



Holland N. McTyeire, V
Direct (502) 587-3672 Fax (502) 540-2223 E-mail hnm@gdm.com

Via Hand Delivery

August 8, 2006

Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

Re: Joseph Harold Durbin v. Cellular One, Case No. 2005-00379

Dear Ms. O'Donnell:

As requested by the Commission Staff's July 24, 2006 First Data Request to American Cellular Corporation, enclosed herewith please find for filing with the Commission an original and eight (8) copies of American Cellular Corporation's Response to Staff's Data Request in the above styled matter.

Please do not hesitate to contact the undersigned should you have any questions concerning this filing.

Sincerely,

Holland N. McTyeire, V

HNM/jh

Enclosures

cc: Herbert Kenney


1118402_1

RECEIVED

AUG 08 2006

PUBLIC SERVICE
COMMISSION

Respectfully Submitted,



Holland N. McTyre, V

Greenebaum Doll & McDonald PLLC
3500 National City Tower
101 South Fifth Street
Louisville, Kentucky 40202
Telephone: (502) 589-4200
Facsimile: (502) 587-3695
E-mail: hnm@gdm.com

and

Herbert Kenney
Associate Corporate Counsel


AMERICAN CELLULAR CORPORATION
14201 Wireless Way
Oklahoma City, Oklahoma 73134
Telephone: (405) 529-8336
Facsimile: (405) 529-8765

COUNSEL FOR DEFENDANT, AMERICAN
CELLULAR CORP D/B/A CELLULAR ONE IN
KENTUCKY

CERTIFICATE OF SERVICE

The undersigned certifies that a true copy of the above and forgoing was mailed postage prepaid to the following on August 8, 2006.

Joseph Durbin
771 Hubbards Lane
Bardstown, KY 40004



COUNSEL FOR DEFENDANT, AMERICAN
CELLULAR CORP D/B/A CELLULAR ONE IN
KENTUCKY

Case No.: 2005-00379
Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 1. In his complaint, Joseph Harold Durbin states that ACC advised him that he needed to upgrade his service and that to do so would require that he (1) renew his contract; (2) pay a fee to get out of his then current contract; and (3) purchase a new telephone. State whether you agree or disagree with any of the foregoing.

RESPONSE: ACC disagrees. At the present time all TDMA cell sites also have GSM on them. ACC has added GSM only cell sites, including one in Bardstown as stated in ¶14 of the Answer. ACC TDMA customers have been told that the TDMA network is not being improved, whereas the GSM network is being improved. If a TDMA customer is not satisfied with the TDMA performance, he has the option of trying out ACC's GSM service. A 14 day trial period is given in this situation for the customer to try out GSM service risk free, see letter response to Mr. Durbin's June 30, 2005 complaint dated July 11, 2005 which is attached as Item 1. A customer that switches to GSM service is not charged an early termination fee on his TDMA contract. A customer that switches to GSM service is required to enter into a new contract in order to receive a discount on a new GSM phone.

Please note that the fundamental basis for the complaint is a claimed lack of TDMA service. ACC denies that Mr. Durbin's TDMA service was inadequate. Please refer to the Answer, particularly ¶13 which points out, *inter alia*, that Mr. Durbin is a truck driver who complained about coverage in Louisville and Bardstown. Louisville is not even in ACC's service area, and while in Louisville Mr. Durbin would be roaming on the Cingular network and being supplied service by Cingular. Cellular companies do not promise, and it is unreasonable to expect, that a cellular telephone will work everywhere, everytime, and the FCC has never

Case No.: 2005-00379
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Response From: American Cellular Corporation

required this. Also note that Mr. Durbin's minutes of use, as explained in the Answer is inconsistent with being unable to obtain service.

Case No.: 2005-00379
Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 2. Is Mr. Durbin still an ACC customer?

- (a) If yes, is he on the TDMA Network or the GSM Network?
- (b) If yes, was he required to do items (1), (2), and (3) in Question No.1? If no, when did he terminate his service?

RESPONSE: No. Mr. Durbin ported his number to Cingular on October 24, 2005.

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Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 3. Describe all complaints you received from the persons listed in the attachment to Mr. Durbin's complaint. Include the dates of the complaints and the resolution, if any, to the complaints.

RESPONSE: See Attachment Item 3.

Case No.: 2005-00379
Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 4. Provide copies of all documents relating to the facts herein, including, but not limited to, Mr. Durbin's and his son's telephone bills sent from ACC.

