

**Insight Phone  
Billing, Fraud & LDM Operations**



**InsightPhone.**

10200 Linn Station Road, Suite 100  
Louisville, KY 40223

**Fax**

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AUG 15 2006

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COMMISSION

**To:** Kentucky Public Service Commission      **From:** Marian Wright

**Fax:** 502.564.3460      **Pages:** 2

**Phone:**      **Date:** August 15, 2006

**Re:** Complaint #: 2006-00364      **CC:**

**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **For Your Records**

Marian Wright  
Legal Demands/Fraud Investigation/  
Billing Operations Manager  
Business/Cell: 303.601.7588  
Email: Wright.Ma@insightcom.com;



InsightPhone.

August 14, 2006

Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

PSC Formal Complaint #: 2006-00364  
Complaint Category: Billing (High bill)  
Consumer Name: ERNEST UPCHURCH  
Service Address: 3417 BOXELDER RD, APT 1  
City, Zip: LOUISVILLE KY 40216-4555  
Phone: 502 749 5374

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This is in response to the complaint filed by the above customer, PSC Complaint 2006-00364

PSC Narrative filed 7/24/06, served to Insight 8/4/06

Customer disputes being charged long distance calls since installation. He states that he requested the Unlimited LD Plan.

**Resolution Detail:**

Insight's investigators are able to determine the services that a customer requests by reviewing the related account notes and documents completed by our sales and call center representatives. Regrettably, our investigation confirmed that the Insight Phone documents processed during installation included to add the 180 Block of Time Plan only.

However, Insight strives to provide customer satisfaction and has added the Unlimited Plan and a full credit of \$207.20 which represents the long distance charges that exceeded the 180 Block of Time Plan since installation. These account changes appeared on Mr. Upchurch's July 30, 2006 billing statement.

Insight responded to PSC Complaint # 2006-02057 also filed by the customer with these findings.

We trust that this provides your office with the information required in this matter. Please do not hesitate to contact me directly should you have any questions or need additional information.

Sincerely,

Marian Wright  
Billing Operations Manager  
InsightPhone  
303.601.7588  
[Wright.Ma@insightcom.com](mailto:Wright.Ma@insightcom.com)