

CASE

NUMBER:

99-108

INDEX FOR CASE: 99-108
CINCINNATI BELL TELEPHONE COMPANY
Complaints - Rates
OF JAMES P. KRUEPELMAN

IN THE MATTER OF JAMES P. KRUEPELMAN VS. CINCINNATI BELL
TELEPHONE COMPANY

SEQ NBR	ENTRY DATE	REMARKS
0001	03/22/99	Application.
0002	03/22/99	Acknowledgement letter.
0003	04/01/99	Order to Satisfy or Answer; info due 4/12
M0001	04/15/99	ROBERT SHANK CINCINNATI BELL TELE-ANSWER TO COMPLAINT
0004	05/07/99	Data Request Order, response due 5/17/99 from Cincinnati Bell.
M0002	05/17/99	CINCINNATI BELL DONALD MARCHALL-RESPONSE TO COMPLAINT
0005	07/12/99	Final Order entered dismissing the complaint.



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

CERTIFICATE OF SERVICE

RE: Case No. 99-108
CINCINNATI BELL TELEPHONE COMPANY

I, Stephanie Bell, Secretary of the Public Service Commission, hereby certify that the enclosed attested copy of the Commission's Order in the above case was served upon the following by U.S. Mail on July 12, 1999.

Parties of Record:

Gene Baldrate
Vice President-Regulatory Affairs
Cincinnati Bell Telephone Company
201 East Fourth Street
P. O. Box 2301
Cincinnati, OH. 45202

James P. Kruempelman
9 Fortside Drive
Fort Mitchell, KY. 41011 1860

Honorable Robert D. Shank
Attorney for Cincinnati Bell
Frost & Jacobs LLP
2500 PNC Center
201 East Fifth Street
Cincinnati, OH. 45202

Stephan D Bell
Secretary of the Commission

SB /lnh
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES P. KRUEMPELMAN)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-108
)	
CINCINNATI BELL TELEPHONE COMPANY)	
)	
DEFENDANT)	

O R D E R

On March 22, 1999, James P. Kruempelman ("Complainant") filed a formal complaint against Cincinnati Bell Telephone Company ("Cincinnati Bell"). The Complainant alleged that Cincinnati Bell was using a deceptive business practice to promote a new service known as "Reveal." The Complainant stated that he pays \$7.00 for Cincinnati Bell's caller identification service ("Caller ID") but that calls from local businesses are identified as "out of area." The Complainant does not want to pay the additional \$3.00 subscription charge for Reveal so that calls presently characterized as "out of area" can be identified by Caller ID. The Complainant requested that the Commission order Cincinnati Bell to stop charging \$3.00 for Reveal and investigate Cincinnati Bell's database for "malfunction or fraud."

On April 1, 1999, the Commission ordered Cincinnati Bell to satisfy or answer the complaint. Cincinnati Bell filed an Answer to the complaint on April 15, 1999. The Answer generally denied the allegations raised by the Complainant. It specifically denied that

Reveal is malfunctioning, fraudulent, or deceptively programmed, that it is a deceptive business practice, and that it imposes a deceptive rate increase.

The Answer states that the Caller ID service is not technically capable of identifying calls that originate from trunk lines. Because of this technical limitation, calls from certain businesses with large numbers of telephone numbers served by trunk lines are identified as "out of area." The Reveal service requires a person calling from a trunk line number normally identified as "out of area" to dial a telephone number in order to complete the call. The Answer also states that the Commission has approved the Reveal service and the rate of \$3.00 per month.

On May 7, 1999, the Commission issued an information request asking Cincinnati Bell whether the introduction of Reveal has had any effect on the types of numbers identified by Caller ID and whether the introduction of Reveal has diminished the character and quality of Caller ID. Cincinnati Bell responded that Reveal has had no effect on the types of numbers identified by Caller ID or the level of service. According to Cincinnati Bell, the numbers characterized as "out of area," "anonymous," or "private" remain the same. Cincinnati Bell also stated that Caller ID continues to provide the same level of service as it did prior to Reveal but that Reveal "provides the added ability to block all unidentified calls."