RESPONSE: In the past several months, Congress, the FCC and state legislatures have focused on and taken various actions relating to the sale of customer proprietary network information ("CPNI"), as defined in 47 U.S.C. §222 by so-called "data brokers," as well as increasing scrutiny on the measures taken by cellular companies to protect CPNI. This data request asks for copies of cellular telephone bills of Mr. Durbin. Those bills contain usage information including the telephone numbers of calls dialed by Mr. Durbin. As this information is CPNI, we are unable to produce copies of bills except on the request of, or with the permission of, Mr. Durbin, or a formal subpoena or other lawful request. On August 3, 2006 we wrote Mr. Durbin requesting that he give us permission to give the PSC copies of his bills, a copy of our letter is attached as Item 4. We have not yet received a response from Mr. Durbin. We will furnish copies of the bills upon receipt of permission from Mr. Durbin.

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Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 5. Provide an update on the transition from the TDMA Network to the GSM Network.

RESPONSE: This question is not entirely clear. ACC continues to have both TDMA and GSM customers. ACC continues to encourage TDMA customers to migrate to the newer and better GSM technology. The TDMA network is obsolescent and is not being improved. The GSM network is being improved, and the new GSM site in Bardstown mentioned in ¶14 of the Answer has been placed in service. As explained in ¶10-15 of the Answer, it is difficult to tell whether the complaints were related to poor signal strength in fringe areas or possibly from temporary blocking relating to the TDMA to GSM transition work in the summer of 2005. Blocking in the Bardstown area and elsewhere in our Kentucky markets since about September of 2005 has been within normal system design parameters. ACC attaches as Item 5 a Chart showing that for May 29, 2006 through July 30, 2006 nearly all the minutes of use now in Kentucky are GSM with only minimal TDMA.

Case No.: 2005-00379
Questions From: Public Service Commission – July 24, 2006
Response From: American Cellular Corporation

DATA REQUEST NO. 6. Address Mr. Durbin's complaints regarding calls to Voicemail.

RESPONSE: ACC does not have any evidence of a problem with delayed delivery of voice mail, or more likely delayed appearance of the voice mail waiting indicator, on our TDMA system. Delayed appearance of the voice mail waiting indicator can happen when (a) a handset is outside the extended service area and does not have service, or (b) when the handset is roaming on another system and receiving service from another carrier on older equipment such as IS41A systems. When the handset returns to our system the voice mail waiting indicator appears. It is possible this is the explanation, given the fact that Mr. Durbin is a truck driver.

Item 1
(2 pages)

July 11, 2005

KY PSC Consumer Inquiry Division
P.O. Box 615
Frankfurt, KY 40602

Re: 2005-02038
Durbin, Joseph
Account: 1720103486

To whom it may concern:

Thank you for the letter addressing the concerns of Mr. Durbin relative to his Cellular One service. At Cellular One the concerns of our customers are a serious matter as we make every effort to respond to customer.

We have reviewed Mr. Durbin's account and found that he is using an appropriate number of minutes for his current cellular plan. His call records do not indicate a series of short, consecutive calls which would indicate call failure or dropped calls. He uses on average 1,768 minutes a month which does not indicate an inability to place calls.

We have offered Mr. Durbin the option of migrating to the new GSM service if he is not satisfied with the TDMA service. In order to receive the phones at the reduced price, we do ask that Mr. Durbin sign a contract as he has in the past. He does have 14 day trial period before he is committed to the early termination fees. At this time, Mr. Durbin has declined the offer to migrate.

If you have any further questions or concerns, please feel free to contact me at 1-877-922-8244 extension 6301.

Respectfully Submitted,

Tabitha Conn
Customer Service Manager
Cellular One

DOBSON CELLULAR

DOCUMENT #

1 of 2

QUESTION #

1

1720103480

6/30/05

PSC Consumer Inquiry System

Complaint: 2005-02038 Entry Date: 6/30/05 Closed Date: Contact Type: Hotline

Name: Durbin, Joseph Utility: Cellular One of Southeast Ky.

Address: 771 Hubbard's Lane Utility Nbr: 10635 Location: Residence
Bardstown, KY 40004

County: Nelson Utility Type: Cellular

Home: Work: Reason: Service quality/repair (Service outage/interruption)
(none) (none)

Fax: CBR Nbr: (502) 348-1202 Complaint referred by:

Email:

Contacted Utility? Spoke with: customer service
Cust Relations: None

Utility Contact: Tabitha Conn Contact's (330) 509-6301

Preliminary Description: Other Contacts:

customer has service problems

Processor: DUNN

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes
No

PSC Narratives:

Investigator: DUNN

Date: 6/30/05

Mr. Durbin claims that his cell service has never been very reliable but in the past few months, it has been very bad. He claims that to make a call he must dial upwards to seven times in order to connect with the party he is attempting to reach. His voice mail messages that he receives take up to two days to register.

