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Tanya Elder
Jenny Linet
Angie Burns

RECEIVED

JUL 19 2004

July 16, 2004

PSC Consumer Services

Beth O'Donnell, Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40601

2004-00250

RECEIVED

JUL 19 2004

PUBLIC SERVICE
COMMISSION

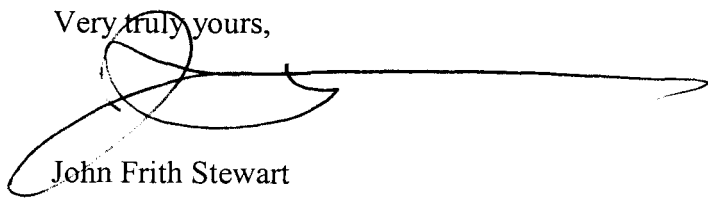
RE: AFSCME Council 62 v. AT & T

Dear Ms. O'Donnell:

Enclosed is a copy of a signed complaint in the above referenced matter.

If you have any questions, please contact me.

Very truly yours,



John Frith Stewart

JFS/tav

Encl.

cc: Roger Poer

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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

RECEIVED

JUL 19 2004

PUBLIC SERVICE
COMMISSION

COMPLAINT

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
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.

Continued on Next Page

Formal Complaint

AFSCME Council 62

vs.

AT & T

Page 2 of 2

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 ar \$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 7th day (Your City)

of May, 2004, 19XX (Month)

[Signature] AFSCME Council 62, Controller (Your Signature)

1400 Waterfront CLAZA John F. Stewart, 323 W. Main St., Louisville, KY 40202-4251 (Name and address of attorney, if any)

[Signature] 323 W. MAIN Street, Louisville, KY 40202

AFSCME 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	10,622.28			1,062.23	9,560.05 Over billed
			Paid	8,459.12	
			Due AFSCME	7,396.89	