Having considered the information contained in the complaint and Cincinnati Bell's filings in this case, the Commission finds that the requested relief should be denied. First, Cincinnati Bell's Reveal service and the rate at which it is charged have been duly accepted for filing pursuant to KRS 278.160. Second, the information provided indicates that Reveal is a unique service available to customers who choose to subscribe.

Accordingly, Cincinnati Bell is entitled to demand, collect and receive fair, just and reasonable rates for the service pursuant to KRS 278.030(1).

DISCUSSION

KRS 278.160 codifies the "filed rate doctrine." The statute requires a utility to file with the Commission "schedules showing all rates and conditions for service established by it and collected or enforced." KRS 278.160(1). It further states:

No utility shall charge, demand, collect or receive from any person a greater or less compensation for any service rendered or to be rendered than that prescribed in its filed schedules, and no person shall receive any service from any utility for a compensation greater or less than that prescribed in such schedules.

KRS 278.160(2).

The effect of KRS 278.160 is to preserve the Commission's primary jurisdiction over the reasonableness of rates and service of utilities. Prior to becoming effective, filings must be reviewed and found reasonable by the Commission. Cincinnati Bell's Reveal service and the \$3.00 rate were filed by the company on February 16, 1999, with a proposed effective date of March 18, 1999. They were subsequently reviewed and allowed to go into effect. Thus, as of March 18, 1999, Cincinnati Bell was not only authorized but was required to offer the service to all qualified customers and to charge the filed rate of \$3.00 in accordance with KRS 278.160(2). Finally, "[e]very utility may demand, collect and receive fair, just and reasonable rates for the services rendered or to be rendered by it to any person." KRS 278.030(1).

According to the service description,¹ Reveal intercepts incoming calls to the subscriber that would normally appear as "private," "unavailable," "out of area," or "anonymous." As instructed by the Reveal announcement, the caller must enter a telephone number in order to complete the call to the Reveal subscriber. The number entered is then "revealed" on a subscriber's Caller ID unit. If the caller does not enter a number, the call is disconnected. Based upon the service provision, the Commission finds that Reveal is an optional service feature, separate and distinct from Caller ID, for which Cincinnati Bell is entitled to collect a reasonable rate.

Based upon the evidence of record and being otherwise sufficiently advised, the Commission HEREBY ORDERS that the requested relief is denied and the complaint is dismissed.

Done at Frankfort, Kentucky, this 12th of July, 1999.

By the Commission

ATTEST:


Executive Director

¹ General Exchange Tariff No. 3, Section 48, Page 12.6.



Cincinnati BellSM

People you know,
you can rely on:

201 E. Fourth St.
P.O. Box 2301
Cincinnati, Ohio 45201-2301

May 14, 1999

VIA OVERNIGHT MAIL

Helen C. Helton, Esq.
Executive Director
Public Service Commission of Kentucky
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

RECEIVED
MAY 17 1999
PUBLIC SERVICE
COMMISSION

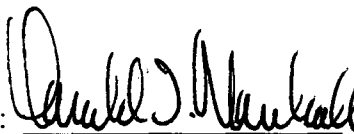
Re: ***Kruempelman v. Cincinnati Bell Telephone Company***
Case No.: 99-108

Dear Ms. Helton:

Enclosed for filing please find an original and ten (10) copies of Cincinnati Bell Telephone Company's response in the above-referenced matter. Please file the enclosed copies and return a date stamped copy to me in the enclosed self-addressed stamped envelope.

If you have any questions concerning this filing, please feel free to contact me. Thank you in advance for your assistance with this matter.

Very truly yours,

By: 
Donald I. Marshall

Enclosures

Cc: Michele Mistler, CBT
Rob Shank, Frost & Jacobs

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
MAY 17 1999
PUBLIC SERVICE
COMMISSION
CASE NO. 99-108

In the Matter of:

JAMES P. KRUEMPELMAN)
)
Complainant,)
v.)
)
CINCINNATI BELL TELEPHONE COMPANY)

Defendant.

