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Dunedin, FL 34698  
Voice 727-723-8411 Ext 102  
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# American Dial Tone

August 10, 2005

Beth O'Donnell  
Executive Director  
Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602

RECEIVED

AUG 15 2005

PUBLIC SERVICE  
COMMISSION

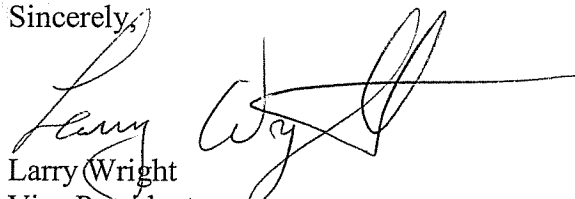
**Re: Case No. 2005-00186  
Data Request for Tariffed Services Designated or Otherwise Referred To  
As Unlimited**

Dear Ms. O'Donnell:

This letter is in response to the Commission's June 22, 2005 Order in the above captioned case. Ganoco, Inc. dba American Dial Tone responses to the above Data Request are Enclosed

If you have any questions regarding this matter, please contact my office at 7277238411 Ext 102.

Sincerely,

  
Larry Wright  
Vice President

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RESPONSE TO

KENTUCKY PUBLIC SERVICE COMMISSION ADMINISTRATIVE CASE NO.  
2005-00186 DATED June 22, 2005

FROM GANOCO, INC. dba American Dial Tone

1. Does the utility offer a plan that is described, named, or marketed as "unlimited"? If yes, identify and describe the plan and provide copies of the tariff sheets on which the plans can be found.

Yes, our service offers unlimited local calls, excluding extended area or toll calls. See Exhibit A

2. If the utility has an "unlimited" plan, are there use restrictions or other limitations on the plan? If yes, describe these restrictions and reference the utility's tariff.

Yes. Extended Area Calls, or any variable charges are blocked by our service. We offer a prepaid plan.

3. How and when are customers or potential customers notified of the limitations on the unlimited plan? Describe the notification.

When signing up for service which is done over the phone, service is explained.

4. If third parties (agents, telemarketers, consignees, etc.) market, advertise, or otherwise offer end-users the utility's unlimited plan, explain how those "marketers" are required to verify compliance with the notice requirements.

N/A, No 3<sup>rd</sup> parties.

5. Assuming a customer has subscribed to an "unlimited" plan that has use limitations, is the customer notified when the limitations are exceeded? If yes, how is the customer notified?

N/A, Blocks are in place.

6. How and when are customers notified that changes have been made to the plan?

N/A

7. Are customers able to check the number of minutes they have used in order to determine if they will exceed the plan's limitations?

N/A

8. Explain why the utility markets, names, or describes a plan as “unlimited” when limits on the plan exist.

There is no limit , on the number of local calls a customer can make. The local calling area has been defined by the incumbent carrier, and is published in the telephone books.

9. Explain how the utility ensures that the unlimited plan is offered and the rates, terms, and conditions of service are applied without discrimination as required by KRS 278.170(1).

All orders placed with the incumbent carriers have the same blocks preventing any variable charges from affecting the customer bill.

10. Provide summary records of all complaints received by the utility regarding any unlimited plans offered in Kentucky since January 1, 2001. Include the date that the complaint was opened, customer class, description of complaint, description of complaint resolution, and date that the complaint was closed.

None

## ATTORNEY GENERAL'S DATA REQUESTS

CASE NO. 2005-00186

1 . Please provide copies of all advertisements, regardless of medium, solicitations, and explanations provided to the public to introduce, explain and/or market any plan labeled or otherwise described as “unlimited.” In the event that the medium used is audio or video in nature, a transcript of same *is* deemed sufficient.

See Exhibit B, which is a copy of our IVR Script

2. Please provide a copy of any and all contracts signed by customers who have participated or are participating in a plan labeled or otherwise described as “unlimited.” This request seeks only a copy of the blank contract(s), not the executed contract for every customer.

N/A

Section 3 Service Descriptions and Rates

3.1 Local Exchange Service

The Company's local telephone service provides a Customer with the ability to connect to the underlying carrier's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service (where available through the underlying carrier);
- access operator services (as specified in Section 3.3);
- place call to toll free 8XX telephone numbers.

