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Protection Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

Teresa J. Hill  
Vice Chairman

Christopher L. Lilly  
Commissioner  
Department of Public Protection

Gregory Coker  
Commissioner

Sylvia Anderson  
AT&T Communications of The South Central States, LLC  
1230 Peachtree St., N.E.  
Room 4W41  
Atlanta, GA 30309

March 8, 2006

RE: Case No. 2006-00092

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

Sincerely,

Beth O'Donnell  
Executive Director

BOD/jc  
Enclosure

Sylvia Anderson  
AT&T Communications of The South  
Central States, LLC  
1230 Peachtree St., N.E.  
Room 4W41  
Atlanta, GA 30309

Deborah Brown Gould  
5225 Bald Knob Road  
Frankfort, KY 40601-9552



es

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Deborah Brown Gould  
(Your Full Name)  
COMPLAINANT

VS.  
AT & T  
(Name of Utility)  
DEFENDANT

RECEIVED  
MAR - 1 2006  
PUBLIC SERVICE  
COMMISSION

CASE 2006-00092

COMPLAINT

The complaint of Deborah Brown Gould  
(Your Full Name) respectfully shows:

(a) Deborah Brown Gould  
(Your Full Name)

5225 Bald Knob Rd 40601-9552  
(Your Address)

(b) AT & T  
(Name of Utility)

PO Box 8231, Aurora, IL 60507-8231  
(Address of Utility)

(c) That: AT & T has charged a non-customer,  
(Describe here, attaching additional sheets if necessary,

Deborah Brown Gould, \$40.44/ for "line usage"  
the specific act, fully and clearly, or facts that are the reason

10/22/05. My phone company, TRINISIC, reported  
and basis for the complaint)  
Susan Dunn, PSC representative that I  
did not use TRINISIC lines on 10/22/05.

Formal Complaint

Deborah Brown Gould vs. AT & T

Page 2 of 2

Wherefore, complainant asks respectfully that the original  
(Specifically state the relief desired.)  
AT & T charge plus all subsequent interest  
charges be erased from Deborah Brown  
Gould's fiscal record. I remain a  
customer of TRINSIC.

Dated at Frankfort, Kentucky, this 28<sup>th</sup> day  
(Your City)

of February, 2006  
(Month)

Deborah Brown Gould  
(Your Signature)

(Name and address of attorney, if any)

## 807 KAR 5:001. Rules of procedure.

### Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

#### (4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good

cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

## 807 KAR 5:001. Rules of procedure.

### Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates







Customer Care Unit

P.O. Box 580  
Lee's Summit, MO 64063-0580

February 15, 2006

Debby Gould  
5225 Bald Knob Road  
Frankfort, KY 40601-9552

(502) 875-1504

Dear Ms. Gould:

I am writing in regard to our conversation today regarding charges billed by AT&T for long distance service. Although I regret the circumstances that prompted your concern, I appreciate this opportunity to respond.

Enclosed, please find a copy of the December 14, 2005 statement listing the operator assisted calls in question.

Please again accept my apology for any inconveniences you have experienced. It is my hope that our conversation and this letter provide you with a satisfactory resolution. However, should you have additional questions or concerns, please feel free to contact me at the telephone number or the e-mail address provided below.

Sincerely,

A handwritten signature in cursive script that reads "Andy Green".

Andy Green  
AT&T Executive Appeals Manager  
(800) 848-4158, extension 3033  
agreen1@att.com


**YOUR AT&T STATEMENT**

November 15 - December 14, 2005

Customer ID:



**PRINT FRIENDLY FORMAT**

**SAVE BILL**

**Contact Us**

**Help**

**Moving?**

**DEBBY GOULD**  
**816 BRAWNER ST**  
**FRANKFORT KY 40601-1026**


**SUMMARY OF CHARGES**

Previous balance	0.00
Payments	0.00
<u>AT&amp;T operator assisted calls</u>	<u>30.75</u>
<u>Other charges and credits</u>	<u>5.44</u>
<u>Taxes and surcharges</u>	<u>4.25</u>

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**Total amount due** **\$40.44**

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**Date due** **January 8, 2006**


**YOUR SAVINGS AND BENEFITS**

Never Mail Another Check to Pay Your AT&T Bill. For the ultimate convenience, enroll in AT&T Automatic Bill Payment (ABP) and have your future payments automatically deducted from your enclosed check. To enroll, check the box and sign on the line on the back of the remittance coupon, and return with your payment. Or sign up for online billing to review and pay your bill each month by logging onto your AT&T Online Billing account at [this website](#)


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- \* Incredibly low international rates (calling from home or away).
- \* Powerful features save you time and money, and are included.
- \* Super sound quality and reliability from a company you can trust.
- \* Choice! Access AT&T CallVantage Service from home or away.