INTRODUCTION

On April 1, 1999, Cincinnati Bell Telephone Company ("CBT") was informed that it had been named as a defendant in a formal complaint filed on March 22, 1999. CBT subsequently filed a written response to the complaint, as requested by the Public Service Commission of Kentucky ("PSCK"). On May 7, 1999, the PSCK issued an Order directing CBT to file a response to the following two questions. CBT hereby files its response as directed by the PSCK. It should be noted the complainant filed an informal complaint with CBT on February 17, 1999, which was prior to the introduction of Reveal service on March 18, 1999.

Q1. Has the introduction of Cincinnati Bell's "Reveal" service had any effect on the types of telephone numbers identified by a customer's called identification service? For example, are there trunk line numbers which were formerly identified by the business name, e.g. hotels, hospitals, or public agencies, but which are now shown to be "out of area"?

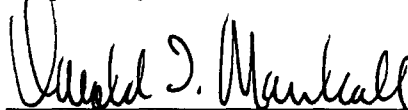
Response: No. CBT's introduction of the Reveal service has not had any effect on the types of telephone numbers identified by our customer's caller identification

service. The identification of the calling party's name and number, whether the calls originated from hospitals, hotels, or residences, that were prior to Reveal, shown on the called parties Caller ID boxes as "out-of-area", "anonymous", or "private", has not changed.

Q2. Has the character or quality of Cincinnati Bell's caller identification service been diminished in any way because of the introduction of "Reveal"?

Response: No. CBT's Caller ID service has not been affected by the introduction of the Reveal service. Caller ID service continues to provide the same level of service for screening calls as it did prior to Reveal. Reveal only provides the added ability to block all unidentified calls.

Respectfully submitted,



Donald I. Marshall
Assistant Vice President - Regulatory Affairs
Cincinnati Bell Telephone Company
201 East Fourth Street
Cincinnati, Ohio 45202
(513) 397-1289

Robert D. Shank
Frost & Jacobs LLP
2500 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 651-6800

Attorneys for Cincinnati
Bell Telecommunications Services

Filed: May 14, 1999

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing has been sent by ordinary United States mail, postage prepaid to Complainant James P. Kruempelman, 9 Fortside Drive, Fort Mitchell, Kentucky 41011-1850 this 14th day of May, 1999.

Mary Miller



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

May 7, 1999

Gene Baldrate
Vice President-Regulatory Affairs
Cincinnati Bell Telephone Company
201 East Fourth Street
P. O. Box 2301
Cincinnati, OH. 45202

James P. Kruempelman
9 Fortside Drive
Fort Mitchell, KY. 41011 1860

Honorable Robert D. Shank
Attorney for Cincinnati Bell
Frost & Jacobs LLP
2500 PNC Center
201 East Fifth Street
Cincinnati, OH. 45202

RE: Case No. 99-108

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/hv
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES P. KRUEMPELMAN)
)
COMPLAINANT)
v.) CASE NO. 99-108
)
CINCINNATI BELL TELEPHONE COMPANY)
)
DEFENDANT)

O R D E R

IT IS HEREBY ORDERED that Cincinnati Bell Telephone Company ("Cincinnati Bell") shall file the original and four (4) copies of the following information with the Commission with a copy to Complainant no later than 10 days from the date of this Order:

1. Has the introduction of Cincinnati Bell's "Reveal" service had any effect on the types of telephone numbers identified by a customer's caller identification service? For example, are there trunk line numbers which were formerly identified by the business name, e.g. hotels, hospitals, or public agencies, but which are now shown to be "out of area"?

2. Has the character or quality of Cincinnati Bell's caller identification service been diminished in any way because of the introduction of "Reveal"?

Done at Frankfort, Kentucky, this 7th day of May, 1999.

