

Budget Phone INC.

telecommunications :: clear :: simple

January 21, 2005

RECEIVED

JAN 28 2005

PUBLIC SERVICE
COMMISSION

Bill Hinkle
19 Carp Lane
Woodbine, KY 40771

Re: Case No. 2005-00025

Dear Mr. Hinkle:

We are in receipt of your complaint regarding your telephone service and, in particular, your Long Distance package.

Budget Phone reserves the right to terminate, suspend or restrict service when that service is inconsistent with residential usage. Over 34 hours of long distance usage from 11/24/04 through 12/6/04 is not normal residential usage, and therefore we cannot continue as your telephone service provider under the previous plan.

You paid for service through January 11, 2005. Your account was credited for \$10.00 on January 5th (the amount allocated to long distance for tax purposes on the Deluxe Package related to that month's service). In addition, today we credited your account for another month's service (without long distance) through February 11, 2005. This should allow ample time, at no cost, for you to make arrangements for service with another carrier.

Respectfully,

Art Magee, Controller
Budget Phone, Inc.

Cc: Kentucky Public Service Commission
James Goff
211 Sower Blvd.
P.O. Box 615
Frankfort, KY 40602-0615

1/22/05

Budget Phone - Billing Record

Cut-off on 25th

ORIGINAL APPLICATION	CUSTOMER MAINTENANCE	INVOICE PAYMENTS
ORDER HISTORY		
CREATE INVOICE	STATUS HISTORY	PHONE LN
LD HISTORY	DEALER NOTES	
REPAIR	ORANGE DEALER	CALL HISTORY
INTERNAL REPAIR		

Service Information	
Tracking Number	813256
Agent ID	KY3136
Agent Location	(1) 1610 FALLS HWY
DOM	DOM 11
Status	ONLINE
Last Name	HINKLE
First Name	BILL
Assigned Phone Number	(606) 523-9239
ILEC	BELLSOUTH
Line Type	UNE
Service Address	19 CARP LN
Service Address 2	
City	WOODBINE
County	
State	KY
ZIP	40771
Billing Address	19 CARP LN
Billing Address 2	
Billing City	WOODBINE
Billing State	KY
Billing ZIP	40771
Daytime Phone Number	
Carrier Block	YES