

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

C. MAXWELL BROWN, JR., M.D.	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO.
	)	2004-00441
BELLSOUTH TELECOMMUNICATIONS, INC.	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

BellSouth Telecommunications, Inc. ("BellSouth") is hereby notified that it has been named as defendant in a formal complaint filed on November 8, 2004, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, BellSouth 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 19<sup>th</sup> day of November, 2004.

By the Commission

Commissioner W. Gregory Coker did not participate in the deliberations or decision concerning this case.

ATTEST:

  
Executive Director

95

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

C. Maxwell Brown Jr., M.D. )  
(Your Full Name) )  
COMPLAINANT )

VS.

Bell South )  
(Name of Utility) )  
DEFENDANT )

RECEIVED  
NOV 08 2004

PSC Consumer Services

2004-00441

RECEIVED  
NOV 08 2004

COMPLAINT

PUBLIC SERVICE  
COMMISSION

The complaint of C. Maxwell Brown Jr., M.D. respectfully shows:  
(Your Full Name)

(a) \_\_\_\_\_  
(Your Full Name)  
2900 Virginia Avenue  
Sandston, Ky 40004  
(Your Address)

(b) Bell South P.O. Box 33009, Charlotte, N.C. 28243-0001  
(Name of Utility)  
P.O. Box 1857, Alpharetta, Georgia 30023  
(Address of Utility)

(c) That: we (our office) was called by Bell  
(Describe here, attaching additional sheets if necessary,

South offering a huge deduction in our  
the specific act fully and clearly, or facts that are the reason

phone bill in November (2003), thinking this  
and basis for the complaint.)

was a good deal, my office manager OK'd  
it - however - I did not - since I had

Continued on Next Page

Formal Complaint

C.M. Brown, M.D. vs. Bell South

Page 2 of 2

My notes indicate - we called 1-866-620-6000 end of November 2003 + cancelled

planned to retire in 2004, so we called Bell South and cancelled this immediately. Since we didn't see a reduction in our phone bill - we thought it was cancelled. - until we received this bill of (\$68.32). We have tried to resolve this by calling, but was rudely told we had to pay it.

(spoke with Bryan and Rhonda Davis)

Wherefore, complainant asks that this charge be dropped.  
(Specifically state the relief desired.)

We have been loyal customers of Bell South since October 1974 (30 yrs), we are surprised they would treat their long term customers in this manner.

Dated at Bardstown, Kentucky, this 28<sup>th</sup> day  
(Your City)

of September, 2004  
(Month)

C.M. Brown, M.D. ; by Rhonda Osborne,  
(Your Signature) Office Manager

(Name and address of attorney, if any)