When he speaks to Cellular One reps, they inform him that he needs to upgrade his phones and that should help with the problems. Mr. Durbin also states that he is being told that in order to upgrade so that he can use his phones, he must sign a new two year contract.

Mr. Durbin feels that he is being forced into a new contract in order to have service that works correctly. Please review this account and contact this customer to discuss asap. Thank you.

308-304-1111

DOBSON CELLULAR
DOCUMENT # 2 of 2
QUESTION # 1

Item 3
(66 Pages)

DURBIN - KENTUCKY STATUS OF ACCOUNTS

Account No.	Name	Cust Since	GSM Since	GSM/TDMA	Cellular Nos.	Still Active	GSM/TDMA	Trouble Tickets	Formal Complaint
2101226306	Jonathan T. Hahn 103 Barberry Lane Bardstown, KY	10/11/2004	10/11/2004	GSM	502-507-3623	Yes - added line in 1/06 5025070634	GSM	2	1 PSC 8/24/05 1 PSC 6/9/06
1720076464	Elizabeth Durbin 131 North Third St Bardstown, KY	9/18/1998		GSM	502-507-4449	Active	GSM	3	1 PSC 9/26/05 1 PSC 8/24/05
1720076464	Elizabeth Durbin 131 North Third St Bardstown, KY	9/18/1998	8/14/2004	GSM	502-507-7718	Active	GSM	1	0
1720076464	Elizabeth Durbin 131 North Third St Bardstown, KY	9/18/1998		TDMA	502-507-3476	Ported Tmobile 8/31/05		0	0
1720076464	Elizabeth Durbin 131 North Third St Bardstown, KY	9/18/1998		TDMA	502-507-1423	Ported Tmobile 8/31/05		0	0
1720134412	Bryan Hill 1282 Barnes Rd Bardstown, KY	8/7/2000	5/10/2005	GSM	502-507-7565	Active	GSM	1	0
1720170194	Milton Spalding 901 Hubbards Ln Bardstown, KY	8/4/2001	5/18/2005	GSM	502-507-1302	Active	GSM	0	0
1720109629	Carolyn M. Spalding 901 Hubbards Ln Bardstown, KY	10/29/1999	5/18/2005	GSM	502-507-4366	Active	GSM	0	0
2101088866	Mary Jewell 118 Quiet Springs Dr Bardstown, KY	8/19/2004	8/19/2004	GSM	502-507-3552	Active	GSM	1	0
2101788308	Tabitha Spalding 436 Campdown Rd Bardstown, KY	4/26/2005	4/26/2005	GSM	502-507-0244	Active	GSM	0	0
1720030705	Tony Satterly 118 Rosewood Dr Bardstown, KY	12/10/2003		TDMA	502-507-2128	Active	GSM	0	0
				TDMA	502-507-1984	Active	GSM	0	0
1720103486	Joseph Durbin 771 Hubbards Ln Bardstown, KY	8/21/1999		TDMA	502-507-4356	No Ported Cingular 11/21/05		0	1 PSC 6/30/05 (Attached as Item 1)
1720103486	Joseph Durbin 771 Hubbards Ln Bardstown, KY	8/21/1999		TDMA	502-507-2212	No Ported Cingular 11/21/05		1	See above
1720511603	Jennifer E Bentley 2298 Whitesides Rd Cox Creek, KY	4/2/2003	2/18/2005	GSM	502-507-9252	Active	GSM	2	1 PSC 9/1/05
2101118882	Jody P. Lyddane 2298 Whitesides Rd Cox Creek, KY	8/28/2004	8/28/2004	GSM	502-249-0752	Active	GSM	2	1 PSC 9/1/05
2101193712	Scott Hicks 114 Creekside Dr. Cox Creek, KY	9/27/2004	9/27/2004	GSM	502-510-4077	Ported Cingular 11/21/05		0	
2101847468	Raymond Bryant 220 E. Brashear Ave Bardstown, KY	5/11/2005	5/11/2005	GSM	502-510-1470	Active	GSM	3	1 PSC 11/8/05
2101114246	Lindsay Rhodus 2833 Roberts Rd Bardstown, KY	8/27/2004	8/27/2004	GSM	502-507-3499	Active	GSM	0	0
					502-507-2745	Active	GSM	1	0
2101718991	Richard Thompson 437 Campdown Rd Bardstown, KY	4/2/2005	4/2/2005	GSM	502-507-0620	Active	GSM	0	0
					502-507-0621	Active	GSM	0	0
1720481077	Matthew Simpson 6750 Bloomfield Rd Bardstown, KY	10/24/2002	7/12/2004	GSM	502-507-5840	No Ported Tmobile 8/10/05		0	1 BBB 11/8/05

