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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

LYNN IMAGING
(Your Full Name)
COMPLAINANT
VS.
AT&T
(Name of Utility)
DEFENDANT

RECEIVED
Dec 14 2005
~~DEC 14 2005~~
PUBLIC SERVICE
COMMISSION
Case No. 2006-00011

COMPLAINT

The complaint of LYNN IMAGING
(Your Full Name) respectfully shows:

(a) THOMAS M HURTZ JR.
(Your Full Name)

328 OLD VINE LEXINGTON KY 40507
(Your Address)

(b) AT&T
(Name of Utility)

(Address of Utility)

(c) That: SEE ATTACHED
(Describe here, attaching additional sheets if necessary,

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

and basis for the complaint.)

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks

REFUND OF OVERPAYMENT

(Specifically state the relief desired.)

TO AT&T. WE FEEL WE WERE
OVERCHARGED \$288.24. THIS IS TWO LINES
FOR TWO MONTHS. PLEASE SEE ATTACHED
BILLS.

Dated at LEXINGTON, Kentucky, this 17 day
(Your City)

of DECEMBER 2005.
(Month)

Thomas Anthony
(Your Signature)

(Name and address of attorney, if any)

In late December of 2004 I phoned an AT&T representative about canceling 3 high speed internet connections. I received some forms to print and fax back to AT&T for cancellation. I assumed this was all that was required as far as the cancellation process is concerned. We had switched our high speed internet access to an AT&T reseller and begun paying them the fees for bandwidth usage.

At the same time AT&T continued to bill us and as they were set up for autopay several months passed before we realized we were paying AT&T for lines we thought were cancelled. I called AT&T and they said they had no record of the lines being cancelled. They said without proof of the faxes there was no way they could honor the earlier line cancel.

AT&T knows when a line has internet traffic or not and they know these lines were not used during the disputed period yet they still refuse to reimburse for any overpayment. During this time period we had no equipment attached to these lines as we assumed they were dead and we had moved to a different data line.



4001 Weston Parkway, Suite 100
Cary, NC 27513
Telephone: (919)945-1230
Fax: (919)297-1101

46438

Detailed Account Invoice Number:

Customer Number:

Date: 10/14/2004

Questions about your bill?

Call Customer Care: (800)808-5150

Having service problems?

Call Technical Support: (800)409-4357

Bill To: Lynn Imaging
328 Old East Vine St
Lexington, KY 40507

Reference - P.O. #

Attn: Account Payables

Description/Comments	Amount		
✓ Monthly Service Lexington: Service from 10/7/04 - 10/31/04	580.64		
✓ Monthly Service: 11/1/04 - 11/30/04 Lexington	750.00		
✓ Monthly Service Louisville: Service from 10/7/04 - 10/31/04	580.64		
✓ Monthly Service: 11/1/04 - 11/30/04 Louisville	750.00		
<u>Due Date</u> <u>Amount Due</u> <u>Disc. Date</u> <u>Disc. Amount</u>			
11/15/2004	2,661.28		0.00

OK
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owe

Name: Account Payables

Date: 10/14/2004

Invoice: IN1115200400541

Customer Number:

Remit to:
Bandwidth.com Inc.
PO Box 60234
Charlotte, NC 28260-0234

Subtotal before taxes	2,661.28
Total taxes	0.00
Total amount	2,661.28

Amount Enclosed: 1790.31

Telephone: (919)945-1230
Fax: (919)297-1101

Detach and enclose in included envelope with payment



4001 Weston Parkway, Suite 100
Cary, NC 27513
Telephone: (919)945-1230
Fax: (919)297-1101

46439

Detailed Account Invoice Number:

Customer Number:

Date: 11/8/2004

Questions about your bill?
Call Customer Care: (800)808-5150

Having service problems?
Call Technical Support: (800)409-4357

Bill To: Lynn Imaging
328 Old East Vine St
Lexington, KY 40507

Reference - P.O. #

Attn: Account Payables

Description/Comments	Amount
✓ Monthly Service: 12/01/04 - 12/31/04 Lexington	750.00
✓ Monthly Service: 12/01/04 - 12/31/04 Louisville	750.00
✓ Monthly Service: 10/06/04 - 10/31/04 Lexington #2	629.03
✓ Monthly Service: 11/1/04 - 11/30/04 Lexington #2	750.00
✓ Monthly Service: 12/01/04 - 12/31/04 Lexington #2	750.00
Due Date Amount Due Disc. Date Disc. Amount	
12/15/2004 3,629.03	0.00