By the Commission

ATTEST:


Executive Director

FROST & JACOBS LLP

2500 PNC CENTER
201 EAST FIFTH STREET
CINCINNATI, OHIO 45202-4182
(513) 651-6800 • FACSIMILE: (513) 651-6981
WWW.FROJAC.COM

ROBERT D. SHANK
rshank@frojac.com
(513) 651-6771

COLUMBUS OFFICE
ONE COLUMBUS, SUITE 1000
10 WEST BROAD STREET
COLUMBUS, OHIO 43215-3467
(614) 464-1211
FACSIMILE: (614) 464-1737

MIDDLETOWN OFFICE
400 FIRST NATIONAL BANK BUILDING
2 NORTH MAIN STREET
MIDDLETOWN, OHIO 45042-1981
(513) 422-2001
FACSIMILE: (513) 422-3010

KENTUCKY OFFICE
1100 VINE CENTER TOWER
333 WEST VINE STREET
LEXINGTON, KENTUCKY 40507-1634
(606) 254-1100
FACSIMILE: (606) 253-2990

April 14, 1999

VIA OVERNIGHT MAIL

Helen C. Helton, Esq.
Executive Director
Public Service Commission of Kentucky
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

RECEIVED
APR 15 1999
PUBLIC SERVICE
COMMISSION

Re: ***Kruempelman v. Cincinnati Bell Telephone Company***
Case No.: 99-108


Dear Ms. Helton:

Enclosed for filing please find an original and ten (10) copies of Cincinnati Bell Telephone Company's Answer in the above-referenced matter. Please file the enclosed copies and return a few date stamped copies to me in the enclosed self-addressed stamped envelope.

If you have any questions concerning this filing, please feel free to contact me. Thank you in advance for your assistance with this matter.

Very truly yours,

FROST & JACOBS

By: 
Robert D. Shank

RDS/cgc/639543.01

Enclosures

cc: Don Marshall, CBT (w/enclosure)
Michele Mistler, CBT (w/enclosure)
Christopher J. Wilson, CBT (w/enclosure)

**BEFORE THE
PUBLIC SERVICE COMMISSION OF KENTUCKY**

JAMES P. KRUEMPELMAN,	:	Case No.: 99-108
	:	
Complainant,	:	
	:	
v.	:	ANSWER OF CINCINNATI BELL
	:	TELEPHONE COMPANY
	:	
CINCINNATI BELL TELEPHONE	:	
COMPANY,	:	
	:	
Defendant.	:	

RECEIVED
APR 15 1999
PUBLIC SERVICE
COMMISSION

The above-named Defendant, Cincinnati Bell Telephone Company ("CBT"), for its Answer to the Complaint in this proceeding, respectfully states:

1. CBT generally denies all of the material allegations contained in the Complaint and Exhibit A thereto and further provides the following responses to the specific allegations contained in the Complaint. CBT denies any allegation not specifically admitted.
2. CBT specifically denies that its "Reveal" service is malfunctioning or is a fraud, as Complainant alleges.
3. CBT specifically denies that its "Reveal" service is a deceptive business practice, as Complainant alleges.
4. CBT specifically denies that its "Reveal" service is deceptively programmed, as Complainant alleges.
5. CBT specifically denies that, by charging \$3.00 per month for "Reveal," it is imposing a deceptive rate increase, as Complainant alleges.

AFFIRMATIVE DEFENSES

FIRST DEFENSE

6. Answering further, CBT states that, upon information and belief, Complainant is a subscriber with CBT for caller identification service. Complainant's allegations arise out of an incident concerning his mother and a telephone call placed from a local hospital regarding his mother. The particular telephone call placed from the hospital showed up on Complainant's caller identification service as being "Out of Area."

7. The reason that the telephone call placed from the local hospital showed up as "Out of Area" is that calls from certain businesses with large numbers of telephone lines originate from trunk lines. CBT's caller identification service is not technically capable of identifying calls that originate from trunk lines.

8. Upon receiving a complaint from Complainant about this technical limitation, CBT explained that it would be introducing a new service called "Reveal" on or about March 15, 1999. "Reveal" would require those placing telephone calls to numbers with caller identification service to identify the telephone number from which they are calling or be unable to complete the call. "Reveal" has been approved by this Commission and is offered to CBT customers at the rate of \$3.00 per month.

9. However, even for those customers subscribing to "Reveal," "Reveal" is technically incapable in many instances of identifying calls originating from trunk lines.