DOBSON CELLULAR
DOCUMENT # 1 of 66
QUESTION # 3

Jonathan Hahn

BOBSON CELLULAR
DOCUMENT # 2 of 6
QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:
Cell Number

Search Value:
5025070634

Ticket	Created	Tech	SVC	Type
--------	---------	------	-----	------

DOBSON CELLULAR
DOCUMENT # 3 of 66
QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:
Cell Number

Search Value:
5025073623 Submit

Ticket	Created	Tech	SVC	Type
661062	06/13/2006 2:35 pm	edobbs	GSM	Voice
424952	09/24/2005 3:45 pm	iturley	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 4 of 60
QUESTION # 3

CallTrax - Microsoft Internet Explorer

Address: http://calltrax1.dobson.net/index.php?ref=/tkk_hdr.php&tcd=3

Production Database: ESDB GIG

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 424952 Ticket Status: **Closed**

Originator: Hileman, Craig (chileman) Created: 09/21/2005 3:13 pm

Technician: Turlley, Robert (rturley) History Escalated: 09/25/2005 3:30 pm

Service Type: TDMA GSM CDMA Resolved: 09/22/2005 2:40 am

Ticket Type: Voice Data Cust Service Closed: 09/26/2005 8:29 am

Queue: Customer Callback (YING) (TERMED) History

MSISDN: 5025078623	Called/Calling #: 5025484170	Customer: JONATHAN HAHN
IMSI: 31056000499758	ICCID: 89015602001004997563	IMEI: 0104180041355110
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30453
Device: Other	Device Model: nokia not sure about model	Callback Time: any
Customer Callback #: 505078623	Callback Type: Phone	Resolve 1: Other
Problem 1: Cannot place call	Problem Time: 09/21/2005 3:09 pm	Resolve 2: N/A
Problem 2: N/A	Call Type 1: Mobile to Landline	Resolution Detail: This problem was related to an outside vendor issue. It was corrected as of 5:00pm 9/21/05
Problem Detail: Customer cannot dial out. When he dials out the phone will just hang up. Customer is using a new phone. This problem happened with the old phone as well.	Call Type 2: Mobile to Landline	

Street: 131 North 3rd Street City: Bardstovwn County: State: ky Zip: 40004

Vicinity: Men It Check ETC

Done Local Intranet

Start 5:37 PM

DOBSON CELLULAR
 DOCUMENT # 5 of 46
 QUESTION # 3

Both pages
ticket 661062

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax1.dobson.net/index.php?ref=,/tk_hdr.php&tbc=3

Google

Production Database: ESDB GIG

CallTrax Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 661062

Originator: Harris, Karla (kharris1)

Technician: Dobbs, Curt (cdobbs) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 06/13/2006 2:35 pm

Escalated: 06/13/2006 3:30 pm

Resolved: 06/15/2006 10:04 am

Closed: 06/15/2006 10:18 am

Queue: Callbacks History

MSISDN: 5025073623

IMSI: 31056000499758

Provider: MARKET KENTUCKY RSA

Device: Nokia 6010

Customer Callback #: 5025073623

Problem 1: No service

Problem 2: Other

Problem Detail: Mr. Hahn said that he is not able to use his phones. Both lines are getting no service in the Bardstown area and last Thursday on the 8th of June he was able to make a call but could not hear the

Called/Calling #: any number

ICCID: 89015602001004997583

Home Area: RADCLIFF

Device Model: Nokia 6010

Callback Type: SMS View Message

Problem Time: 06/13/2006 2:24 pm

Call Type 1: Mobile to Landline

Call Type 2: Mobile to Landline

Customer: JONATHAN HAHN

IMEI: 0104190090871010

SID: 3945a

Callback Time: Daytime before 5pm

Resolve 1: No issue found

Resolve 2: No issue found

Resolution Detail: The tech did several test calls from the address given and all over the town of Bardstown and could not duplicate the issues.

