

RECEIVED

JUL 22 2005

PUBLIC SERVICE  
COMMISSION

Beth O'Donnell  
Public Service Commission  
PO Box 615  
Frankfort KY 40601

Please find enclosed EveryCall Communications, Inc. response to case # 2005-00186.  
Please do not hesitate to call me with any questions.

Sincerely,



Kyle Coats  
President  
EveryCall Communications, Inc

## APPENDIX

### APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN ADMINISTRATIVE CASE NO. 2005-00186 DATED June 22, 2005.

#### EveryCall Communications Inc Response

1. Does the utility offer a plan that is described, named, or marketed as “unlimited”? If yes, identify and describe the plan and provide copies of the tariff sheets on which the plans can be found.

EveryCall has an unlimited plan on file with the KY PSC. Per approved tariff, the plan is for typical residential usage which is presumed to be no more than 5000 minutes a month. Although this limitation is included in our tariff, EveryCall has never imposed this limit on it's customers under this plan. EveryCall has not advertised this plan in KY since December 2004.

2. If the utility has an “unlimited” plan, are there use restrictions or other limitations on the plan? If yes, describe these restrictions and reference the utility's tariff.

Per approved tariff, the plan is for typical residential usage which is presumed to be no more than 5000 minutes a month. Although this limitation is included in our tariff, EveryCall has never imposed this limit on it's customers under this plan.

3. How and when are customers or potential customers notified of the limitations on the unlimited plan? Describe the notification.

Although EveryCall has never imposed this limit, customers are notified of the limit during the 3<sup>rd</sup> party verification process. The notification is as follows: Do you want your local exchange carrier, local phone service, changed to EveryCall's Local USA Unlimited, which includes unlimited, typical voice long distance calling presumed to be no more than 5000 minutes a month, and 10 free calling features?

4. If third parties (agents, telemarketers, consignees, etc.) market, advertise, or otherwise offer end-users the utility's unlimited plan, explain how those “marketers” are required to verify compliance with the notice requirements.

All customers are processed through the 3<sup>rd</sup> party verifier which includes the statement noted in response to question 3, or they sign an application which includes the same in print. As noted in response to question 1, EveryCall has never imposed this limit which has been approved by the KY PSC.

5. Assuming a customer has subscribed to an “unlimited” plan that has use limitations, is the customer notified when the limitations are exceeded? If yes, how is the customer notified?

EveryCall has never imposed the limit.

6. How and when are customers notified that changes have been made to the plan?

N/A. Changes have not been made to the plan.

7. Are customers able to check the number of minutes they have used in order to determine if they will exceed the plan's limitations?

N/A. No limitation is imposed.

8. Explain why the utility markets, names, or describes a plan as "unlimited" when limits on the plan exist.

N/A. No limitation has been imposed. As approved by the KY PSC, the tariff language provides EveryCall protection from untypical residential usage, examples are home based businesses who might make long distance calls 8 hours or more a day, 5 or more days a week, or a residence who uses the phone line for computer modem connections that might run 24/7.

9. Explain how the utility ensures that the unlimited plan is offered and the rates, terms, and conditions of service are applied without discrimination as required by KRS 278.170(1).

EveryCall's unlimited plan is offered at the same rate to all individuals within service zones as defined by BellSouth, unilaterally.

10. Provide summary records of all complaints received by the utility regarding any unlimited plans offered in Kentucky since January 1, 2001. Include the date that the complaint was opened, customer class, description of complaint, description of complaint resolution, and date that the complaint was closed.

No complaints have been filed.

**Local Exchange Telephone Service**

---

**4.1 Residential Local Exchange Service Rates (contd.)**

**4.1.1.O Local USA Unlimited Plan**

Includes unlimited continental US voice long distance calling. Excludes all non-voice, model or computer transmissions.

The Everycall Local USA Unlimited Plan is for typical residential usage only. Usage in excess of typical usage, which is presumed to be no more than 5,000 minutes a month, will be subject to an additional fee of \$50.00. If usage exceeds 5,000 minutes per month, customer may be switched from the Local USA Unlimited Plan to a more appropriate usage sensitive plan.

---

**ISSUED:** September 7, 2004

**EFFECTIVE:** September 28, 2004

**ISSUED BY:** Kyle Coats, President  
EveryCall Communications, Inc.  
10500 Coursey Blvd., Suite 306  
Baton Rouge, LA 70816  
Telephone: 1-800-336-4588

# EveryCall - English

Training Mode (Off-Line)

Group ID: **116** Agent Code: **NO** Agent Name: **No Name**

Agent Input

Verify

Verify Services

Finish

OK! My/My's: **SEGO**

I need to ask you a few questions to complete your order. I do need a clear YES or NO to each question.



Do you want your intralata in-state long distance service changed to EveryCall/Local USA?

**Yes**

Do you want your interlata in-state and out of state long distance service changed to EveryCall/Local USA?

**Yes**

Read EVERYTHING in this box. You may need to SCROLL to see everything.

Do you want your local exchange carrier, local phone service changed to Everycall's Local USA Unlimited which includes unlimited DOMESTIC TYPICAL VOICE long distance calling presumed to be no more than 5000 minutes per month and 10 free calling features. for 5026377945.

*3rd Party verification script screen shot*

**NEXT PAGE**

Edit

Train

Good Sale

No Sale

Cancel