

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHIRLEY J. DAY	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2007-00552
	)	
AT&T COMMUNICATIONS OF THE	)	
SOUTH CENTRAL STATES	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

AT&T Communications of the South Central States, Inc. ("AT&T") is hereby notified that it has been named as defendant in a formal complaint filed on December 6, 2007, 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 7<sup>th</sup> day of January, 2008.

ATTEST

By the Commission

  
Executive Director

SP  
2007-00552

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Shirley J. Day  
(Your Full Name)  
COMPLAINANT

RECEIVED  
DEC 06 2007  
PUBLIC SERVICE  
COMMISSION

VS.  
AT&T  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of Shirley J. Day  
(Your Full Name) respectfully shows:

(a) Shirley Day  
(Your Full Name)

871 Buena Vista Road, Russellville, Ky 42276  
(Your Address)

(b) AT&T Long Distance  
(Name of Utility)

(Address of Utility)

(c) That: See Attachment A  
(Describe here, attaching additional sheets if necessary,

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

and basis for the complaint.)

Formal Complaint

Shirley Day vs. AT&T

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Wherefore, complainant asks See Attachment B  
(Specifically state the relief desired)

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Dated at Russellville, Kentucky, this Fourth day  
(Your City)

of December, 2007  
(Month)

Shirley Day  
(Your Signature)

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

## Attachment A

In February of 2002, I established phone service at my home on Buena Vista Road and was assigned the number (270) 725-9794. At that time I was asked to choose a long distance company and I elected not to have a long distance carrier because of billing errors by AT&T at my previous address, and the difficulty with which a resolution was achieved. I elected not to have a long distance carrier but instead opted for the security of a prepaid phone card.

In 2004, I received on my BellSouth bill a charge for AT&T long distance service. I called to question this charge and after a seemingly endless tier of automated voice messages, was told that I would have to contact AT&T to dispute the charges. Again, I was subjected to long hold times and having to explain the situation to four "customer service representatives" before I could actually speak to a person in authority. I explained that I had never been an AT&T customer at this number and thus should not be charged for said service. The charges were removed.

In September 2007, I received a bill from AT&T Long Distance. Because I do not have long distance service with any carrier, I assumed the additional bill was a glitch resulting from the restructuring of BellSouth/AT&T and paid only my normal phone bill from BellSouth-turned-AT&T.

In October, I received another bill for long distance service from AT&T along with a delinquent notice for September's fraudulent billing. I called the "new AT&T" to address this billing and after numerous menu options, one and one half hours of being on hold, and speaking to three Bombay call center employees, I still had not been able to speak to anyone who could even address my issue, least of all resolve it. Each call center representative only assured me that I am a customer of AT&T proven by the fact that their records indicated thus. None would escalate my call to a person with access to my past records or the ability to review the charges. When asked to do so, each assured me that if I would "please hold" I would be connected to their supervisor when in fact I would be placed back in the queue only to be answered by yet another India-based call center employee or finally placed in a perpetual hold which after forty-five minutes, no one answered.

After contacting the Public Service Commission, I received AT&T's response which only indicated that their records show that I have been a customer of AT&T long distance since I began phone service in 2002.

Never did anyone from AT&T call to speak to me about my complaint and it was not until Matt Rhody from PSC contacted them again that I was able to speak to an actual AT&T representative with access to my past records.

I asked how could I correct these erroneous charges and avoid a blemish on my otherwise spotless credit report. He indicated that he had the power to make that change, but he

chose not to. My only option was to pay it. He claims that I am their customer regardless of my repeated attempts to indicate otherwise.

He acknowledged.

- He could provide no record of my ever requesting to be a customer of AT&T for long distance
- That his records indicate that I called in 2004 claiming that I was not and had not been a customer of AT&T and that the monthly charge was terminated
- That I am unable to make calls from my phone with AT&T without using my prepaid card

Still, he claims that I am responsible to pay for a "service" that I did not request, did not or could not use, nor even could have known that the alleged "service" was being provided.

I get at least 10 calls a week from AT&T offering me calling plans if I choose AT&T as my carrier. If I were already a customer, I would not be asked to become a customer.

## Attachment B

I am requesting that these charges be dropped and that no representative of AT&T ever be able to call me with solicitation of any kind. Also, that any records that are held by AT&T or anyone doing business with AT&T indicate that I am NOT a customer of AT&T Long Distance not now or in the future. I NEVER wish to have to experience this again. My time is valuable and it is unfortunate that the ineptitude of this company and the structure of their customer service system have caused me to waste so many hours of my time and experience so much frustration only to have the use of a personal phone

Please do not allow them to extort me or other loyal customers like me by the use of a system which prevents customers' access to problem resolution and leaves them powerless to resolve their own issues without the involvement of a government entity