

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ERNEST LEE UPCHURCH	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2006-00364
	)	
INSIGHT PHONE OF KENTUCKY, LLC	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

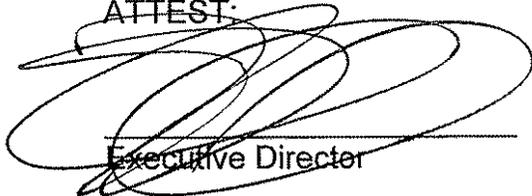
Insight Phone of Kentucky, LLC ("Insight") is hereby notified that it has been named as defendant in a formal complaint filed on July 24, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Insight 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 August, 2006.

ATTEST:



Executive Director

By the Commission

95 30

RECEIVED

JUL 24 2006

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Ernest Lee Upchurch  
(Your Full Name)  
COMPLAINANT

VS.

Insight (phone)  
(Name of Utility)  
DEFENDANT

Case No. 2006-00364

COMPLAINT

The complaint of Ernest Lee Upchurch respectfully shows:  
(Your Full Name)

(a) Ernest Lee Upchurch  
(Your Full Name)

3417 Boxelder Road Apt #1 Louisville Ky. 40211  
(Your Address)

(b) Insight (phone)  
(Name of Utility)

P.O. Box 197909 Louisville ky 40259-7909  
(Address of Utility)

(c) That: Insight charged me for individual long <sup>dist</sup>  
(Describe here, attaching additional sheets if necessary, <sub>o</sub>

Insight charged more than promised  
the specific act, fully and clearly, or facts that are the reason

Insight quoted me \$30 Plus an additional  
and basis for the complaint)

Formal Complaint

Ernest L. Upchurch vs. Insight phone

Page 2 of 2

Witness  
Kaye  
Jackson

Ernest Upchurch ordered phone service through insight  
when Steve Shaw arrived he told us about the phone  
service before we accepted, he stated we could get  
service for \$30 with 3 hours of long distance. At that

Point Ernest said "Man that aint no good, cause we just  
moved here & all our people are out of town, Steve Shaw then

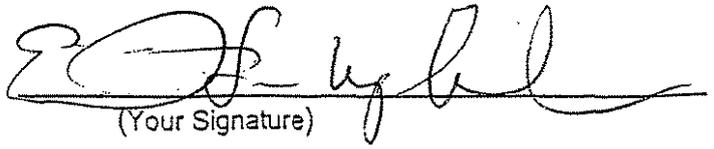
id well for \$10 more you can get Unlimited Long distance, then Ernest accepted  
Wherefore, complainant asks to remove the additional charge  
st spoke with Steve on several occasions (Specifically state the relief desired.)

stated he  
id take care  
it.

for long distance ~~and~~ and to stick to  
the contract that Mr Steve Shaw  
promised

Dated at Louisville, Kentucky, this 14 day  
(Your City)

of July, 192000  
(Month)

  
(Your Signature)

(Name and address of attorney, if any)



# 488-78-1256 CUSTOMER AGREEMENT

SALES REP. PHONE # 376-6843

NAME (LAST) <u>Upchurch</u> FIRST <u>Ernest</u> M.		STREET ADDRESS <u>3417 Boxelder Rd #1</u>	
ACCOUNT # <u>[REDACTED]</u>	PIN #	CITY <u>Low</u>	STATE <u>Ky</u> ZIP <u>40216</u>
HOME PHONE	OTHER PHONE <u>415-4918</u>	CAMPAIGN #	PREVIOUS ADDRESS
SALES REP NAME <u>Steve Shaw</u>	SALES REP # <u>7048</u>	BILLING ADDRESS IF DIFFERENT	

## INSIGHT PHONE SERVICE

### BASIC SERVICE

- Line Charge - 1 #2
- Line Charge - 2

### PORT PHONE NUMBERS

Y N  
1  502-749-5374  
2

### SERVICES

#### Feature Paks

- 1 2
- Non-published No.
- Non-listed No.
- Directory Listings
- Add. Directory Listings #1
- Whole House Maint.

### LOCAL TOLL / LONG DISTANCE

- Local Toll: 1  Carrier  
2  Carrier
- Long Distance: 1  Carrier  
2  Carrier

### Insight Long Distance Options

- 1 2
- By the Minute MRC
- 180 BOT MRC
- 300 BOT MRC
- Insight International Plan

### CALLING FEATURES

#### Feature Paks

- 1 2
- 2-Feature Pak
- 12-Feature Pak

#### A La Carte Features

- 1 2
- Call Waiting
- Caller ID
- Call Reject
- Caller Return
- Call Forward
- Call Forward Variable
- Distinctive Ring
- Custom Ring
- Call Forward Remote
- 3-Way Calling
- Repeat Dialing
- Speed Dial - 8
- Speed Dial - 30
- Call Forward Variable

#### A La Carte Voice Mail

- 1 2
- Voice Mail Basic
- Voice Mail Deluxe
- Extra Phone Jacks
- No LD Chosen
- LD Block

