

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOANNE MIKELS)
)
COMPLAINANT)
)
v.) CASE NO. 96-454
)
MCI TELECOMMUNICATIONS CORPORATION)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

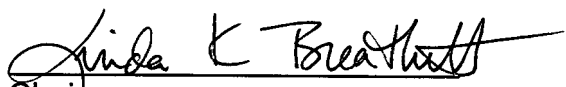
MCI Telecommunications Corporation ("MCI") is hereby notified that it has been named as defendant in a formal complaint filed on April 4, 1996, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, MCI is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 20 days from the date of service of this Order. Further, MCI shall justify its deposit and blocking practices for collect or third-party payers of inmate services.

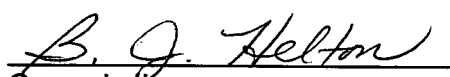
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 3rd day of January, 1997.

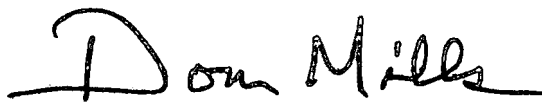
PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Joanne Mikels
(Your Full Name)
COMPLAINANT
VS.
MCI
(Name of Utility)
DEPENDANT

RECEIVED
APR - 4 1995
PUBLIC SERVICE
COMMISSION

Tariff P. 27.0.0.4

C O M P L A I N T

The complaint of Joanne Mikels respectfully shows:
(Your Full Name)

(a) Joanne Mikels
(Your Full Name)

2010 Peabody Ln #2
(Your Address)

(b) MCI
(Name of Utility)

(Address of Utility)

(c) That: MCI charges for operator-assisted
(Describe here, attaching additional sheets if

calls from prisons when no operator
necessary, the specific act, fully and clearly, or facts

is available or necessary. We cannot
that are the reason and basis for the complaint.)

obtain operator even if desired.

Formal Complaint

Joanne Mikels vs MCI
(Your Name) (Utility Name)

Page 2

Local computerized calls cost the
public 25¢ we are billed by's the
rate from a local provider.
No operator since M.C.I. took over
2/23/95.

Wherefore, complainant asks Adjust rate to
(Specifically state the
an justifiable amount for all
relief desired.)
concerned.

Refund of determined overcharges
to all parties wronged.

Dated at Louisville, Kentucky, this 29 day
(Your City)

of March, 1996.
(Month)

Joanne Mikels
(Your Signature)

(Name and address of attorney, if any)