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OWA
2250

Name: Account Payables
Date: 11/8/2004
Invoice: IN1215200400530
Customer Number:

Subtotal before taxes	3,629.03
Total taxes	0.00
Total amount	3,629.03

Remit to:
Bandwidth.com Inc.
PO Box 60234
Charlotte, NC 28260-0234

Amount Enclosed: _____

Telephone: (919)945-1230
Fax: (919)297-1101

Detach and enclose in included envelope with payment



4001 Weston Parkway, Suite 100
Cary, NC 27513
Telephone: (919)945-1230
Fax: (919)297-1101

Detailed Account Invoice Number:

Customer Number:

Date: 12/8/2004

Questions about your bill?

Call Customer Care: (800)808-5150

Having service problems?

Call Technical Support: (800)409-4357

Bill To: Lynn Imaging
328 Old East Vine St
Lexington, KY 40507

Reference - P.O. #

Attn: Account Payables

Description/Comments					Amount
✓	Monthly Service: 01/01/05 - 01/31/05				750.00
	Lexington				
✓	Monthly Service: 01/01/05 - 01/31/05				750.00
	Louisville				
✓	Monthly Service: 01/01/05 - 01/31/05				750.00
	Lexington #2				
	<u>Due Date</u>	<u>Amount Due</u>	<u>Disc. Date</u>	<u>Disc. Amount</u>	
	1/15/2005	2,250.00		0.00	

OK
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owe
~~AP~~

Name: Account Payables

Date: 12/8/2004

Invoice: IN01152005-0530

Customer Number:

Remit to:
Bandwidth.com Inc.
PO Box 60234
Charlotte, NC 28260-0234

Subtotal before taxes	2,250.00
Total taxes	0.00
Total amount	2,250.00

Amount Enclosed: 2250.00

Telephone: (919)945-1230
Fax: (919)297-1101

Detach and enclose in included envelope with payment



4001 Weston Parkway, Suite 100
Cary, NC 27513
Telephone: (919)945-1230
Fax: (919)297-1101

Detailed Account Invoice Number:

Customer Number:

Date:

Doc 1/9/2005

Questions about your bill?
Call Customer Care: (800)808-5150

Having service problems?
Call Technical Support: (800)409-4357

Bill To: Lynn Imaging
328 Old East Vine St
Lexington, KY 40507

US966

Reference - P.O. #

Attn: Account Payables

Description/Comments	Amount
Monthly Service: 02/01/05 - 02/28/05 Lexington - Circuit ID: DHEC.710405	750.00
Monthly Service: 02/01/05 - 02/28/05 Louisville - Circuit ID: DHEC.496387	750.00
Monthly Service: 02/01/05 - 02/28/05 Lexington #2 - Circuit ID: DHEC.342465	750.00
Monthly Service: 10/11/04 - 10/31/04 Frankfort - Circuit ID: DHEC.580953	483.87
Monthly Service: 11/1/04 - 11/30/04 Frankfort - Circuit ID: DHEC.580953	750.00
Monthly Service: 12/01/04 - 12/31/04 Frankfort - Circuit ID: DHEC.580953	750.00
Monthly Service: 01/01/05 - 01/31/05 Frankfort - Circuit ID: DHEC.580953	750.00
Monthly Service: 02/01/05 - 02/28/05 Frankfort - Circuit ID: DHEC.580953	750.00
Due Date Amount Due Disc. Date Disc. Amount	
2/15/2005 5,733.87	0.00

51500 - 5

Name: Account Payables

Date: 1/9/2005

Invoice: IN02152005-0530

Customer Number:

Remit to:
Bandwidth.com Inc.
PO Box 60234
Charlotte, NC 28260-0234

Subtotal before taxes	5,733.87
Total taxes	0.00
Total amount	5,733.87

Amount Enclosed: _____

Telephone: (919)945-1230
Fax: (919)297-1101

Detach and enclose in included envelope with payment