10. Complainant expressed that he was not interested in CBT's new "Reveal" service.

11. CBT also offered to remove Complainant's caller identification service, but Complainant refused.

SECOND DEFENSE

12. The Complaint fails to state a claim against CBT upon which relief may be granted.

THIRD DEFENSE

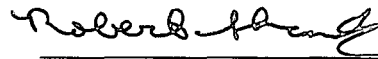
13. CBT will rely upon all defenses that become available during discovery or hearing on this matter.

RESERVATION OF RIGHT TO AMEND

14. CBT specifically reserves the right to amend this Answer to assert additional defenses as discovery progresses.

WHEREFORE, the Defendant, Cincinnati Bell Telephone Company, prays that the Complaint against it be dismissed and that CBT be awarded its costs, attorneys' fees and any other relief the Commission deems just and proper.

Respectfully submitted,



Robert D. Shank
FROST & JACOBS LLP
2500 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 651-6800

Christopher J. Wilson (0055706)
Staff Counsel, Cincinnati Bell
Telephone Company
201 East Fourth Street, 6th Floor
Cincinnati, Ohio 45202
(513) 397-6351

Attorneys for Cincinnati Bell
Telephone Company

Filed: April 15, 1999

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was sent by U.S. mail, postage prepaid, to
Complainant James P. Kruempelman, 9 Fortside Drive, Fort Mitchell, Kentucky 41011-1850 this
14th day of April, 1999.





COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 1, 1999

Gene Baldrate
Vice President-Regulatory Affairs
Cincinnati Bell Telephone Company
201 East Fourth Street
P. O. Box 2301
Cincinnati, OH. 45202

James P. Kruempelman
9 Fortside Drive
Fort Mitchell, KY. 41011 1860

RE: Case No. 99-108

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/sa
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES P. KRUEMPELMAN)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-108
)	
CINCINNATI BELL TELEPHONE COMPANY)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Cincinnati Bell Telephone Company ("Cincinnati Bell") is hereby notified that it has been named as defendant in a formal complaint filed on March 22, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Cincinnati Bell 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 April, 1999.

By the Commission

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAR 22 1999

PUBLIC SERVICE
COMMISSION

In the Matter of:

JAMES P. KRUEMPelman)
(Your Full Name))
)
COMPLAINANT)
)
v.)
)
CINCINNATI BELL TELEPHONE COMPANY)
(Name of Utility))
)
DEFENDANT)

CASE 99-108

C O M P L A I N T

The complaint of JAMES P. KRUEMPelman respectfully shows:
(Your Full Name)

(a) JAMES P. KRUEMPelman
(Your Full Name)

9 FORTSIDE DRIVE FORT MITCHELL KY. 41011-1850
(Your Address)

(b) CINCINNATI BELL TELEPHONE COMPANY
(Name of Utility)

201 EAST FOURTH STREET CINCINNATI OHIO 45202
(Address of Utility)

(c) That: SEE ATTACHED EXHIBIT A
(Describe here, using additional sheets if necessary, the

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

for the complaint.)

Formal Complaint
Page 2

JAMES KRUEMPELMAN
(Your Name)

v. CINCINNATI BELL TELEPHONE CO.
(Utility's Name)


SEE ATTACHED EXHIBIT A

Wherefore, complainant asks COMMONWEALTH OF KENTUCKY P.S.C.
(Specifically state the relief desired.)

STOP CIN. BELLS UPCHARGE OF 3.00 PER. MONTH FOR A NEW SERVICE
CALLED REVEAL & INVESTIGATE CIN. BELLS CONTROLLED DATA BASE
FOR MALFUNCTION OR FRAUD

Dated at FORT MITCHELL, Kentucky, this 17TH day of

MARCH, 1999.
(Month)


(Your Signature)

(Name and Address of Attorney, if any.)

EXHIBIT A

James Kruempelman
9 Fortside Dr.
Fort Mitchell, Ky. 41011-1850

March 12, 1999

P.S.C.
c/o Robert Johnston
P.O. Box 615
Frankfort, Kentucky 40602-0615

Dear Mr. Johnston:

Cincinnati Bell (CB) is using a deceptive business practice regarding its caller I.D. service to promote a new service called reveal. For example I pay 7.00 per month for caller I.D. service, now incoming calls are appearing on my caller I.D. screen and hundreds of other consumers screens in Northern Ky. reading out of area. These calls are originating from local businesses in our area and are in the CB controlled data base.

