
</tr>
</tbody>
</table>

**THOMAS L. ROSE**

**OR GLENSDA MUSSMAN**

1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF

$ 80.00

EIGHTY AND NO/100 DOLLARS

PEOPLES BANK & TRUST CO.

FEBRURARY 95

FOR

THOMAS L. ROSE
GTE South
PO Box 31122
Tampa FL 33631-3122

Ref: [redacted]
Customer I.D. [redacted]

Attached are photo copies of 3 checks for Ref. Account that you received and processed, however, the payments were not reflected on either my April or May invoice.

Please be certain these payments are recorded on my June 95 bill.

Thank you
Melanie Haley
Melanie Haley
GTE SOUTH
PO Box 31122
TAMPA FL 33631-3122

Ref: [reddacted]
Customer I.D. [reddacted]

On May 8, I sent you photo copies of 3 checks that you processed for payment but did NOT credit to my account. I now find that you processed another check that also was not credited on my last bill. A photo copy of this latest check is attached. Please note that my payment checks now indicate not only my phone number but also my customer I.D. number.

If you have a specific reason for not posting these checks to my account, I would very much appreciate it if you would share that information with me.

Thank You
Melanie Haley

Melanie Haley
THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY  40517

PAY TO THE ORDER OF

GTE

Fifty-five and
$55.01
102 DOLLARS

BANK ONE.
Bank One, Lexington, KY

MEMO
CEET, MAIL w/R.R.

12 April 1995

1626

ENDORSE HERE

FOR DEPOSIT ONLY
GTE-TELOPS
CAR

40000 040 1406936198 Barnett Jax
063000047 800-5239498>063000047<
44 025686 3037 04-21 Jax fl
44 025686 04-21 09290 24
60742 11 504 042195

AP '95 24

-942190117-
BANK ONE, LEXINGTON, KY
LEXY 49507
0444468497
630872852

ENDORSE HERE
GTE South  
PO Box 31122  
Tampa FL 33631-3122

Ref: [Redacted]  
Customer I.D: [Redacted]

In the past two months, I have informed you of 4 of my payment checks that you did not credit to my account. I included photo copies of those checks for your use/review.

In the bank statement that arrived today, we find there is another check in that same category — you cashed it, but did not credit my account. (Photo copy of check attached)

When I mail a payment, I include your payment invoice stub and show my phone number on the check. Since these “Posting Problems” started, I also show my Customer I.D. No. on the check. Now I even make a notation “For Melanie Haley.” I simply do not know what more I can do.

Melanie Haley

Melanie Haley

Copy:  
Better Business Bureau  
Lexington Kentucky
ENDER:
- 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.

1. Article Addressed to:
   GTE SOUTH
   PO Box 31122
   TAMPA FL 33631-3122

4a. Article Number
   2212092486

4b. Service Type
   ☐ Registered  ☐ Insured
   ☐ Certified  ☐ COD
   ☐ Express Mail  ☐ Return Receipt for Merchandise

7. Date of Delivery
   01-03-95

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

Thank you for using Return Receipt Service.
THE PROBLEM OF INCORRECT OR NON-POSTING OF OUR PAYMENTS HAS BEEN GOING ON FOR MONTHS. YOUR PHONE CALL YESTERDAY, THE FIRST RESPONSE TO OUR INQUIRIES, ADVISED THAT OUR PROBLEMS WOULD BE RESOLVED IF WE WOULD ONLY PUT THE CUSTOMER I.D. NO. ON OUR PAYMENT CHECKS. WE THANK YOU FOR THIS VALUABLE INFORMATION.

NOW WE HAVE ONE OTHER REQUEST. WOULD YOU PLEASE PASS THE SAME INFORMATION TO YOUR OWN EMPLOYEES.

THE DAY WE RECEIVED YOUR PHONE CALL, WE ALSO RECEIVED YOUR LETTER RETURNING ONE OF OUR RECENT PAYMENTS. NOW WE ARE RETURNING THAT LETTER TO YOU "IN TOTO". AS YOU CAN SEE, THE LETTER (NOTICE OF CHECK RETURN) ASKS FOR:

(1) AREA CODE AND TELEPHONE NUMBER
(2) THE NAME TO WHICH THE ACCOUNT IS LISTED.
(Please Note It Does NOT Ask For "Customer I.D. No.")

As you can plainly see, attached to the "Notice" is our Check and the GTE Provided Payment Stub which clearly show the requested information — PLUS THE CUSTOMER I.D. NO.

The person who returned our payment check is obviously NOT IN CONTACT WITH THE PERSON WHO CALLED TO GIVE US THE ABOVE NOTED ADVICE,
There is one particular point that I want to make very clear. In every case — repeat — in every case we have returned the GTE provided payment stub with our payment check. Your payment instructions on the top left of page 2 of your monthly bill states, "Include the payment stub to ensure proper credit." (Underscore added). If you cannot use this payment stub to obtain the information you need for proper posting, you have a serious serious flaw in your system.