The Company's service cannot be used to access interexchange carriers for interLATA, intraLATA, interstate, or international calling or access caller-paid information services (e.g., 900,976). All 1+, 0+, 0-, and other numbers used for caller-paid services will be blocked by the Company through the underlying carrier's switch.

3.1.1 Service Area

The Company's service area incorporates all geographic regions-and exchanges currently served by the following underlying carrier:

Throughout the ILEC service areas within the state of Kentucky.

Section 3 Service Descriptions and Rates (Continued)

3.1 Local Exchange Service (Continued)

3.1.1 Service Area (Continued)

Local calling Areas: Exchanges and zones included in the local calling area for the Customer's exchange or zone may be found in the telephone directory published by the underlying carrier in the Customer's exchange area.

3.1.2 Local Line

- A. Standard Features: Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.
- B. Optional Features: A Local Line may order the following optional features, at the rate specified in Section 3.1.3

- Custom Calling Package
- Call Waiting
- Call Forwarding
- Three Way Calling
- Calling Number ID
- Non-Published Number

3.1.3 Local Line Rates and Charges

A Local Line Customer will be charged applicable Non-Recurring and Monthly Recurring Charges. Local Line charges will vary based on the underlying carrier providing facilities to the Company in the Customer's exchange.

Section 3 Service Descriptions and Rates (Continued)

3.1 Local Exchange Service (Continued)

3.1.3 Local Line Rates and Charges (Continued)

Non-Recurring Charges

Set-Up Charge (local line) (per line)	\$89.99 or \$69.99
Custom Calling Package (per line )	\$17.99
Call Waiting (per line)	\$8.00
Call Forwarding (per line)	\$8.00
3 Way Calling (per line)	\$8.00
Calling Number ID (per line)	\$10.00

Recurring Charges - Monthly

Local Line - Line Charge (with \$89.99 setup, per line)	\$29.99
Local Line - Line Charge (with \$69.99 setup, per line)	\$36.99
Custom Calling Package (per line)	\$17.99
Call Waiting (per line)	\$ 5.00
Call Forwarding (per line)	\$ 5.00
3 Way Calling (per line)	\$ 5.00
Calling Number ID (per line)	\$10.00

**Box Number:**

**8363**

Date: 08-05-2004

Box Name:

KY BS PLANS

<u>Actions</u>	<u>Result</u>
Nothing	8364 KY BS CONTROL
1	8364 KY BS CONTROL
2	8363 KY BS PLANS

### **Script:**

Our easy information line was designed for your convenience. At any time during this message you may press 1 to move on to placing your order, or press 2 to repeat this message.

Our Basic Service package costs \$29.99 per month plus applicable taxes and fees. It comes with unlimited local calling, 911 access, and the ability to call toll free numbers. Activation of this plan is \$79.99.

Our best value and most popular plan is the 5 Star plan. It comes with all the features of our Basic plan plus 10 calling features including call waiting, calling number ID, call return, and call forwarding. This plan is just \$49.99 per month plus applicable taxes and fees. Activation of this plan is \$99.99.

Our 4 Star plan adds Calling Number ID to our Basic plan and is just \$39.99 per month plus applicable taxes and fees. Calling number ID shows you the phone number of the person calling you on your caller-ID-ready phone. Activation of this plan is \$89.99.

Our 3 Star plan adds Call Waiting to our Basic plan and is just \$34.99 per month plus applicable taxes and fees. Call waiting will signal you if you have an incoming call while you are already in a call. Then, allows you to answer the second call while placing the first call on hold. Activation of this plan is \$85.99.

You may add non-published number to any of our plans for just \$4.50 per month.

Activation prices for all plans include your first month's service. If you currently have working service, you may qualify for a conversion discount.

If you've chosen the non-published phone number option, \$4.50 will be added to your activation.

If you prefer, your activation charge can be divided into two payments for an additional fee of \$3.00. This allows you to initially pay half of your activation payment along with the \$3.00 fee, and then pay the remainder 10 days after your first payment.

All monthly charges begin when you renew the second month of service.

To get connected, first decide which of our 4 plans is best for you.  
Next, you'll need to make your initial payment.  
Once your initial payment has been received we will place your order for service.  
Service is typically active within 1 to 5 business days.