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September 6, 2016

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PUBLIC SERVICE
COMMISSION

Ms. Talina Mathews
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602-0615

In Re: Bellsouth Telecommunications, LLC d/b/a AT&T Kentucky's Notice of Intent to Disconnect OneTone Telecom, Inc. for Non-payment Case No. 2016-00300

Dear Ms. Mathews:

On behalf of OneTone Telecom, Inc., I am responding to the Commission's Order issued August 29, 2016, in the above-captioned docket. OneTone received the Order via certified mail on September 2, 2016.

OneTone informed AT&T in late May, 2016 that OneTone intended to discontinue offering of pre-pay telephone services in Kentucky and other states in the region. AT&T stated that service would be terminated on July 8, 2016. In early June, OneTone sent notice to all customers informing them of the need to switch carriers prior to July 6, 2016.¹ A copy of the letter is attached.

All of OneTone's customers are pre-pay customers. They pay for thirty days service in advance. At the end of that period, the customer's service is suspended and then terminated unless the customer makes a payment, typically to an OneTone agent, for another thirty days of service. As part of the plan to discontinue service, OneTone notified all of its agents not to accept any customer's request for service that would extend beyond July 8. Finally, OneTone made automated telephone calls to all customers reminding them of the pending termination date.

Throughout this period, OneTone was in continual communication with AT&T. When the termination date arrived, several hundred customers in the region were still receiving service

¹ The earlier date was intended to persuade customers to switch to another carrier prior to the termination date.

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from OneTone. AT&T decided to postpone the termination date, and OneTone continued making calls to all remaining customers, urging them to find an alternative carrier.²

At this time, there may still be a few customers in Kentucky receiving service from OneTone. All have received multiple telephone calls about the need to switch carriers in addition to written notice. There is no reason for AT&T to delay termination any longer. In the unlikely event that any Kentucky customer has paid for service beyond the date when service is terminated, OneTone will, upon request, make a pro rata refund.

OneTone's President, Mr. Scott Loggins, has also executed an affidavit concerning these facts, as requested in the Commission's Order. The affidavit will be filed under separate cover.

Very truly yours,

BRADLEY ARANT BOULT CUMMINGS LLP

By:



Henry Walker

HW/dbi
Enclosure
cc: Scott Loggins

² Some customers remained because the company's agents, contrary to instructions, continued to sign-up customers for another month of service. Other customers remained because AT&T was apparently unable to handle the large volume of transfer requests. It is OneTone's understanding that AT&T decided to extend the termination date in part because AT&T needed additional time to complete the transfers.



IMPORTANT NOTICE

REGARDING A CHANGE TO YOUR TELECOMMUNICATIONS SERVICE

Dear Valued Customer,

We are pleased to share some exciting news about your home phone service. OneTone Telecom, Inc. has partnered with Global Connection Inc. of America, based in Atlanta, Georgia, licensed as a Competitive Local Exchange Carrier (CLEC) in 26 states, providing a range of local and long distance services to residential customers.

Beginning July 6, 2016, OneTone will no longer be your direct provider of home telephone service but will act as an agent for our new partner, Global Connection. This means that you may still pay your telephone bill and contact us the same as always but, when you pay, we will ask you if you want to switch from OneTone to Global Connection as your home service provider. You may also make the switch by contacting our call center at the number below.

We hope you decide to remain with us as your agent for your local Home Telephone service but, as you are aware, you can choose an alternate telephone providers. If you have any questions, please call us at the number below. We are sorry for any inconvenience that this may cause but look forward to hearing from you concerning this matter. Please contact us at your earliest convenience, waiting to do so could result in an interruption of service.

888-216-1037 ext.22

Sincerely,

OneTone Telecom, Inc.