I am also enclosing a copy of my letter to you dated 17 June 95 which specifically relates to the "defects" in your "notice." As I concluded that letter, I state again — I simply do not know what more I can do.

Melanie Haley

Melanie Haley

Copy:
Better Business Bureau
Lexington, Kentucky
GTE SOUTH INCORPORATED
POST OFFICE 31122
TAMPA, FLORIDA. 33631-3122
NOTICE OF CHECK RETURN

DATE 6-30-95

TO CUSTOMER:

THANK YOU FOR YOUR CHECK. HOWEVER WE FIND IT NECESSARY TO
RETURN IT TO YOU FOR THE REASON SHOWN BELOW. PLEASE CORRECT
ADDRESS LISTED ABOVE, SO YOUR ACCOUNT CAN BE PROPERLY CREDITED.

☐ NO SIGNATURE
☐ AMOUNTS DO NOT AGREE
☐ NOT PAYABLE TO OUR COMPANY
☐ CHECK NOT ENCLOSED
☐ PLEASE PROVIDE CORRECT AREA CODE & TELEPHONE NUMBERS
☐ NOT PROPERLY ENDORSED
☐ STALE DATED
☐ POSTDATED
☐ OTHER

TELEPHONE NUMBER

NON-PUBLISHED

Customer ID

It's our
privilege to
serve you.

MELANIE HALEY
1251 TRENT BLVD
LEXINGTON, KY 40517-3348

THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF

GTE

Thirty-two and 01
DOLLARS

BANK ONE

Lexington, Kentucky 40507

MEMO MELANIE HALEY

$320.01
Thomas Rose
1251 Trent Blvd.
Lexington KY 40517

THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

8 June 1995

PAY TO THE ORDER OF
GTE

Thirty-two and 01

00 DOLLARS

BANK ONE.
Bank One, Lexington, KY
Lexington, Kentucky 40507

MEMO: MELANIE HALEY

Thomas L. Rose
On 8 May, 20 May, & 17 June, I sent you photo copies of 5 checks that
GTE cashed but did NOT post to my account. In these two letters,
I explained that in view of the new "4 months ago" posting problems, I now
show my customer ID no. on the check and mark the check "for Melanie Haley."
You, of course, did not answer the letters, but I can tell by my monthly bill that none
of the "missing checks" have been posted to my account.

But

On 28 June we received a phone call from someone at GTE stating, in effect,
that if we would just show the customer ID no. on the payment check (which we were
already doing), "our problems would be solved!"

Then on 13 July, we received a letter from your Mechanicsville office
(via the Lexington BBB) indicating our problems would be over if we would only
show my name on the check (which we were already doing).

Now, by following these two pieces of "sage advice", there will be
no more "posting problems" —— right? —— wrong!

In today's mail, we received another cancelled check from the
bank that GTE has cashed, but did NOT post to my account.

This brings the total amount for these "mis-posted checks" to
about $300. Do you have a "target amount" that you
are trying for? How does a thousand dollars sound?

But back to this check —— and what a "surprise!"
The "mis-posted check" shows (in addition to the area code/phone no.)
my customer ID no. AND is marked "for Melanie Haley" (see attached photocopy)

Maybe in place of calling 1-251 treat and sending
letters to BBB, you should just write and phone
your employees that post incoming payments
I have given up on getting any answers to my prior letters—so I will restrict my one question to check No 1669 dated 21 June 95, cashed by GTE on 27 June 95.

When are you going to post it to my account?

There is one positive aspect of this latest "incident," namely—No one can accuse GTE of being lazy!—because it takes hard work to mis-post a check that carries as much identification as this latest one.

Thank you for the continuing service.

Melanie Haley

Melanie Haley

Copy:
Better Business Bureau
Lexington KY.

Retained copy for:
Public Service Commission
THOMAS L. ROSE
1251 TREN'T BLVD.
LEXINGTON, KY 40517

PAY TO THE ORDER OF
G. F. Smith

32.00

THIRTY-TWO AND 00/100 DOLLARS

BANK ONE

MEMO FOR MELANIE HALEY

21 JUNE 1995

1669

73-11/421
CERTIFIED MAIL - RETURN RECEIPT

11 August 95

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

RE: [REDACTED]

My August bill showed two "Payment Adjustments," one for $32.00 and the other for $40.51.

Attached is a list of my 1995 payment checks and indicates the 7 that you have "mis-posted" to date. I assume your "payment adjustments" represent credit for the two most recent "mis-posted" checks. Is this assumption correct?

I recognize from experience that it is contrary to GTE policy for your office to send a reply to my letter, but could you just mark the reply form on the attached photo copy of this letter and return it to me in the enclosed stamped self-addressed envelope?

Thank you.