Street: 103 Barberrry Lane

City: Bardstown County: KY State: KY Zip: 40004

Vicinity: Mainly anywhere within the town of Bardstown

Done

Start

Local Intranet

5:38 PM

DOBSON CELLULAR
DOCUMENT # 6 of 16
QUESTION # 3

both pages ticket 661062

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax1.dobson.net/index.php?ref=/tk_hdr.php&tbc1=3

Google Search

Production Database: ESDB GIG

Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 661062 Ticket Status: Closed

Originator: Harris, Karla (kharris1) Created: 06/13/2006 2:35 pm

Technician: Dobbs, Curt (cdobbs) Escalated: 06/13/2006 3:30 pm

Service Type: TDMA GSM CDMA Resolved: 06/15/2006 10:04 am

Ticket Type: Voice Data Cust Service Closed: 06/15/2006 10:16 am

Queue: Callbacks History

MSISDN: 5025079623 Called/Calling #: any number Customer: JONATHAN HAHN

IMSI: 31056000499758 ICCID: 89015602001004997583 IMEI: 0104190090874010

Provider: MARKET/KENTUCKY/RSA Home Area: RADCLIFF SID: 30463

Device: Nokia 6010 Device Model: Nokia 6010

Customer Callback #: 5025079623 Callback Type: SMS View Message Callback Time: Daytime before 5am

Problem 1: No service Problem Time: 06/13/2006 2:24 pm Resolve 1: No issue found

Problem 2: Other Call Type 1: Mobile to Landline Resolve 2: No issue found

Problem Detail: service in the Bardstown area and last Thursday on the 9th of June he was able to make a call but could not hear the other person and the other person could not hear him. Resolution Detail: The tech did several test calls from the address given and all around the town of Bardstown and could not duplicate the issues.

Street: 103 Barberrry Lane

City: Bardstown County: KY State: KY Zip: 40004

Vicinity: Mainly anywhere within the town of Bardstown

Done

Start

Local Internet

5:36 PM

DOBSON CELLULAR
DOCUMENT # 7 of 66
QUESTION # 3

FW: Jonathan Hahn - Message (HTML)

File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward

From: Janet Mortenson
To: Mary (Skala) McCalip; Jude O'Sullivan
Cc:
Subject: FW: Jonathan Hahn
Attachments: PSCNarrative.txt (2 KB)
Sent: Fri 6/16/2006 11:36 AM

Attached is the PSC complaint and below is our response. No logs as the customer tried to call us once to report the issues and went straight to the PSC to register the complaint when he didn't get through to CS after a few minutes. This one is closed...

From: Janet Mortenson
Sent: Friday, June 16, 2006 11:29 AM
To: 'Black, Priscilla (PSC)'
Subject: 20061797 - Mr. Jonathan Hahn

Dear Priscilla,

Thank you for forwarding Mr. Jonathan Hahn's concerns to our attention. We spoke with Mr. Hahn on June 13, 2006 as we were unable to locate his account with the information provided in his complaint. We discussed the service issues he was reporting, and issued trouble ticket #661062 to engineering so test calls could be made in the area. Several test calls were made from the 103 Barbory Lane address, as well as all around the Bardstown area, and we were unable to duplicate the problems Mr. Hahn is reporting. Since our test results indicate that the network is functioning properly, we believe the issues may be handset related. If the reception issues persist, we encourage Mr. Hahn to bring his handsets to the local Cellular One store for diagnostic testing.

Cellular One appreciates Mr. Hahn's business and the opportunity he provided us to review his concerns. We are sorry that he was unable to get through to customer service on his initial try, and we encourage him to contact us directly anytime he has questions.

Sincerely,
Janet M. Mortenson
Business Operations
Dobson Cellular Systems

From: Mary (Skala) McCalip
Sent: Friday, June 09, 2006 6:30 PM
To: Janet Mortenson
Cc: Joe Gardner
Subject: FW: Jonathan Hahn

Start Janet Mo. Advs Billing Advs Gc... Hahn Cal... Complaint... Complaint... FW: Jona... 12:14 PM

DOBSON CELLULAR
DOCUMENT # B of Wp
QUESTION # 3

PSCNarrative.txt
KY PSC Consumer Inquiry System
PO Box 615 , Frankfort
KY 40602
502 564 3940 Fax 502 564

06/09/2006

Complaint Number: 20061797

Entry Date: 06/09/2006

Name: Hahn, Jonathan

Utility: Cellular One of
Southeast Ky.

Addr: 103 Barberry Ln.

Utility Contact: Mary McCalip

Bardstown, KY 40004

County: Nelson

Home: 5025073623 Work:

Complaint Reasons:

Poor quality service

Service quality/repair

Fax:

CBR Nbr:

Customer Relations:

5023487718

Email:

Not accessible

Investigator:

RHODY_M

Customer Narrative
06/09/2006

Customer says that for the past two weeks his phone has been dropping calls. He says that his service has been so bad that he has not been able to place calls. He has tried to contact cellular one but has not been able to get through. Customer wants Cellular One to correct the problem immediately.

