

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

O R D E R

On December 21, 2005, Mark and Kathleen Grant (“Complainants”) filed a complaint against Verizon Wireless Messaging Services, LLC (“Verizon Wireless”) disputing a bill containing usage charges and a penalty for terminating Complainants’ service contract with Verizon Wireless. Complainants claimed that they were billed for usage and termination charges despite having notified Verizon Wireless that they sought to terminate the contract because of faulty equipment and service quality issues. On January 4, 2006, the Commission entered an Order directing Verizon Wireless to answer or to satisfy the complaint. On July 18, 2006, Verizon Wireless filed with the Commission a letter it had sent to Mrs. Grant informing her that the balance of Complainants’ account had been set to zero after removal of the disputed charges.

Pursuant to 807 KAR 5:001, Section 12(5), after an offer of satisfaction by a Defendant, a Complainant’s acceptance of the offer, and the Commission’s approval, no

further proceedings are necessary. It appears that Verizon Wireless has offered to satisfy the matters in the complaint. As of the date of this Order, the Commission has received nothing from the Complainants to indicate whether they will accept or reject Verizon Wireless's offer of satisfaction.

IT IS THEREFORE ORDERED that:

1. Within 10 days of the date of this Order, Complainants shall file with the Commission notice of their acceptance or rejection of Verizon Wireless's offer of satisfaction.

2. If no such filing is received, the complaint shall be considered satisfied, and this case shall be closed.

Done at Frankfort, Kentucky, this 24th day of July, 2006.

By the Commission

ATTEST:


Executive Director