[Signature]

MELANIE HALEY

Copy:
Public Service Commission
Frankfort Kentucky

---

GTE REPLY

Regarding the payment adjustments on your August 95 bill:

[ ] Your assumption is correct

[ ] Your assumption is NOT correct

By: ___________________________  GTE ___________________________  Date: ___________________________
LIST OF 1995 PHONE SERVICE PAYMENTS TO GTE
(As Of 29 July 95)

<table>
<thead>
<tr>
<th>Date</th>
<th>Number</th>
<th>Amount</th>
<th>Proper</th>
<th>Mis-Posted</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>P-963</td>
<td>$75.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>BFS-1584</td>
<td>$75.00</td>
<td></td>
<td></td>
<td>Refund Check for $75.00 Sent To Marc G. Rose</td>
</tr>
<tr>
<td>Mar</td>
<td>P-1039</td>
<td>$90.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>P-1014</td>
<td>$35.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>BFS-1607</td>
<td>$40.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>BFS-1614</td>
<td>$30.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>BFS-1621</td>
<td>$55.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>BFS-1626</td>
<td>$55.01</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>BFS-1627</td>
<td>$35.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>P-1038</td>
<td>$35.01</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>P-1047</td>
<td>$40.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>BFS-1636</td>
<td>$40.01</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td>BFS-1657</td>
<td>$32.01</td>
<td></td>
<td></td>
<td>Status Unknown</td>
</tr>
<tr>
<td>Jun</td>
<td>BFS-1669</td>
<td>$32.00</td>
<td></td>
<td></td>
<td>Status Unknown</td>
</tr>
<tr>
<td>Jun</td>
<td>BFS-1678</td>
<td>$33.00</td>
<td></td>
<td></td>
<td>Status Unknown</td>
</tr>
<tr>
<td>Jul</td>
<td>BPM-616</td>
<td>$58.01</td>
<td></td>
<td></td>
<td>Status Unknown</td>
</tr>
</tbody>
</table>

* Check Returned By GTE On 28 June — Sent Back To GTE On 29 June (Details In File)

SUMMARY

- 6 Checks Totaling $270.01 Processed By GTE And Properly Posted
- 1 Check In Amt Of $75.00 Misposted And Then $75.00 Refund Sent To Third Party
- 6 Checks Totaling $282.02 Mis-Posted, GTE Retaining Funds
- 3 Checks Totaling $123.02 — Status Unknown
As I noted on the prior page, I did understand your red and blue "highlights". However, you did not highlight the payment adjustment. There is no detail, so I can only guess where it came from. It so happens that GTE misposted three of my payment checks in March 95, those three totaled $155 (the same amount as the payment adjustment), so I assume the payment adjustment corrects those "mis-postings," am I right?

If you can clarify that payment adjustment, maybe you could also provide the same type of information about the payment adjustment on the prior month bill. Attached is a copy of my letter dated 11 August 95 making such an inquiry. True to form, I have received no reply.

Just for the record, if I am correct about the meaning of these "payment adjustments," you have credited my account for all the checks misposted in the first half of 1995 except check #1626 dated 12 April 95 in the amount of $55.01.

Please note that in the prior paragraph, I referred to checks "mis-posted" in the first half of 1995. And this brings me to another entry on my telephone bill that you failed to highlight — namely "no payment received." (I have been a little slow replying to your letter because we were waiting for canceled checks from the bank). Attached is a photo copy of my August payment check dated 16 August 95 and cashed by GTE, so we have a new start for "mis-posted" checks in the second half of 1995.

Again, as I have done in 5 or 6 of my prior letters, I want to point out that every payment check that I have sent shows the area code and phone number. In every case, the check has been mailed with the GTE provided payment stub. This exactly complies with the instructions you show on page 2 of your customer's monthly invoice. If you are unable to make correct postings with the proper information on the payment check and with an enclosed payment stub, then you have a serious, serious flaw in your system. (A point I have also noted in 5 or 6 of my prior letters.)
10-218-020

PAY TO THE ORDER OF GTF $ 35.91

Thirty-five and Ninety-One Hundred Thousandths DOLLARS

16 August 1995

National City Bank 552117611
National City Bank, Kentucky

FOR

[Signature]

Thomas J. Rose
**Customer Complaint**

**Important! Complete All 4 Sections - Write Firmly**

1. **Date Problem Occurred:** Dec 94 to Present
   - **Brand Name or Mfg.:** N.A.
   - **Model Name or No.:** N.A.
   - **Amount Involved:** Present About $200
2. **To Whom:** Billing Office
   - **Date Purchased:** N.A.
3. **Company Name:** GTE South
   - **Address:** P.O. Box 31122
   - **City:** Tampa
   - **State:** FL
   - **ZIP:** 33631-3122
4. **Name of Salesperson:** N.A.
5. **Date You Complained to Co.:** 10 Jun 95

**What is your complaint?** (Also be sure to enclose photocopies of contracts, receipts, cancelled checks or other relevant documents):

1. **General - A "payment mailing address" is not included with each monthly invoice.**
2. **Specific - Payment checks are being received and cashed by GTE, but not posted to the phone account for which they were submitted, even when the customer I.D. number is indicated on the payment check.**

**Attention Customer - Do Not Write Below This Line**

Your Signature: Melanie Haley

Date: 10 Jun 95

**To the Company:**

As a convenience you may use this form to notify the BBB of your position or action taken with regard to your customer's complaint.