### FCC Subscriber Line Charge

**TOTAL FOR INSIGHT PHONE SERVICE**  
Does Not Include Taxes \$

## INSTALLATION INFORMATION

### Date of Installation

- 4-17-06 4-5-06
- 8:30 am - 11:30 am
  - 11:30 am - 2:30 pm
  - 2:30 pm - 5:30 pm

## CABLE SERVICE

### CABLE SERVICES

- Basic 4.00
- Classic 5.00
- Digital
- HD/DVR

### Programming Paks

- Sports & Lifestyle Pak
- Movie Pak 5.00
- Family Pak
- HD Pak

### Premium Channels

- HBO 13.00
- Showtime
- Starz 10.00
- Cinemax Free

### Insight Broadband

- Service
- Modem Lease
- Modem Purchase

**TOTAL FOR CABLE SERVICE**  
Does Not Include Taxes \$ 73.02

Discount for \_\_\_\_\_ months

Bundle Price + Tax \$

Previous Balance  
Amount Collected

The Company agrees to deliver service to Customer at the address designated above at the charges set forth. Customer agrees that all material and equipment delivered to and installed by the Company on Customer's premises is and shall remain the property of the Company.

Customer agrees to pay, upon execution of this Agreement, connection and service charges as listed above. The Customer also agrees to pay to the Company, monthly in advance, service charges per the schedule above, for service at Customer's premises, and that on failure to pay said monthly sum, or any other breach of this contract, or by mutual agreement between the parties to voluntarily disconnect service, INCLUDING THE PROVISIONS ON THE REVERSE SIDE HEREOF, the Company has the right to disconnect its service to Customer and/or enter Customer's premises and remove its equipment.

I understand all charges involved and I agree that all work has been performed to my satisfaction.

By signing below, applicant agrees that Insight may apply any of all funds received with application to any pre-existing debt and Insight shall not be required to connect service until prior debt and connection fee are paid in full.

Applicant will be notified by Insight of Insight's election to apply such funds to the pre-existing debt and Insight will retain the application and delay connection until all such debt and connection fee is paid in full.

I HEREBY ACKNOWLEDGE RECEIPT OF AN INSIGHT CUSTOMER HANDBOOK AND A COPY OF THIS AGREEMENT. I HAVE READ, UNDERSTAND AND AGREE TO BE BOUND TO ALL OF THE TERMS AND CONDITIONS LISTED ABOVE INCLUDING THOSE LISTED ON THE REVERSE SIDE HEREOF.

Steve Shaw 4-5-06  
EMPLOYEE'S SIGNATURE & ID NO. DATE

[Signature]  
CUSTOMER'S SIGNATURE DATE

EQUIPMENT INSTALLED	INITIALS
<u>GI4049NA0970</u>	
<u>357-4400</u>	
<u>72% off 1st month</u>	
EQUIPMENT REMOVED	INITIALS

# InsightPhone

04/12/06  
Phone

ICOMS Entry Date: 4-5-06

ICOMS Account Number: XXXXXXXXXX

## Letter of Agency for Residential Service

Please print your name, address and telephone number below.

Billing Name: Ernest Upchurch

Billing Address: 3417 Boxelder Rd #1

City: Louisville State: Ky Zip Code: 40216

Telephone Number covered by this Letter of Agency (with Area Code):  
XXXXXXXXXX

Please designate only one provider per service for the telephone number listed above. (If you do not have a current provider of service, enter "No Carrier" in the blank requesting the name of your current provider.)

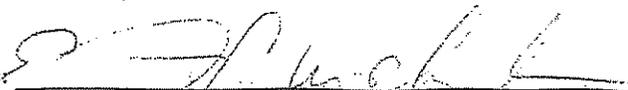
Please complete the following statements (please print):

I select Insight Phone as my local telephone service provider (intrastate primary LEC); please change my local service from NO CARRIER (name of current local provider).

I select Insight as my local toll service provider (intraLATA primary interexchange carrier); please change my local-toll service provider from NO CARRIER (name of current local-toll provider.)

I select Insight as my long distance service provider (interLATA primary interexchange carrier); please change my long distance service from NO CARRIER (name of current long distance provider.)

My signature on this form authorizes Insight Phone to switch my local telephone service, local toll service and long distance service to the carriers designated above. My signature authorizes Insight Phone to notify my local telephone company of my decision to switch to Insight Phone as my primary residential local telephone company, and if applicable, my carrier for local toll and/or long distance service. My local telephone company may charge me a fee or fees to switch my local, local toll and/or long distance service. I understand that for each of these services I may designate only one carrier per service for the telephone number listed. My signing this form, I confirm that I am at least 18 years of age, a member of the household and a decision-maker authorized to switch the local service and, if applicable, local toll and/or long distance carriers, on the telephone number listed on this form.

Signature:  Date: 4-5-06

This authorization is valid only if all blank spaces on the form have been completed.