DOBSON CELLULAR
DOCUMENT # 9 of 16
QUESTION # 3

August 24, 2005

Jonathan Hahn
103 Barberry Lane
Bardstown, KY 40004

Re: PSC Consumer Inquiry: 2005-02517
Our Account: 2101226306

Dear Mr. Hahn,

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customer's expectations.

We welcome your feedback pertaining to service issues you are experiencing on our GSM network. Per the conversation with Jessica Mancini, you discussed the areas in which you were having service issues in Bardstown, Kentucky. You have spoken with our technician regarding your service and have noticed improvements in service over the last two weeks.

We have applied a credit of one month's service in the amount of \$50.00 to your account for the inconvenience you experienced and we have added the \$3.99 handset insurance to the account as you have requested.

As you expressed a desire for different equipment, we are sending you out a refurbished Nokia at your request and you will be sending back your old equipment to:

Cellular One
Attn: Jessica Mancini
8089 South Ave.
Youngstown, Ohio 44512

Please be sure to call upon receipt of the Nokia so that we may activate your service for you.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please call me at 1-800-837-5505 ext. 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Investigator Dunn
Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR
DOCUMENT # 10 of 66
QUESTION # 3

PSC Consumer Inquiry System

8/15/05

Complaint: 2005-02517 Entry Date: 8/15/05 Closed Date: Contact Type: Hotline
 Name: Hahn, Jonathan Utility: Cellular One of Southeast Ky.
 Address: 103 Barberry Ln Utility Nbr: 10635 Location: Residence
 Bardstown, KY 40004 Utility Type: Cellular
 County: Nelson Reason: Service quality/repair (Poor quality service)
 Home: Work: (502) 348-7718 (none) (none)
 Fax: CBR Nbr: (502) 607-0071 Complaint referred by:
 Email:

Contacted Utility? Spoke with: customer service
 Cust Relations: None

Utility Contact: Tabitha Conn Contact's (330) 509-6301

Preliminary Description: Other Contacts:
 customer claims service is terrible in his area

Processor: DUNN

See File Case Related Staff Referral Confidential
 Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: DUNN

Date: 8/15/05

Mr. Hahn claims that his cell service during the last several months has been horrible. He claims that every other call that he places or receives gets dropped. Some days it won't work at all and he does not have a landline telephone.

Please review this customer's service history and contact him to resolve. (Customer claims that no one has even issued him a loss of service credit.)

DOBSON CELLULAR
 DOCUMENT # 11 of 66
 QUESTION # 3

Elizabeth Durbin

DOBSON CELLULAR
DOCUMENT # 12 of 6e
QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:

Cell Number

Search Value:

5025074498 Submit

Ticket	Created	Tech	SVC	Type
47632	11/17/2005 9:52 am	sjaasman	GSM	Voice
429535	09/26/2005 9:04 am	sjaasman	GSM	Voice
7810	05/20/2003 11:42 am	mgum	TDMA	Data

DOBSON CELLULAR
DOCUMENT # 13 of 64
QUESTION # 3

all three pages
ticket 487682

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php

Production Database: ESDB GIG

Admin | Research Tools | **Ticketing Tools** | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 487682 Ticket Status: **Closed**

Originator: Depizzo, Kathleen (kdepizzo) Created: 11/17/2005 9:52 am

Technician: Jassman, Stephen (sjassman) Escalated: 11/21/2005 10:30 am

Service Type: TDMA GSM CDMA Resolved: 11/21/2005 8:10 am

Ticket Type: Voice Data Cust Service Closed: 11/22/2005 10:36 am

Queue: Customer Callback (NOT DERIVED) History

MSISDN: 5025074449	Called/Calling #: 5025077718	Customer: ELIZABETH DURBIN
IMSI: 31056000304202	ICCID: 89015602001003042027	IMEI: 0102830075079806
Provider: MARKET KENTUCKY RSA #	Home Area: RADCLIFF	SID: 30463
Device: Nokia 6010	Device Model: 6010	Callback Time:
Customer Callback #: 5023498859	Callback Type: Phone	Resolve 1: Other
Problem 1: Intermarket Roaming	Problem Time: 11/17/2005 9:49 am	Resolve 2: Other
Problem 2: Other	Call Type 1: Mobile to Mobile	Resolution Detail: Roaming is typically caused by lack of access to the network. This can be caused by loss of signal or blockage. This occasionally happens in one's home area. The main issue here seems
Problem Detail: cust states has been picking up ring in home area of bardstown area. cust calls 611 and get singular cust live in this area. picking up cusville tower which is over 35 miles away	Call Type 2: Mobile to Landline	

