

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOSEPH HAROLD DURBIN	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2005-00379
	)	
CELLULAR ONE	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Cellular One is hereby notified that it has been named as defendant in a formal complaint filed on September 19, 2005, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Cellular One 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 7<sup>th</sup> day of October, 2005.

ATTEST:

By the Commission

  
Executive Director

BD

OMP

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

CASE 2005-00379

Joseph Harold Durbin  
(Your Full Name)  
COMPLAINANT

SEP 19 2005

VS.

Cellular One  
(Name of Utility)  
DEFENDANT

RECEIVED

SEP 19 2005

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Joseph Harold Durbin  
(Your Full Name) respectfully shows:

(a) \_\_\_\_\_  
(Your Full Name)

771 Hubbards LN Bardstovrn Ky 40004  
(Your Address)

(b) Cellular One  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: complaint on sheet attached  
(Describe here, attaching additional sheets if necessary,

\_\_\_\_\_  
the specific act, fully and clearly, or facts that are the reason

\_\_\_\_\_  
and basis for the complaint.)

\_\_\_\_\_

\_\_\_\_\_

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Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
vs. ) No. \_\_\_\_\_  
(Insert name of each defendant) ) (To be inserted by  
Defendant ) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at August, Kentucky, this 16 day  
of \_\_\_\_\_, 19 2005.

Joseph Harold Ourlin  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney,  
if any)

# Cellular One Customer Complaints

- |                       |                        |                  |
|-----------------------|------------------------|------------------|
| 1) Jonathan Hahn      | 103 BARBERRY LN        | BARDSTOWN        |
| 1) ALEXIS DORBIN      | 131 N. 3 <sup>RD</sup> | "                |
| 1) DANIELLE DORBIN    | " "                    | "                |
| 1) DAWN DORBIN        | " "                    | "                |
| 1) DAMON JONNE        | " "                    | "                |
| 1) Bryan Hill         | BARNES RD              | B'LOWN           |
| 1) Matt Spalding      | E FLAZEL AVE.          | BARDSTOWN        |
| 1) Faye Spalding      | HUBBARDS LN            | BARDSTOWN        |
| 1) Mary Sewell Trust  | 118 QUAIL SPRINGS      | B'LOWN           |
| 1) Tabitha Spalding   | CAMPTOWN RD            | BARDSTOWN        |
| 1) Tony Satterly      | ROSEWOOD DR            | BARDSTOWN        |
| 1) Harold Durbin      | 771 HUBBARDS           | BARDSTOWN        |
| 1) Luke Darline       | 771 HUBBARD            | BARDSTOWN        |
| 1) Jennifer Lyddane   | 2298 WHITE SIDES RD    | COXS CREEK       |
| 1) Jody Lyddane       | 2298 WHITE SIDES RD    | COXS CREEK       |
| 1) Scott Hicks        | 114 CHECKSIDE DR E     | COXS CREEK       |
| 1) <u>DALE BRYANT</u> | <u>220 E. GRANITE</u>  | <u>BARDSTOWN</u> |
| 1) Lindsay Brooks     | ROBERTS LANE           | GREENBRIER       |
| 1) Michael Hill       | 134 BARTLEY LN.        | GREENBRIER       |
| 1) Matt Simpson       | BLOOMFIELD RD          | BARDSTOWN        |

I hope this will help. Thank you  
my phone No. 502-507-4356  
page 1 Home phone No. (502) 348-1202

I am paying for service that I am  
not getting. If you get looking at my Cell-one  
Bill, I am paying for minutes that I am  
not using.

Problem: I will call my son Luke 5 or 6 times.  
the phone is busy signal or his voice mail  
picks up. I get charged for those minutes.  
He tries to call me back and the same  
thing happens to Luke.

I call Cell-one

their Answer: cellone said they can not fix  
the problem because they are changing  
over to the new system. I have to go  
to the new system. And I would have  
to sign up for new contract. I ~~also~~ also  
have to buy new phones. too. (More Money)

Problem: I can not call out sometimes to anybody  
99% of the time I am Louisville Ky. when  
I talk on my phone. Their one no dead zone  
there.

