

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KEN'S APPLIANCES)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 96-611
)	
GTE SOUTH INCORPORATED)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

GTE South Incorporated ("GTE South") is hereby notified that it has been named as defendant in a formal complaint filed on December 16, 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 3rd day of January, 1997.

PUBLIC SERVICE COMMISSION

Linda K. Breatnach
Chairman

E. J. Helms
Vice Chairman

B. J. Helton
Commissioner

ATTEST:

Don Mills
Executive Director

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DEC 16 1996

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KEN'S APPLIANCES

(Your Full Name)

COMPLAINANT

VS.

GTE South

(Name of Utility)

DEFENDANT

96-611

C O M P L A I N T

The complaint of

KEN'S APPLIANCES

(Your Full Name)

respectfully shows:

(a)

KEN'S APPLIANCES

(Your Full Name)

7298 Shrewsbury Rd Leitchfield Ky 42754

(Your Address)

(b)

GTE South

(Name of Utility)

KIMBLE PLAZA 1807 North Dixie Hwy Elizabethtown Ky 42701

(Address of Utility)

(c)

That:

THIS BUSINESS HAS HAD CONTINUED PROBLEMS
(Describe here, attaching additional sheets if

WITH SERVICE FROM GTE SOUTH. Telephone

necessary, the specific act, fully and clearly, or facts

Company. These problems of service performance

that are the reason and basis for the complaint.)

have occurred for approximately 36 months

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Formal Complaint

Kens Appliances
(Your Name)

vs

GTE South
(Utility Name)

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With no improvement from the Defendant.

The complainant further states the following:

Services currently provided from Defendant:
ADDITIONAL DIRECTORY LISTING, OUR PARTY LINE, WIRING REPAIR PLAN,
KY TEL. RELAY SVC, AUTOMATIC BUSY REDIAL, CALL WAITING, CALLER ID,
TOUCH CALL, AND FCC INTERSTATE ACCESS CHARGE.

These services cost the Plaintiff over \$65⁰⁰ every month

AND the Defendant continues to provide unsatisfactory performance.

Wherefore, complainant asks that the Public
(Specifically state the

Service Commission be authorized to
relief desired.)

Inspect this Companies telephone Records

(Service AND Repairs) with GTE South for

the PAST 36 months to find Cause for Action.

Dated at Leitchfield, Kentucky, this 4th day
(Your City)

of December, 1996
(Month)

Ken Smith
(Your Signature)

Owner.

(Name and address of attorney, if any)