- **Action Has been Taken**
- **Action Will be Taken**
- **Other** (See Below)

**BBB Address:**

BBB of Central & Eastern Kentucky, Inc.
410 West Vine Street
Lexington, Kentucky 40507-1616

**Comments:**
28 Jun 95

B  B  B

Ref C 032463

FYI - As per your instructions

At 09:05 AM today, received a phone call from GTE. Caller stated "Calling about letter to BBB". Further stated "You only need to put customer ID No. on payment checks and they will be posted to correct account."

M. H.

P.S. We will accept NO more phone messages from GTE.
BBB

Ref C 032463

FYI

Here are photo copies of our current month payment stub and payment check that we have sent to GTE. If they return this check, we give up!

M. H.
It's our privilege to serve you.

This is the Customer ID is

MELANIE HALEY
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

Also Enclosed - Check No 616 For $58.01

GTE: Please Read This - Customer MELANIE HALEY

MARC G. ROSE 293
THOMAS L. ROSE
1251 TRENT BLVD, PH.
LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE SOUTH $58.01

BANK ONE
Bank One, Lexington, NA
Lexington, Kentucky 40507

MEMO

Thomas L. Rose
9 July 95

B. B. B

Ref C 032463

We must sound like a "broken record", but —

They did it again!

Although GTE has been notified at least 4 times
that Mark G. Rose does NOT have an account with them,
they still posted our last June payment check to "his
account" — see attached "final bill" which arrived
yesterday (Saturday). Needless to say that check
did clearly show the customer I.D. No of Melanie Haley,
not M. G. R.'s.
July 12, 1995

Ms. Melanie Haley  
1251 Trent Blvd.  
Lexington, KY  40517

RE: GTE South  

Dear Ms. Haley:

Enclosed you will find the company's response to your dispute. Please take a few moments to review their comments and complete the questions on the reverse of this letter.

Please understand that we are closing your dispute at this time and cannot further pursue this issue. We ask for your comments so that we may accurately reflect the outcome of your dispute in the company's file. As we report on a company's dispute activity for a three year period, please return your completed form within 14 calendar days.

Thank you for using BBB Dispute Conciliation. This free service is made possible by the support of local businesses and consumers in the interest of maintaining an ethical marketplace.

Sincerely,

Scott Shellhouse  
Trade Specialist
I will state under oath that
Ms. Knight (or anyone else from GTE)
did not talk with me in 60 days prior
to 5 July 95. I would agree to take
a lie-detector test to support this
statement.

On 28 Jun 95, we did get a call
from GTE. As we reported to BBB
by letter on same date, my son
took this call and when caller told
him our problems would be solved
if we just show customer I.D. No.
on checks, he slammed down the
receiver knowing we were already
doing this. ——- certainly, he should
not have cut off the caller in this manner,
but by same token, the caller should not
have reported “Mr. Rose was satisfied…”

Thomas L. Rose
9 Feb 95
Ms. Tammy L. Gentry  
Trade Specialist  
Better Business Bureau of Central & Eastern Kentucky, Inc.  
410 West Vine Street  
Lexington, Kentucky 40507-1616  

July 5, 1995  

Dear Ms. Gentry:  

Ms. Meg Haight asked me to respond to your letter dated June 21, 1995, regarding the Melanie Haley/Thomas Rose telephone account.  

GTE’s Executive Assistant, Ms. Knight contacted Mr. Rose and explained to him that because of a credit balance on his old account, GTE does not provide a return address on the account statement. (Mr. Rose and Ms. Haley are roommates. They had the account taken out of his name and put in her name using the same telephone number.) Ms. Knight further explained that because he had credit on his final bill, GTE does not include a return envelope because there is no money owed by the customer.  

Ms. Knight related to Mr. Rose that the reason for the misapplied payment is because his checks have his name on them only, with no mention of Ms. Haley’s name, therefore, the payments were applied to his final bill resulting in additional credit while the current bill was becoming delinquent. She also asked Mr. Rose to include Ms. Haley’s name on his checks when paying the bill. Mr. Rose understands the explanation and agreed to add Ms. Haley’s name on his check.  

Listed below are the issues Ms. Haley considered as a fair settlement:  

1. Include a "payment mailing address" with each invoice.
2. Credit the phone account for checks already received but not properly posted.
3. Apply future payment checks to the current phone number as noted on the check.
Ms. Tammy Gentry  
July 5, 1995  
Page 2

The current telephone account is in good standing and Ms. Haley/Mr. Rose owe nothing. Ms. Knight apologized for the confusion and Mr. Rose was satisfied with the action taken.

We trust the above information satisfies your inquiry. If you have further questions, please do not hesitate to contact me at 1-800-483-7988.

