

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

American Federation of State, County, Municipal Employees  
Council 62 ( AFSME Council 62)

\_\_\_\_\_  
(Your Full Name)

COMPLAINANT

VS. AT & T

\_\_\_\_\_  
(Name of Utility)

DEFENDANT

COMPLAINT

Case 2004-00250

**RECEIVED**

MAY 13 2004

PSC Consumer Services

The complaint of AFSCME Council 62 respectfully shows:

(Your Full Name)

(a)

Roger E. Poer, Controller

\_\_\_\_\_  
(Your Full Name)

1424 N. Pennsylvania St., Indianapolis, IN 46202

\_\_\_\_\_  
(Your Address)

(b)

At & T

\_\_\_\_\_  
(Name of Utility)

P.O. Box 9001310, Louisville, KY 40290-1310

\_\_\_\_\_  
(Address of Utility)

(c)

**That:** Apon changing physical locations in the city of Louisville, in September 2003

(Describe here, attaching additional sheets if necessary,

our phone number was changed. Our local phone service provider, Bell South, obtained a new  
the specific act, fully and clearly, or facts that are the reason

number and new service with At&T. However, beginning September, At&T began billing at , \$0.99 per  
and basis for the complaint)

minute, instead of the previous rate of \$0.09 per minute. In Feb. 2004 rate was increased to \$4.49

minute. March 2004 the AT & T long distance service was cancelled.

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MAY 13 2004

PUBLIC SERVICE  
COMMISSION

Formal Complaint

AFSCME Council 62 vs. AT & T

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Repeated attempts in March and April 2004, to correct the billing were denied, with the exception  
of one month, which was credited to to the \$0.09 level.

Wherefore, complainant asks Refund of estimated overbilling \$7,396.89. (See attached)  
(Specifically state the relief desired.)

This would represent the rollback of the charges to our previous rate of \$0.09 per minute from \$0.99 and  
\$4.49 charged to our account, that have been previously paid. The billing detail is not disputed, only  
rate per call.

Dated at Louisville, Kentucky, this 7<sup>th</sup> day  
(Your City)

of May, 2004, ~~19~~XX  
(Month)

*Roger E. Lane, Comptroller*  
(Your Signature)

Susan Crouch, 5729 E. St Rd 144, Mooresville, IN 46158  
(Name and address of attorney, if any)

AFSSCME Council 62  
 AT & T Louisville Office  
 Over-Billed

Account # 057-090-1698-001  
 Phone # 502-363-4074

Bill Close Date	Amount	Cents Per Minute	Status of Bill	Est. Should Have Paid	Remarks
3/22/2004	(921.62)	NA	Un-paid	N/A	Credit for 12/22/2003 Bill (.99 to .09)
2/22/2004	3,084.78	\$4.49 & .99	Un-paid	150.00	Estimate @ .09
1/22/2004	1,235.40	0.99	Paid	123.54	Estimate @ .09
12/22/2003	1,298.31	0.99	Paid	129.83	Estimate @ .09
11/22/2003	2,209.28	0.99	Paid	220.93	Estimate @ .09
10/22/2003	2,443.34	0.99	Paid	244.33	Estimate @ .09
9/22/2003	1,272.79	0.99	Paid	127.28	Estimate @ .09
Totals	<u>10,622.28</u>			<u>1,062.23</u>	<u>9,560.05</u> Over billed
			Paid	<u>8,459.12</u>	
			Due AFSCME	<u>7,396.89</u>	