

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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AUG 27 2018

PUBLIC SERVICE
COMMISSION

In the matter of:

Leigh Ann Ford
Oldham County, Vet
(Your Full Name))
COMPLAINANT)

VS.

Birch Communications
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Leigh Ann Ford respectfully shows:
(Your Full Name)

(a) Oldham County Vet Service
PO Box 263 (Your Full Name)
2411 S. Hwy 53
(Your Address)

(b) Birch ~~Communications~~ Communication
(Name of Utility)
320 Interstate N. SE Atlanta, GA 30339
(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.)

Continued on Next Page

Formal Complaint

_____ vs. _____

Page 2 of 2

Wherefore, complainant asks Re-impbursement of
(Specifically state the relief desired.)

fees
Gross Income for down
time. Average day is
3500⁰⁰

Dated at Lagrange, KY, Kentucky, this 24th day
(Your City)

of August 24th, 20 18.
(Month)


(Your Signature*)

8/24/18

(Name and address of attorney, if any)

Date

*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.

Oldham County Veterinary Services
2411 S. Hwy. 53
P.O. Box 263
LaGrange, KY. 40031

To Whom It My Concern,

We received an invoice for payment From Birch dated 4/24/2018; I had no idea at that time that our phone service had been changed from Impact Telecom; which had been our carrier service for several years. When I called the phone number on the invoice I was told that our service had been switched. They played me a call where one of my under 18 year old helpers had answered the phone (3/23) and they had manipulated the phone conversation. There was no authorization done. The child had no authority to change anything and when I ask her she said she just verified our name and address.

The fact that phone service can by changed without authorization (ie acct #, SS # something??) is terrible. When I contacted Impact they told me that Birch had changed the service. I had service changed back to Telecom. I did not pay the invoice. 7/23 4 PM the service went dead. We did not know until a little later. I tried to call all three carriers and couldn't get anyone. The next morning I finally got a hold of Telecom and they told me Birch had cancelled our phone service. I had already called a repair man because we thought line had been cut. There was a recording saying service had temporarily disconnected. I had to pay over the phone to get service re connected. It took over 6 more hours. We are a veterinary clinic and the animals and owners depend on us to be there for them. Lack of phone service hurt our customers and cost us quite a large sum of money. When they reactivated the service they also charged us numerous fees.

I am waiting now for AT&T to take over the service

There are numerous articles online talking about this company and several other people having this issue.



*Oldham County Veterinary Services
K.P. Schmidt D.V.M
2411 S. Hwy. 53
LaGrange, KY. 40031
502-225-0606 Fax: 502-222-5554*

Birch Communications / Deceptive sales practice

United States Review updated: Nov 9, 2016

[23 comments](#)

I called inquiring about internet service. Next thing I know, they've delivered internet box and sent tech to wire it! When I called saying I didn't say I WANTED it, as I had asked they fax a copy of my current phone contract to me first, they argued and said I had answered YES to their questions, when even their recording shows I had asked for the fax first! When I said cancel it, they said it would cost me over \$1000!!! So, they "discounted" a few things, only with every bill I find they're trying to sneak in charges. Extremely frustrated and highly recommend not even calling this company!

Su

[Sunny1](#)

I pulled this off the internet and this is the exact thing that happened to us. Except our service was cancelled and no notification was made prior. It has been reported to AT & T, FCC and to our attorney. I have enclosed a check for the amount of the monthly service I do not believe we owe the additional fees due to us not cancelling or Birch lack of communication with us.

There are numerous articles out there with similar situations.

This should be against the law and they should be prosecuted.

*Leigh Ann Ford, Practice Manager
Oldham County Veterinary Services*