Sincerely,

Pamela C. Butler  
Coordinator,  
Customer Relations
Better Business Bureau  
410 West Vine Street  
Lexington KY 40507

Ref: Customer Complaint - C 032463

We received your letter of 12 July 95 telling us that "We are closing (underscore added) your dispute at this time." This seems to imply that something has been "settled" - or at least something accomplished. However, in fact, when you take your reply in conjunction with your complaint form instructions this "doesn't say what it means or means what it says."

In early June, carefully following your instructions, we filed a complaint which, in brief, stated that GTE had cashed about $200 of our payment checks but did not post them to my account. Still following your instructions, we carefully kept you informed in writing (never once have we called you by phone) each time we received any communication from GTE. The net result of this information advised you that GTE has now cashed about $300 of our payment checks but did not post to my account.

With this "deteriorated condition," we received your "close out" letter with an enclosed letter from GTE. Ignoring the obvious factual errors in the GTE letter, it should be clear to anyone that GTE makes NO statement about the status of the "mis-posted" payments nor if or when such payments will be posted to my account. So we ask you, how can you say "...we are closing your dispute..."?

An "Ethical Marketplace" must be built on a foundation of honesty. If you state "there is nothing more we can do to help you," we would have NO basis for criticizing your termination of a free service. You would have provided an honest answer. It is extremely disappointing that you chose an alternative.

We expect no more from you and will now turn to the Public Service Commission (PSC). However, since you say you "report on a Company's dispute activity for a three year period...," we will keep you advised of our recovery efforts in the hope that you can use the information to benefit some other GTE customer(s).

Melanie Haley

Retained Copy  
For PSC
If you preach it, you should practice it.

Businesses advertise in order to prosper. But they don't have to misrepresent the truth. If you ever come across an advertisement that doesn't say what it means or mean what it says, call 259-1008.

The Truth in Advertising Plan is a joint venture of the Better Business Bureau and the Lexington Advertising Club. You're entitled to a truth in advertising complaint form from the BBB office.

And not just limited to advertising.
I also wish to receive the following services (for an extra fee):

1. [ ] Addressee's Address
2. [ ] Restricted Delivery

Consult postmaster for fee.

4a. Article Number
   217.091.572

4b. Service Type
   [ ] Registered
   [ ] Insured
   [ ] Certified
   [ ] COD
   [ ] Express Mail
   [ ] Return Receipt for Merchandise

5. Signature (Addressee)

6. Signature (Agent)

Address: GTE Telephone Operations
         9380 Walnut Grove Road
         PO Box 906
         Mechanicsville, VA 23111

Article Addressed to:

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

Date of Delivery

Thank you for using Return Receipt Service.
Ms. Pamela C. Butler  
Coordinator, Customer Relations  
9380 Walnut Grove Road  
P.O. Box 900  
Mechanicsville, VA: 23111

Ref: [Blank]  
Customer ID No: [Blank]

Dear Ms. Butler,

The Better Business Bureau (BBB) of Lexington sent me a copy of your letter regarding the complaint about "Mis-Posting" our payment checks. Since BBB has "Closed Their File" I thought I should write you directly. I don't see how it can hurt since it certainly has done no good at all to write your Tampa Office.

First, let me clear up one important point about page 2 of your letter. We want no apologies. Mistakes happen. We can accept that. We just want something done to correct the posting errors that have already occurred and to see that they do not repeat in the future.

Reading your letter, it seems obvious that you did not have access to my letters that I have sent to GTE over the past several months. Enclosed are copies of some of those letters (none of which have been answered by your Tampa Office).

With these letters in hand, I believe you would have to agree that your letter is "Non-Responsive". What we want are the three things listed at the bottom of the first page of your letter. Your letter listed the points, but did not respond to any of them.

Your first major paragraph got off on "Final Bills". We have not raised that point. What we have stated is that your regular monthly invoice does not show a payment mailing address. (Apparently because we maintain a credit balance)
The next paragraph tells us to put "Names" on the payment checks.
Please look at the attached photo copies of my letters which clearly show we have been doing that for months. However, this raises a key issue. Every payment check that we have sent was accompanied by a payment stub as per payment instructions on page 2 of your monthly invoice. If you cannot use the payment stub to obtain the information you need for proper posting, you have a serious serious flaw in your system.

Now I must ask why the name of Marc G. Rose has been "re-associated" with the telephone number 606-271-3214. It has been years since the phone was in his name. Going back to at least 1992. To illustrate that point, I have enclosed copies of my payment checks for Mar 93 and Mar 94. To show they were received by GTE and properly posted. The same is true for all the other checks in 1993 & 1994. Now, however, these same checks have become a problem in 1995. As soon as it first occurred, we politely and quickly advised you. To this day, we have not received a reply. Will you send us one now?

In closing, I have one friendly but firm suggestion for you personally, do not repeat that erroneous and libelous remark about "Mr Rose and Ms Haley are roommates." For the record, the phone was changed to my name to compensate for another "questionable" performance by GTE. We chose to let the issue die there. However, if you want to revive it, we are prepared to take it to the Public Service Commission (PSC).