I call Cell-one

Answer: cellone tells me that the new system is  
overriding my system. All the people that is  
on the new system is stopping me from using  
my phone. I will just have to renew contract.

page 2

problem: I have been using all my minutes up because the calls is going in my voicemail. I told cell-one to just upgrade my minutes so I would not be paying for over minutes. Even though I am not using all of the minutes. Cellone Answer: They first would not up Grade until Public service talk to Cellone. So cellone said they would up grade to 1500 min. I thought I was going to cheaper. They said new contract again, the same answer.

problem. Someone will call me, they cannot get in touch with me. So they leave a voice mail message. I will not get the message for 1 to 3 Day later. I know the time and the date because my phone messaged tell the date & time. Cellone Answer: They have been having this problem with other customers too. and Cellone said they are not sure what is the problem.

Problem: I pay for Luke insurance on his phone. I broke his phone. They Cellone sent a new phone and did not work. Cellone sent me 4 new phones. the 4 phone worked, I had to talk to the manager each time. I spend so much time talking on the phone with these people.

I have had so many other problems with Cell-one. I can go on and on. It get down to they can not help me on the old contract. I need to renew. And they will charge me to get out of contract. Their is something not right.

# terms and conditions

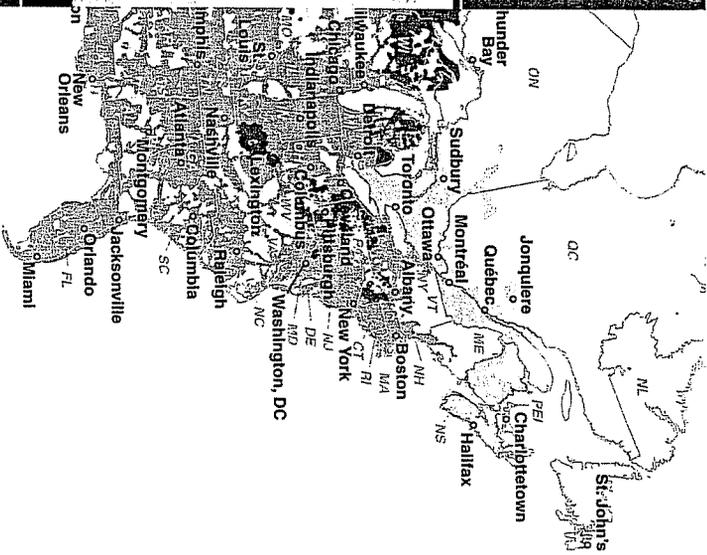
Service is contingent upon credit approval and contract at which time a deposit may be required. An early cancellation fee of \$20 per remaining month of contract applies if service is cancelled after the first 14 days of service. Activation fees may be up to \$45 to activate service. Other fees may range from \$2.50 - \$3.75 per month. These fees may include, but are not limited to, regulatory fee, network service fee, or roamer administration fee. Cellular One approved phone is required for all rate plans. Airtim is billed in one-minute increments and from SEND to END. Long distance, roaming, taxes, surcharges and other terms and conditions may apply. Incoming calls may be subject to long distance and roaming charges when outside the home network. Night and weekend airtime is from 9:00pm to 6:00am weekdays and all weekend long. Not all features, service options or offers are available on all devices, on all rate plans or available for purchase or use in all areas. GSM compatible phone is required for GSM plans. Data services may not be available in all areas and are billable per kb. See sales representative for more details. 6-Way calling bills at one minute per caller per minute of use. Cellular One reserves the right to terminate your service if less than 50% of your usage is on the Cellular One from Dobson Cellular Systems network. In the event that this or other conditions of the plan above are violated, Cellular One may move the subscriber to another plan. With a data package additional data usage is 1¢ per kb from the Home Calling Area and the Extended Calling Areas. Without a data package, data is 3¢ per kb from the Home Calling Area the Extended Home and Roaming Calling Areas. 25¢ per MMS event for sending and/or receiving will be charged in addition to the data usage. Picture phone or camera attachment is required to take and send pictures. *Data Services may not be available in certain parts of the Home, Extended Home and Roaming Calling Areas.*

\*Free ringtone or graphic download credit is up to \$2.50 value each.

