

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEFFERY C. COX)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2009-00460
)	
AT&T KENTUCKY)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

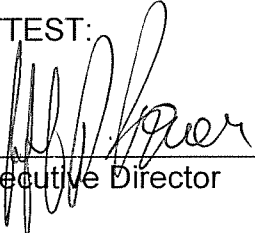
BellSouth Telecommunications, Inc. d/b/a AT&T Kentucky ("AT&T") is hereby notified that it has been named as defendant in a formal complaint filed on November 5, 2009, a copy of which is attached hereto.

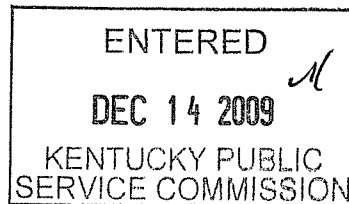
Pursuant to 807 KAR 5:001, Section 12, AT&T is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

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.

By the Commission

ATTEST:


Executive Director



COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

2009-00460

Jeffery C. Cox
(Your Full Name)

COMPLAINANT

VS.

AT&T
(Name of Utility)

DEFENDANT

RECEIVED

NOV 5 2009

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Jeffery C. Cox respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

(Your Address)

(b) AT&T
(Name of Utility)

(Address of Utility)

(c) That: Approximately from September 2008 I made a
(Describe here, attaching additional sheets if necessary,

verbal deal via the phone with AT&T
the specific act, fully and clearly, or facts that are the reason

To receive ~~receive~~ a bundle deal including
and basis for the complaint.)

my land line, cell phone & DSL internet
service for \$117.00 a month.

Continued on Next Page

Formal Complaint

vs.

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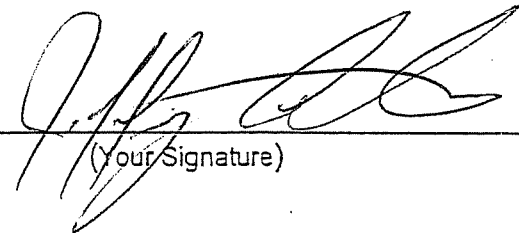
My gas charged approx \$401.00 my first bill
& the second was approx \$500.00. Upon calling
ATT & cancelling was charge addition money for
early termination of the cell service. As I was
being over-charge they breached the contract &
do not owe these fees.

Wherefore, complainant asks That the final bill be present
(Specifically state the relief desired.)

removed from collection, & that ATT refund
all money over the \$117.00 dollar Agreement
we made. ~~ATT is to be held liable for this~~

Dated at Owensboro, Kentucky, this 2 day
(Your City)

of November, 192009.
(Month)


(Your Signature)

(Name and address of attorney, if any)

Jeffery C Cox
3236 Old Hartford Road
Apartment 603
Owensboro, KY 42303

Mary Pat Regan
President
BellSouth Telecommunications, Inc. dba AT&T
601 West Chestnut Street, Room 408
Louisville, KY 40203