Thank you,

Melanie Haley

Copy
Better Business Bureau
Lexington KY

Retained copy for:
Public Service Commission
Ms. Pamela C. Butler  
Coordinator, Customer Relations  
9380 Walnut Grove Road  
PO Box 900  
Mechanicsville VA 23111  

Dear Ms. Butler:

In view of the "Solution Letter" you sent to the Lexington BBB, I think you should at least have some interest in the attached photo copy of the letter that I sent to your Tampa Office yesterday.

Based on prior performance, I will receive no reply from your Tampa Office. Therefore, would you be willing to answer my "one question" that I asked in the Tampa letter?

Thank you

Melanie Haley
24 July 95

Ms. Pamela C. Butler  
Coordinator, Customer Relations  
P.O. Box 900  
Mechanicsville VA 23111

Dear Ms. Butler,

More "Game Playing" with my phone number by your Tampa Office — using your collection service as a "weapon" and Marc G. Rose as the "target".

Can't anyone in GTE get Tampa "on the ball"? When you start messing up someone's credit record falsely, this is going far beyond the "funny" stage.

Thank you

Melanie Haley

Melanie Haley
As noted on the Index of Exhibits, we have not included the attachments to the Reference Letters. Since such materials are elsewhere in the files herewith submitted.

However, if attachments are needed, please advise and we will promptly forward same.
Public Service Commission
P O 615
FRANKFORT KY 40602

Ms. Judy Gay

Thank you for providing a mailing address to which we could forward details of our problem — correction, problems — with GTE. It will take a day or two to assemble and photo copy the entire file. In the meantime, here are a few "retained copies" we were holding until we obtained your mailing address.

Thanks again

THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON KY 40517
Public Service Commission
PO Box 615
Frankfort KY 40602

Ms. Judy Gay

Here is the "Past Due Notice" that prompted my call to you. We have included photo copies of our replies to date.

I am not sure if PSC is permitted to help with a problem focused on one individual, but if you are, we would certainly appreciate your help on this one. If GTE puts a "black mark" into "the system" against one Marc G. Rose, false as it may be, the Lord and all his angels would not be able to completely remove "the stain" on his credit record.

This is the last "piece" of the past problems that I will be sending to you. The complete file has been mailed under separate cover. However, unless you advise otherwise, we will forward to you a copy of any new relevant materials that we receive from or send to GTE.

Thanks very much for reviewing our problems with GTE.

Thomas L. Rose
1251 Trent Blvd
Lexington, KY 40517
PUBLIC SERVICE COMMISSION  
PO Box 615  
FRANKFORT KY 40602  

Ms. Judy Gay  

Here is the complete file that we have assembled since December 94 when GTE stopped including a payment mailing address with their monthly invoice, (A policy which we believe should be changed).  

They started mis-posting our checks in February 95, the file shows our attempts to resolve this problem — which is still on-going. GTE mis-posted the last check as recent as 27 June. Of course, we do not have our GTE bill and our bank statement for the last 30 days, so there maybe (probably will be) an even more recent case.  

When you look at the file, you probably will wonder “Why does this file only show outgoing mail from 1251 Trent Blvd. And nothing coming in from GTE”. If I was reading this file for the first time, I would wonder that too. No, the file has not been “edited”. The simple answer is “there AIN'T no replies from GTE” (with one notable exception dated 1 March 95 - copy included).  

The Better Business Bureau apparently thinks that we have no problems with GTE, (they have “closed the dispute” — their words) However, we believe this situation is very real and on-going. Since it just involved money, we have not worried much about it. (the total of mis-posted checks is about $400 to $500 — the total increases each month). However, since this false attack on the credit record of Marc G. Rose, we are very concerned.
Another major concern, which we believe may also be a general concern to PSC, is that each of these "mis-posted" checks was accompanied by the GTE-provided payment stub as per the payment instructions on page 2 of the monthly invoice. Our checks clearly indicated the area code and telephone number (later we added the "customer ID No." and "customer name" on the checks — but that did not stop the "mis-posting"), thus the concern is that if GTE cannot properly post a check with the information from the payment stub that they provided, then they have a serious serious flaw in their system.

In view of the negative results of our efforts, we have given up on marking information on our payment checks (meaning — "extra information"). Our bank has provided us with new checks that have no names printed on them. We will use these checks for future payments. We will show the area code and phone number and mail the check with the GTE-provided payment stub — as per the GTE payment instructions that apply to all customers served by GTE South. We can do no more, our only real long-term hope is that you, the PSC, can get GTE to properly post our payment checks.

Thank you for reviewing our problems with GTE

Thoma L. Rose

Thomas L. Rose
1251 Trent Blvd
Lexington, Ky 40517
Public Service Commission
P O Box 615
Frankfort KY 40602

Ms. Judy Gay

I thought the attached chart may be of some assistance to you in looking at our problems with GTE.