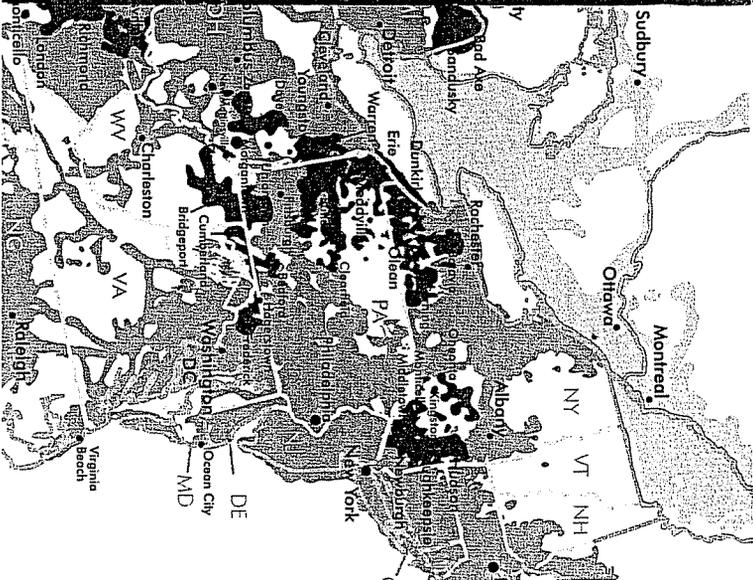
# CELLULARONE®



## gsmplans



There is a gap or other interruption of service within the home calling area. Service may not be available in certain parts of the home calling area. Service may not be available in certain parts of the home calling area. Service may not be available in certain parts of the home calling area.



www.celloneusa.com



GSA Contract: GS-35F-05922P  
 Northeast r\_v\_3/05

### Optional Features

**Roadside Assistance**  
Get help anywhere in the US 24 hours a day, 7 days a week. **\$2.99**

**6-Way Calling**  
Connect up to 6 callers at once. Minute charges apply to all lines. Any applicable long distance or roaming charges also apply. **\$2.99**

**Basic Plus Voicemail**  
Includes Group Messaging and up to 5 greetings. Also doubles your message capacity from the 10 you receive with free Basic Voicemail to 20, and saves you 10 messages in our system for 14 days instead of 10. **\$2.99**

**Basic Voicemail Navigator**  
Includes voice dialing and voicemail navigation as well as all the features of Basic Plus Voicemail. **\$4.99**

**Phone Protection**  
Protection that pays for repairs or replacement in cases of theft, damage, loss and more. **\$3.99**

**Extended Warranty**  
Protect your handset from mechanical or electrical damage. **\$1.99**

**Protection Plus**  
Combine all of the benefits of Phone Protection and the Extended Warranty at a discount! **\$4.99**

**Multimedia Messaging (MMS) Package**  
Send up to 40 MMS events including sending and receiving pictures, graphics, videos and more! **\$4.99**

**International Dialing**  
Make calls to select countries at a reduced rate when calling from your Home Calling Area. **\$4.99**

15¢ per minute: Canada  
50¢ per minute: U.K., Germany, Italy, France, Spain, Japan, South Korea, Taiwan and Mexico.  
\$1.49 per minute: all other countries. **\$4.99**

**Canada Roaming**  
Extend your coverage to include Canada and use you in plan minutes on our network in the U.S. and Canada! Some feature minutes and credits may be available for use in Canada. **\$19.99**

**411 Directory Assistance** **\$1.25 per call**  
Dial 411 on your wireless phone and we'll connect you to a friendly operator who will assist you in locating phone numbers, movie times, weather, stock quotes and more.

**7:00 pm Night Minutes** **\$5.00**  
Add this feature and your Night & Weekend minutes will start 2 HOURS EARLY in applicable calling areas.

**Mobile-To-Mobile Calling** **\$9.99**  
*for Regional Calling Plans:*  
Unlimited calling from any Cellular One from Dobson Cellular phone to another Cellular One from Dobson Cellular phone when placing or receiving calls in the Home Calling Area.

*for National Calling Plans:*  
Included on national plans \$60 and higher. Unlimited calling from any Cellular One from Dobson Cellular phone to another Cellular One from Dobson Cellular phone when placing or receiving calls in the Home or Extended Home Calling Areas.

### wireless internet packages

**Standard Wireless Internet** **Included**  
Access wireless websites including news, sports, weather and more! Access to send and receive multimedia messages and purchase ringtones and wallpapers (where available).

**My Wireless Internet** **\$0.99**  
Receive all of the features of Standard Wireless Internet plus Text Alerts and the ability to customize your Wireless Internet menus.

**My Wireless Internet Plus** **\$1.99**  
Receive all of the features of My Wireless Internet along with email and organizer functionality.

