

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

|                            |   |                     |
|----------------------------|---|---------------------|
| MARK AND KATHLEEN GRANT    | ) |                     |
|                            | ) |                     |
| COMPLAINANTS               | ) |                     |
|                            | ) |                     |
| VS.                        | ) | CASE NO. 2005-00548 |
|                            | ) |                     |
| VERIZON WIRELESS MESSAGING | ) |                     |
| SERVICES, LLC              | ) |                     |
|                            | ) |                     |
| DEFENDANT                  | ) |                     |

ORDER TO SATISFY OR ANSWER

Verizon Wireless Messaging Services, LLC ("Verizon") is hereby notified that it has been named as defendant in a formal complaint filed on December 21, 2005, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Verizon 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 4th day of January, 2006.

By the Commission

ATTEST:  
  
Executive Director

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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED  
DEC 21 2005  
PUBLIC SERVICE  
COMMISSION

MARK AND KATHLEEN GRANT )  
(Your Full Name) )  
COMPLAINANT )  
VS. ... )  
VERIZON WIRELESS )  
(Name of Utility) )  
DEFENDANT )

Case No. 2005-00548

COMPLAINT

The complaint of MARK AND KATHLEEN GRANT respectfully shows:  
(Your Full Name)

(a) MARK AND KATHLEEN GRANT  
(Your Full Name)  
2008 STEPPING STONE LANE, HENDERSON, KY  
(Your Address)

(b) VERIZON WIRELESS  
(Name of Utility)  
\_\_\_\_\_  
(Address of Utility)

(c) That: THE UTILITY INTENTIONALLY  
(Describe here, attaching additional sheets if necessary,

CONTINUED SERVICE WITHOUT PERMISSION  
the specific act, fully and clearly, or facts that are the reason

AND SERVICE BILLINGS AFTER THE  
and basis for the complaint.)

COMPLAINANT HAD REQUESTED IN  
WRITING WITH REGISTERED MAIL

Formal Complaint

MARIL AND KATHLEEN GRANT vs. VERIZON WIRELESS

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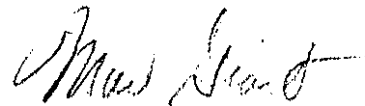
THAT THE SERVICE BE DISCONTINUED DUE TO  
FAULTY EQUIPMENT AND UNTIMELY REPLACEMENT  
OF THAT FAULTY EQUIPMENT THAT WAS  
COVERED BY WARRANTY. ADDITIONALLY,  
OUT OF SERVICE RECEPTION IS COMMON IN  
DOWNTOWN HENDERSON, KY.

Wherefore, complainant asks THAT CREDIT FOR  
(Specifically state the relief desired.)

USAGE AFTER THE REQUEST BE GIVEN AND  
THAT PENALTY CHARGES TO END THE CONTRACT  
BE WAIVED

Dated at HENDERSON, Kentucky, this 19 day  
(Your City)

of DECEMBER, 2005, 19      
(Month)



(Your Signature)

(Name and address of attorney, if any)