One reason I prepared this chart was to see if I could detect a "pattern" in the mis-postings. I cannot. I conclude that GTE is not prejudice. They mis-post without regard to date, amount or check account.

However, the main reason I prepared this is because I think someday GTE will start returning the funds they have mis-posted. Based on past experience, they will provide little or no detail regarding the source of their "credits." This chart should help us to "play Sherlock Holmes" in determining which check amounts are being returned.

Thanks for your assistance

/Thomas L. Rose

Thomas L. Rose
1251 Trent Blvd
Lexington, KY 40517
LIST OF 1995 PHONE SERVICE PAYMENTS TO GTE
(As Of 29 July 95)

<table>
<thead>
<tr>
<th>PAYMENT CHECK</th>
<th>GTE ACTION</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Number</td>
<td>Amount</td>
</tr>
<tr>
<td>4 Jan</td>
<td>P-968</td>
<td>75.00</td>
</tr>
<tr>
<td>9 Feb</td>
<td>BFS-1584</td>
<td>75.00</td>
</tr>
<tr>
<td>3 Mar</td>
<td>P-1009</td>
<td>80.00</td>
</tr>
<tr>
<td>8 Mar</td>
<td>P-1014</td>
<td>35.00</td>
</tr>
<tr>
<td>19 Mar</td>
<td>BFS-1607</td>
<td>40.00</td>
</tr>
<tr>
<td>27 Mar</td>
<td>BFS-1614</td>
<td>30.00</td>
</tr>
<tr>
<td>5 Apr</td>
<td>BFS-1621</td>
<td>55.00</td>
</tr>
<tr>
<td>12 Apr</td>
<td>BFS-1626</td>
<td>55.01</td>
</tr>
<tr>
<td>19 Apr</td>
<td>BFS-1627</td>
<td>35.00</td>
</tr>
<tr>
<td>25 Apr</td>
<td>P-1038</td>
<td>35.01</td>
</tr>
<tr>
<td>6 May</td>
<td>P-1047</td>
<td>40.00</td>
</tr>
<tr>
<td>14 May</td>
<td>BFS-1636</td>
<td>40.01</td>
</tr>
<tr>
<td>8 Jun</td>
<td>BFS-1657</td>
<td>32.01</td>
</tr>
<tr>
<td>21 Jun</td>
<td>BFS-1669</td>
<td>32.00</td>
</tr>
<tr>
<td>27 Jun</td>
<td>BFS-1678</td>
<td>33.00</td>
</tr>
<tr>
<td>6 Jul</td>
<td>BPM-616</td>
<td>58.01</td>
</tr>
</tbody>
</table>

* Check Returned By GTE On 28 June — Sent Back To GTE On 29 June (Details In File)

SUMMARY
A) 6 Checks Totaling $270.01 Processed By GTE and Properly Posted
B) 1 Check In Amt Of $75.00 Misposted And Then $75.00 Refund Sent To Third Party
C) 6 Checks Totaling $292.02 Mis-Posted, GTE Retaining Funds
D) 3 Checks Totaling $123.02 — Status Unknown
7 Aug 95

Public Service Commission
PO Box 615
Frankfort KY 40602

Ms. Judy Gay

I believe the attached will speak for itself.

The GTE Hershey Office promptly responded and corrected the "Past Due" mistake.

However, it looks like GTE-Tampa is just not satisfied with 8 months of harassment, apparently they are using their Durham office to start another cycle of such actions. We would certainly appreciate anything PSC could do to get GTE to end the "poor business performance" they have shown us in 1995.

Thank you for your assistance

/Thomas L. Rose
Thomas L. Rose
1251 Trent Blvd
Lexington KY 40517
Public Service Commission  
PO Box 615  
Frankfort KY 40602  

Ms. Judy Gay:

I called your office and was informed that you were on vacation. I will call again about Wednesday or next week since I certainly do not want to bother you on the first day that you return to your office.

As you can see by attached, GTE is maintaining its standard performance for 1995.

As you know, GTE Non has had some of our payments for over six months that it refuses to account for. To me, this seems to border on outright theft. However, we are prepared to just “write off” the money — but the harassing attacks on my son’s credit rating are another matter entirely.

When I call you, I will be basically requesting your advice on a single two option question:

No  <

Can we reasonably expect the PSC to be able to end GTE’s harassment of Marc Rose  

or

YES  <

Do you suggest that we initiate legal action on our own?

I hope you will be able to offer a reply/suggestion to my question.

Thanks again for reviewing our problems with GTE.

[Signature]

Thomas L. Rose  
1251 Trent Blvd  
LEXINGTON, KY 40517
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)

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 inflicting this mental pain.

