

JS

2008-49

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Dixie Real Properties, LLC  
(Your Full Name)

COMPLAINANT

VS.

OAN Services, Inc.  
(Name of Utility)

Reduced Rate Long Distance DEFENDANT

RECEIVED  
FEB - 7 2008  
PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Dixie Real Properties, LLC respectfully shows:  
(Your Full Name)

(a) Libby R. Case  
(Your Full Name)

P.O. Box 19799, Louisville, Ky. 40259  
(Your Address)

(b) OAN Services, Inc  
(Name of Utility)

Reduced Rate Long Distance  
P.O. Box 149745, Orlando, Florida 32814  
(Address of Utility)

(c) That: In October 2007, a call was received  
(Describe here, attaching additional sheets if necessary,

from OAN, at the time they did not state  
the specific act, fully and clearly, or facts that are the reason

they were OAN, they said they were AT+T  
(and basis for the complaint)

calling about the long distance plan. They  
misrepresented themselves as an employee of

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AT+T offering 'discount long distance' service.

Formal Complaint

Dine Real Properties, LLC vs. DAN, Inc.

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DAN, Inc. has produced a copy of the third party  
audio verification, under no circumstances  
we would have switched from AT+T (formerly  
Bell South) as we have been long standing  
customers. DAN offering a better long distance  
rate, which was not the case.

Wherefore, complainant asks At this time we respectfully  
(Specifically state the relief desired.)

request a refund of charges from November 2007 to  
January 2008 in the amount of \$284.<sup>48</sup>. These  
charges are currently held in suspense with AT+T-  
until final action is received.

Dated at Louisville, Kentucky, this 5<sup>th</sup> day  
(Your City)

of February, 2008  
(Month) 19<sup>7</sup>.

Libby R. Case  
(Your Signature)

\_\_\_\_\_  
(Name and address of attorney, if any)