You can even set up your Wireless Internet e-mail account to accept mail from other POP (post office protocol) accounts, such as Yahoo!, Earthlink, Hotmail and AOL.

**Feature Pack Share** **\$2.99**  
Share your Text Messages, Multimedia Messages and data allowances between host and partner lines on the same account.  
(Ringtone or graphic download credits cannot be shared.)

### data packages

**Feature Pack Basic** **\$7.99**

- Standard Wireless Internet
- Unlimited Incoming Text Messages
- 250 Outgoing Text Messages (10¢ per add'l msg.)
- 1 MB\* of Data (\$0.01 per add'l kb)
- 25 Multimedia Messages (25¢ per add'l msg.)

**Feature Pack Plus** **\$14.99**

- Standard Wireless Internet
- Unlimited Incoming Text Messages
- 750 Outgoing Text Messages (10¢ per add'l msg.)
- 2 MB\* of Data (\$0.01 per add'l kb)
- 75 Multimedia Messages (25¢ per add'l msg.)
- 1 Free Ringtone or Graphic Download Credit per Month\*

**Feature Pack Premium** **\$19.99**

- Standard Wireless Internet
- Unlimited Incoming Text Messages
- 1,500 Outgoing Text Messages (10¢ per add'l msg.)
- 4 MB\* of Data (\$0.01 per add'l kb)
- 150 Multimedia Messages (25¢ per add'l msg.)
- 2 Free Ringtone or Graphic Download Credits per Month\*

\*1MB = 1024 KB

### text messaging

Remember, there is never a charge for incoming text messages! Messages sent from the Home, Extended Home or Roaming Calling Areas are 10¢ each.

When you select one of our new text messaging packages, you'll pay less than you would for each message individually.

Monthly Charge	Included Outgoing Messages from Home Calling Area	Included Incoming Messages
\$0.00	0	UNLIMITED
\$1.99	25	UNLIMITED
\$4.99	100	UNLIMITED
\$9.99	500	UNLIMITED
\$24.99	UNLIMITED	UNLIMITED

You pay only 10¢ per message if you exceed the number of messages included in your package.

# national plans

Monthly Service Charge	Anytime Minutes from Home & Extended Home Calling Areas	Night & Weekend Minutes from Home & Extended Home Calling Areas	Anytime Minutes from Home & Extended Home Calling Areas	Nationwide Long Distance	Mobile to Mobile Calling	Partner Plan Service Charge (if applicable)
\$35.00	300	Unlimited	Unlimited	FREE	-	\$20.00
\$40.00	450	Unlimited	Unlimited	FREE	Regional	\$20.00
\$50.00	600	Unlimited	Unlimited	FREE	Regional	\$20.00
\$60.00	900	Unlimited	Unlimited	FREE	National	\$9.99
\$80.00	1,450*	Unlimited	Unlimited	FREE	National	\$9.99
\$100.00	1,900*	Unlimited	Unlimited	FREE	National	\$9.99
\$150.00	2,700*	Unlimited	Unlimited	FREE	National	\$9.99
\$200.00	3,700*	Unlimited	Unlimited	FREE	National	\$9.99

**Regional Mobile to Mobile:** From one Cellular One phone to another Cellular One phone in the Home Calling Area. **National Mobile to Mobile:** From one Cellular One phone to another Cellular One phone in the Home and Extended Home Calling Areas.

\*Anytime minutes include 200 reoccurring bonus minutes and will appear as bonus minutes on the bill.

Home Calling Area

Extended Home Calling Area

No Service Area

# regional plans

Monthly Service Charge	Anytime Minutes from Home Calling Area	Night & Weekend Minutes from Home Calling Area	Anytime Minutes from Home & Extended Home Calling Areas	Long Distance per Minute	Roaming per Minute	Partner Plan Service Charge (if applicable)
\$10.00	250	N/A	Unlimited	15¢	50¢	\$20.00
\$40.00	600	Unlimited	Unlimited	FREE	35¢	\$20.00
\$50.00	Unlimited	Unlimited	Unlimited	FREE	35¢	\$25.00

**GET 100 ROAMING MINUTES FREE with the \$50 "Stop Counting Minutes" Plan!**  
 Additional Roaming Minutes are 35¢. Add an additional 100 roaming minutes for just \$20 or an additional 300 roaming minutes for just \$50, only on the Stop Counting Minutes Plan.

1. Only one Partner Plan allowed on this plan.

Home Calling Area

Roaming Area

No Service Area