Marc Lost
Marc G. Rose
1251 Trent Blvd
Lexington, KY 40517
NO PHONE

CC Public Service Commission
Frankfurt, Kentucky
### TELEPHONE NUMBER

| BILL DATE | August 25, 1995 |

#### Helpful numbers

<table>
<thead>
<tr>
<th>GTE billing questions</th>
<th>Previous charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 800 483-3300</td>
<td>Amount of last bill $ 72.01</td>
</tr>
<tr>
<td></td>
<td>Payment received. Thank you. CR 35.81</td>
</tr>
<tr>
<td></td>
<td>Amount past due $ 36.20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GTE repair call</th>
<th>Current charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Care</td>
<td>Total current charges $ 0.00</td>
</tr>
<tr>
<td>1 800 483-1000</td>
<td>Total amount due $ 36.20</td>
</tr>
</tbody>
</table>

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.

---

### TELEPHONE NUMBER

NON-PUBLISHED

<table>
<thead>
<tr>
<th>TELEPHONE NUMBER</th>
<th>NON-PUBLISHED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer ID</td>
<td></td>
</tr>
</tbody>
</table>

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

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- FINAL BILL -
Subject to immediate referral for collection and credit reporting.
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 stain 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 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
September 7, 1995

Ms. Melanie Haley
1251 Trent Blvd
Lexington, Ky.  40517-3368

Dear Ms. Haley:

Enclosed please find your August 22, 1995 telephone bill.

Please note the highlighted areas. The pink areas are credit balances. The blue area notes what the current charges are.

Please do not send a payment on this account as there is not an amount owing at this time due to the transfer of payments from the other account which is final at this time.

I encourage you to retain this letter for your files, but please do not send a payment.

I will send you the telephone bill each month and let you know when you will need to send a payment. By doing this we will be able to stop activity on the Marc Rose account, which is finalized, and that account will drop out of the billing system so your payments will no longer misapply to that account.

Should you have any questions please call me collect at 1-813-224-4199 from 8:30 a.m. thru 4:30 p.m., Monday thru Friday.

Sincerely,

Ms. N. Knight
GTE Executive Assistant
BILLYING SUMMARY

<table>
<thead>
<tr>
<th>Helpful numbers</th>
<th>BILLING SUMMARY</th>
<th>MELANIE HALEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>GTE billing</td>
<td>Previous charges</td>
<td></td>
</tr>
<tr>
<td>questions</td>
<td>Amount of last bill</td>
<td>CR $ 216.20</td>
</tr>
<tr>
<td>1 800 483-3300</td>
<td>No payment received.</td>
<td>.00</td>
</tr>
<tr>
<td></td>
<td>Total adjustments</td>
<td>CR 155.00</td>
</tr>
<tr>
<td></td>
<td>Credit balance</td>
<td>CR 155.00</td>
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<tr>
<td>GTE repair</td>
<td>Current charges</td>
<td></td>
</tr>
<tr>
<td>call</td>
<td>GTE regulated services</td>
<td>$ 31.73</td>
</tr>
<tr>
<td>Customer Care</td>
<td>MCI regulated services</td>
<td>4.56</td>
</tr>
<tr>
<td>1 800 483-1000</td>
<td>Total current charges</td>
<td>$ 36.29</td>
</tr>
<tr>
<td></td>
<td>Total amount due</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No payment necessary</td>
<td></td>
</tr>
</tbody>
</table>

To order GTE services:
1 800 483-4300

It's our privilege to serve you.

MELANIE HALEY
1251 TRENT BLVD
LEXINGTON, KY 40517-3368
October 10, 1995

Ms. Melanie Haley
1251 Trent Blvd
Lexington, Ky. 40517-3368

Dear Ms. Haley:

Enclosed please find your September 22, 1995 telephone bill.

Please note the highlighted areas. The pink areas are credit balances. The blue area notes what the current charges are.

Please do not send a payment on this account as there is not an amount owing at this time due to the transfer of payments from the other account which is final at this time.

I encourage you to retain this letter for your files, but please do not send a payment.

I will send you the telephone bill each month and let you know when you will need to send a payment. By doing this we will be able to stop activity on the Marc Rose account, which is finalized, and that account will drop out of the billing system so your payments will no longer misapply to that account.

Should you have any questions please call me collect at 1-813-224-4199 from 8:30 a.m. thru 4:30 p.m., Monday thru Friday.

Sincerely,

Ms. N. Knight
GTE Executive Assistant
### BILLING SUMMARY

**Helpful numbers**
- GTE billing questions: 1 800 483-3300
- GTE repair call: 1 800 483-1000
- Customer Care: 1 800 483-1000

**Previous charges**
- Amount of last bill: **$28.90**
- No payment received.
- Total adjustments: **$0.00**
- Credit balance: **$0.00**

**Current charges**
- GTE regulated services: **$10.52**
- MCI regulated services
- Total current charges: **$39.42**

**Total amount due**
- No payment necessary

**To order GTE services**
- 1 800 483-4300

---

**.telephone number**: NON-PUBLISHED

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*It's our privilege to serve you.*

**Melanie Haley**

1251 Trent Blvd
Lexington, KY 40517-3368

---

**Telephone Number**: NON-PUBLISHED