Street: 131 north third street

City: bardstown County: henrison State: ky Zip: 40004

Vicinity:

Map | Check ETC

Done

Start | Inboxes | Documents | Durbin.xls | Wireless Wa... | CallTrax | CallTrax.vic... | 5:59 PM

DOBSON CELLULAR
DOCUMENT # 14 of 66
QUESTION # 3

all three
pages ticket
487682

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/Index.php

Google Search

Production Database: ESDB GIG

Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 487682

Originator: Depizzo, Kathleen (kdepizzo)

Technician: Jassman, Stephen (sjassman) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 11/17/2005 9:52 am

Escalated: 11/21/2005 10:30 am

Resolved: 11/21/2005 6:10 am

Closed: 11/22/2005 10:36 am

Queue: Customer Callback (VNO) (TERMED) History

MSISDN: 5025074449

IMSI: 31056000904202

Provider: MARKET-KENTUCKY RSA

Device: Nokia 6010

Customer Callback #: 5023496859

Problem 1: Intermarket Roaming

Problem 2: Other

Problem Detail: cust states has been picking up ring in home area of bardstovn area. cust calls 611 and get circular cust live in this area picking up loud rle tower which is over 35 miles away

Called/Calling #: 5025077718

ICCID: 89015602001003042027

Home Area: RADCLIFF

Device Model: 6010

Callback Type: Phone

Problem Time: 11/17/2005 9:49 am

Call Type 1: Mobile to Mobile

Call Type 2: Mobile to Landline

Customer: ELIZABETH DURBIN

IMEI: 0102890075079906

SID: 30463

Callback Time:

Resolve 1: Other

Resolve 2: Other

Resolution Detail: This occasionally happens in one's home area. The main issue here seems to be that the customer has been charged for roaming. This is an issue that needs to be addressed by billing.

Street: 191 North Third Street

City: Bardstovn County: Jefferson State: ky Zip: 40004

Vicinity:

Done

Start Inboxes - Micri Documents Durbin.xls Wireless Wa CallTrax CallTrax TIC 5:59 PM

DOBSON CELLULAR
DOCUMENT # 15 of 46
QUESTION # 3

all three pages
ticket 487682

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php

CallTrax << Production Database: ESDB GIG >>

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 487682

Originator: Depizzo, Kathleen (kdepizzo)

Technician: Jassman, Stephen (sjassman) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: **Closed**

Created: 11/17/2005 9:52 am

Escalated: 11/21/2005 10:30 am

Resolved: 11/21/2005 8:10 am

Closed: 11/22/2005 10:36 am

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025074449

ICCID: 8901560200100304207

Customer: ELIZABETH DURBIN

IMEI: 0102830075079806

Provider: MARKET KENTUCKY RSA/4

Home Area: RADCLIFF

SID: 30463

Device: Nokia 6010

Device Model: 6010

Callback Type: Phone

Problem Time: 11/17/2005 9:49 am

Callback Time:

Problem 1: International Roaming

Resolve 1: Other

Problem 2: Other

Resolve 2: Other

Problem Detail: in home area of barstow area...
 Detail: charged for roaming. This is an issue that needs to be addressed by billing. The bill will say what switch served the call not what site. This is why the bill says Louisville.

Street: 131 north third street

City: barstow County: melson State: ky Zip: 40004

Vicinity:

Map It | Check ETC

Taskbar: Start | Inbox | Documents | Durbin.xls | Wireless Wa | CallTrax | CallTrax.Tic | Local Intranet | 6:00 PM

DOBSON CELLULAR
DOCUMENT # 16 of 16
QUESTION # 3

both pages
#429535

CallTrax - Microsoft Internet Explorer

Address: http://caltrax1.dobson.net/index.php?ref=. / tkt_hdr.php&tbc1=3

Production Database: ESDB GIG >>

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 429535

Originator: Jackson, Jewell (jackson)

Technician: Jassman, Stephen (sjassman) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 09/26/2005 9:04 am

Escalated: 09/26/2005 9:30 am

Resolved: 09/26/2005 1:41 pm

Closed: 09/27/2005 4:52 pm

Queue: Customer Callback (VNO) (TERMED) History

MSISDN: 5025074449	Called/Calling #: [REDACTED]	Customer: ELIZABETH DURBIN
IMS: 310580009304202	ICCID: 89015602001003042027	IMEI: 0102630075079806
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30453
Device: Nokia 6010	Device Model: nokia 6010	Callback Time: Anytime
Customer Callback #: 5025074449	Call Type: Phone	Resolve 1: Other
Problem 1: Other	Problem Time: 09/26/2005 9:01 am	Resolve 2: N/A
Problem 2: N/A	Call Type 1: Mobile to Landline	Resolution Detail: Roaming is typically caused by lack of access to the network. This can be caused by loss of signal or blockage. This occasionally happens in one's home area. The main issue here seems
Problem Detail: customer phone reading extended area in home area	Call Type 2: Mobile to Landline	

