

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

COUNTRY LADY & GENT,	)	
THOMAS RAY CULLEN AND NORMA J. CULLEN	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 99-258
	)	
THE OTHER PHONE COMPANY, A/K/A	)	
ACCESS ONE COMMUNICATIONS	)	
	)	
DEFENDANT	)	

O R D E R

On June 16, 1999, Norma J. Cullen filed a formal complaint against The Other Phone Company a/k/a Access One Communications ("Access One") for violation of KRS 278.535. The complaint alleged that Access One caused an unauthorized change of her prescribed primary interexchange carrier ("PIC") from BellSouth Telecommunications, Inc. ("BellSouth") to Access One. The complaint requested reimbursement for all costs and charges associated with the PIC change.

Complainant's service was changed back to BellSouth. In addition, the Defendant fully reimbursed Complainant by way of credits and, in doing so, exceeded the requirements of KRS 278.535 regarding restitution.

Based upon the above facts, the Commission finds that Access One has satisfied completely the demands of the complaint and requirements of the statute.

IT IS THEREFORE ORDERED that the complaint filed by Norma J. Cullen is dismissed.

Done at Frankfort, Kentucky, this 10<sup>th</sup> day of March, 2000.

By the Commission

ATTEST:

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Executive Director