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**AT&T OPERATOR ASSISTED CALLS**

**Domestic calls**

	<u>Date</u>	<u>Number called</u>	<u>Where</u>	<u>Time</u>	<u>Rate</u>	<u>Type</u>	<u>Min</u>	<u>Amount</u>
1	<input type="checkbox"/> Oct 22		Chicago, IL	8:47pm	night	station	4	17.10
		Called from	Frankfort, KY					
2	<input type="checkbox"/> Oct 22		Chicago, IL	8:56pm	night	station	1	13.65
		Called from	Frankfort, KY					
							<b>5</b>	<b>\$30.75</b>

**OTHER CHARGES AND CREDITS**

	<u>Date</u>	<u>Description</u>	<u>Amount</u>
3	<input type="checkbox"/> Dec 14	Universal connectivity charge For an explanation of this charge, please call 1 800 532-2021 or visit <a href="#">this website</a>	3.29
4	<input type="checkbox"/> Dec 14	In-state connection fee For an explanation of this charge, please call 1 800 333-5256 or visit <a href="#">this website</a>	.66
5	<input checked="" type="checkbox"/> Dec 14	Carrier cost recovery fee This fee was formerly named the Regulatory assessment fee. It helps recover those costs associated with providing long distance service. It is not a tax or charge required by the government. For more information, call 1 800 854-9940.	1.49

**\$5.44**

## ☐ TAXES AND SURCHARGES

Description	Amount
Federal tax	1.11
KY Inter Access Surcharge	.79
KY Intra Access Surcharge	.06
Rate Inc. for School Tax	.07
State tax	2.22
	<b>\$4.25</b>

## ☐ IMPORTANT INFORMATION ABOUT YOUR TELEPHONE SERVICE

In the past, AT&T filed information about our long distance services with the FCC. In keeping with recent FCC rulings, we are instead providing this information directly to our customers in the new AT&T Consumer Services Agreement. The Agreement took effect on August 1, 2001. It covers AT&T state-to-state and international long distance consumer calling services and explains the relationship between you and AT&T, as well as each of our rights and responsibilities, including billing and payment. It also describes our new binding arbitration process, which uses an objective third party rather than a jury for resolving disputes that may arise. You accept the terms of Agreement simply by continuing to use or for any AT&T consumer calling service covered under the agreement. Please be assured that your AT&T service or billing will not change under the AT&T Consumer Services Agreement; there's nothing you need to do to continue your current service with us. If you have not yet received a copy of the AT&T Consumer Services Agreement, you can access it at [this website](#) or call us at 1 888 288-4099 to request a copy of the Agreement.

Paying by check authorizes AT&T to send the information from your check electronically to your bank for payment. Your account will be debited in the amount of your check and the transaction will appear on your bank statement. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an image copy of your check for payment. If you have further questions regarding this process, or if you do not wish to participate in AT&T's check conversion program please call 1 800 201-2367.

From time to time, we develop new offers and make pricing changes that you may want to know more about. We've set up a special web site to help you get the most out of your AT&T services-- please visit us online at [this website](#)

## ☐ IMPORTANT CUSTOMER INFORMATION

AT&T Automatic Bill Payment terms and conditions-Bank Draft. By agreeing to preauthorized transfers, you agree with AT&T as follows: When you are enrolled in ABP, AT&T will forward to you a statement of your account, not less than 10 days prior to the date your bank account will be debited. Please review each statement you receive for any errors. If you inform AT&T that an error exists on your statement, AT&T will attempt to correct that error prior to your next statement. Continue to mail your payment as usual until you see "Automatic Pay" printed in the Amount enclosed space on your AT&T statement. Either party may terminate this agreement at any time by giving the other party written notice reasonably in advance of the date of termination or any scheduled settlement date. Termination shall not prevent a debit transaction authorized before any notice of termination.