COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LAHOMA ARNOLD STINNETT	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2006-00041
	)	
AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, LLC	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

AT&T Communications of the South Central States, LLC ("AT&T") is hereby notified that it has been named as defendant in a formal complaint filed on January 25, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, AT&T 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 1st day of February, 2006.

ATTEST:

By the Commission

Executive Director

GS

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:)
)
Lahoma Arnold Stinnett)
COMPLAINANT)
) Case No. 2006-00041
VS.)
AT&T Communications)
DEFENDANT)

RECEIVED
JAN 25 2006
PUBLIC SERVICE COMMISSION

COMPLAINT

The Complaint of Lahoma A. Stinnett respectfully shows:

(a) Lahoma A. Stinnett
2727 Allen
Owensboro, KY 42303

(b) AT&T Communications of the South Central States, LLC
1200 Peachtree St. N. E., Suite 8100
Atlanta, GA 30309

(c) That: Shortly after the death of my husband I was informed by a representative of AT&T that if I switched from Bellsouth to AT& T I would realize a substantial savings. Upon receipt of my first bill I found that this was totally false. This bill was the very first notification concerning the $65.00 connection fee. I immediately cancelled their service and paid all just charges excluding the $65.00 connection fee. Numerous contacts with AT&T both by telephone and mail have fallen on deaf ears. They insist that their representatives are required to advise potential customers of the connection fee. While they did not call me a liar they indicated that even if I wasn't informed that the connection fee could not be waived. If this is true then why do they insist the representatives are required to inform any individual i.e. if it makes no difference if they do or don't the fee must be paid.

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Formal Complaint

Lahoma A. Stinnett vs. AT&T Communications of the Southern Central States, LLC

Wherefore, complainant asks: That the $65.00 connections fee be waived and if applicable, my credit report(s) be purged of any and all entries relating to this matter. Further that an in-depth review of their customer service and the policies they operate under. A conglomerate of this size must be notified in some manner that business practices of this nature will not be tolerated.

Dated at Owensboro, Kentucky, this 23rd day of January, 2006.

Lahoma A. Stinnett

Lahoma A. Stinnett

NONE

(Name and address of attorney, if any)

Lahoma Stinnett
Edward L. Arnold
1605 Creek Haven Loop
Owensboro, KY 42303

Public Service Commission of Kentucky
211 Sower Blvd.
P.O. Box 615
Frankfort, KY 40601

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