Upon complaining to CB on 3-5-99 I was informed by Mickey (employee # 144) the calls reading out of area can be identified for an additional upcharge of 3.00 per month. This new service is referred to as reveal and has yet to be approved by the Commonwealths (PSC).

At this point I am requesting the PSC to make a formal inquiry as to why CB's controlled data base is deceptively programmed.

As a lifelong resident and taxpayer of the Commonwealth I would appreciate your concern as would hundreds, if not thousands, of other consumers in Northern Ky. effected by this new deceptive rate increase.

Sincerely,

James Kruempelman



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

March 22, 1999

Gene Baldrate
Vice President-Regulatory Affairs
Cincinnati Bell Telephone Company
201 East Fourth Street
P. O. Box 2301
Cincinnati, OH. 45202

James P. Kruempelman
9 Fortside Drive
Fort Mitchell, KY. 41011 1860

RE: Case No. 99-108
CINCINNATI BELL TELEPHONE COMPANY
(Complaints - Rates) OF JAMES P. KRUEMPELMAN

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received March 22, 1999 and has been assigned Case No. 99-108. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,
Stephanie Bell

Stephanie Bell
Secretary of the Commission

SB/jc

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAR 22 1999

PUBLIC SERVICE
COMMISSION

In the Matter of:

JAMES P. KRUEMPelman)
(Your Full Name))
)
COMPLAINANT)
)
v.)
)
CINCINNATI BELL TELEPHONE COMPANY)
(Name of Utility))
)
DEFENDANT)

CASE 99-108

C O M P L A I N T

The complaint of JAMES P. KRUEMPelman respectfully shows:
(Your Full Name)

(a) JAMES P. KRUEMPelman
(Your Full Name)

9 FORTSIDE DRIVE FORT MITCHELL KY. 41011-1850
(Your Address)

(b) CINCINNATI BELL TELEPHONE COMPANY
(Name of Utility)

201 EAST FOURTH STREET CINCINNATI OHIO 45202
(Address of Utility)

(c) That: SEE ATTACHED EXHIBIT A
(Describe here, using additional sheets if necessary, the

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

for the complaint.)

Formal Complaint
Page 2

JAMES KRUMPELMAN
(Your Name)

v. CINCINNATI BELL TELEPHONE CO.
(Utility's Name)

SEE ATTACHED EXHIBIT A

Wherefore, complainant asks COMMONWEALTH OF KENTUCKY P.S.C.
(Specifically state the relief desired.)

STOP CIN. BELLS UPCHARGE OF 3.00 PER. MONTH FOR A NEW SERVICE
CALLED REVEAL & INVESTIGATE CIN. BELLS CONTROLLED DATA BASE
FOR MALFUNCTION OR FRAUD

Dated at FORT MITCHELL, Kentucky, this 17TH day of

MARCH, 1999.
(Month)

James Krumpelman
(Your Signature)

(Name and Address of Attorney, if any.)

EXHIBIT A

James Kruempelman
9 Fortside Dr.
Fort Mitchell, Ky. 41011-1850

March 12, 1999

P.S.C.
c/o Robert Johnston
P.O. Box 615
Frankfort, Kentucky 40602-0615

Dear Mr. Johnston:

Cincinnati Bell (CB) is using a deceptive business practice regarding its caller I.D. service to promote a new service called reveal. For example I pay 7.00 per month for caller I.D. service, now incoming calls are appearing on my caller I.D. screen and hundreds of other consumers screens in Northern Ky. reading out of area. These calls are originating from local businesses in our area and are in the CB controlled data base.

Upon complaining to CB on 3-5-99 I was informed by Mickey (employee # 144) the calls reading out of area can be identified for an additional upcharge of 3.00 per month. This new service is referred to as reveal and has yet to be approved by the Commonwealths (PSC).

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As a lifelong resident and taxpayer of the Commonwealth I would appreciate your concern as would hundreds, if not thousands, of other consumers in Northern Ky. effected by this new deceptive rate increase.

Sincerely,

James Kruempelman