

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

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JAN 11 2005

PSC Consumer Services

In the matter of:

Billy Ray HINKLE )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
Budget ~~Phone~~ PHONE INC )  
(Name of Utility) )  
DEFENDANT )

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PUBLIC SERVICE  
COMMISSION

Case 2005-00025

COMPLAINT

The complaint of Billy Ray HINKLE respectfully shows:  
(Your Full Name)

(a) Billy Ray HINKLE  
(Your Full Name)

19 Carp LANE, Woodbine, Ky 40771  
(Your Address)

(b) Budget PHONE INC.  
(Name of Utility)

PO Box 19360 Shreveport, LA 71149  
(Address of Utility)

(c) That: on 8-3-04 I entered into a  
(Describe here, attaching additional sheets if necessary.)

Contractual arrangement with Budget  
the specific act, fully and clearly, or facts that are the reason

Phone Inc. the agreement states  
and basis for the complaint.)

that each month I pay \$65.67 to  
Budget Phone Inc. and in Return

Formal Complaint

Billy Ray HINKLE vs. Budget PHONE INC.

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Receive local, expanded area calling,  
unlimited long distance, Call waiting,  
Call Return, call forward, Three way calling, Caller ID  
for the month of Dec, my bill was due 12-11-04  
I paid in full on 12-3-04. yet on 12-5-04 Budget  
Phone turned off My long distance service

Wherefore, complainant asks That my long distance  
(Specifically state the relief desired.)

service be turned back on and that I  
be Returned Money I payed for services  
I did not Receive. That Budget phone  
have to pay me for lost long distance, lost  
time and money spent trying to get what I payed for

Dated at Woodbine, Kentucky, this 6<sup>th</sup> day  
(Your City)

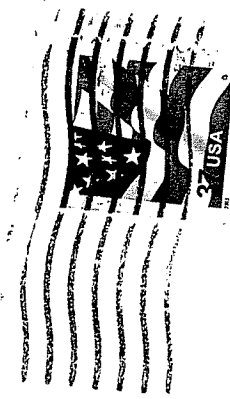
of Jan., ~~19~~ 05  
(Month)

Bill Hinkle  
(Your Signature)

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

stating that because I called a chat line, that only billed long distance charges that I used to many long distance minutes and that I was not aloud to use unlimited long distance to call a chat line even if it did charge only long distance charges. also that even tho they excepted my payment they would no longer give me long distance service and also stated that all my phone services would be turned off on 12-21-04 and no part of my payment would be Return to Me. I contacted the Public service Commission and was able to keep my local service on but could not get long distance even tho I had already payed for it. I Recieved my 1-1-05 bill and on it they still are billing me for all services including unlimited long distance even tho I have been without this service since 12-5-04.

Bill Huntle  
19 Carp Lane  
Woodbine, Ky 40774



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COMMISSION

ATTN: JOHN GEOGHEGAN  
Public Service Commission  
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