Street: 131 north third st

City: Bardstown County: Nelson State: Ky Zip: 40004

Vicinity: [REDACTED]

Done

Start [Icons] 5:53 PM

DOBSON CELLULAR
DOCUMENT # 17 of 16
3
QUESTION #

Down pages #429535

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax1.dobson.net/index.php?ref=../tk_hdr.php&tbc=3

Google Search

<< Production Database: ESDB GIG >>

Admin Research Tools **Ticketing Tools** Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 429535

Originator: Jackson, Jewell (jackson)
Technician: Jassman, Stephen (sjassman) History
Service Type: TDMA GSM CDMA
Ticket Type: Voice Data Cust Service

Ticket Status: **Closed**
Created: 09/26/2005 9:04 am
Escalated: 09/26/2005 9:30 am
Resolved: 09/26/2005 1:41 pm
Closed: 09/27/2005 4:52 pm

Queue: Customer Callback (VNO) (TERMED) History

MSISDN:	5025074449	Called/Calling #:		Customer:	ELIZABETH DUREIN
IMSI:	310560000304202	ICCID:	89016602001003012027	IMEI:	0102600075079806
Provider:	MARKET KENTUCKY RSA 4	Home Area:	RADCLIFF	SID:	30463
Device:	Nokia 6010	Device Model:	nokia 6010	Callback Time:	anytime
Customer Callback #:	5025074449	Callback Type:	Phone	Resolve 1:	Other
Problem 1:	Other	Problem Time:	09/26/2005 9:04 am	Resolve 2:	N/A
Problem 2:	N/A	Call Type 1:	Mobile to Landline	Resolution Detail:	This occasionally happens if one's home area. The main issue here seems to be that the customer has been charged for roaming. This is an issue that needs to be addressed by billing.
Problem Detail:	customer phone reactivated extended area in home area	Call Type 2:	Mobile to Landline		

Street: 131 north third st
City: bardstown County: nelson State: ky Zip: 40004

Vicinity:

Map It Check ETC

Done Local Intranet

Start [Icons] 5:53 PM

DOBSON CELLULAR
DOCUMENT # 18 of 66
QUESTION # 3

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://calltrax1.dobson.net/index.php

Google Search

CallTrax << Production Database: ESDB GIG >>

Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 7810

Originator: Buccl, Denise (dbuccl)

Technician: Gum, Michael (mgum) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 05/20/2003 11:42 am

Escalated: 05/22/2003 12:30 pm

Resolved: 05/22/2003 12:56 pm

Closed: 05/22/2003 12:56 pm

Queue: CORP Data History

Cell #: 5025074449

Provider: AMERICAN CELLULAR WIRELESS

Device: Noda Digital

IP Address: 000.000.000.000

Customer Callback #: 5023496859

Problem 1: SMS not working

Problem 2: N/A

Problem Detail: Customer is at home and is unable to send text messages. When she tries to send message, she receives a message saying "message not sent."

Home Area: RADCLIFF

Device Model:

Username: elizabeth.durb

Callback Type: phone

Problem Time: 05/20/2003 11:30 am

Customer: ELIZABETH DURBIN

SID: 30469

ESH: 09406812891

Callback Time: Any

Resolve 1: No issue found

Resolve 2: N/A

Resolution Detail: sent test message and received a reply from mobile. should be working now

Street:

City County State Zip

Vicinity:

JavaScript: pop_help(44, resolved, datefmt);

Local Intranet

Start [Icons] 4:10 PM

DOBSON CELLULAR
 DOCUMENT # 19 of 16
 QUESTION # 3



Search Field:
Cell Number

Search Value:
5025077718 Submit

TDMA GSM ALL

Ticket	Created	Tech	SVC	Type
30011	06/24/2005 6:08 pm	tpiercy	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 20 of 68
QUESTION # 3

both pages
ticket 300116

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php

Production Database: ESDB GIG

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 300116 Ticket Status: **Closed**

Originator: Williams, James (jwillia3) Created: 06/24/2005 6:08 pm

Technician: Piercy, Timothy (tpiercy) Escalated: 06/27/2005 6:28 pm

Service Type: TDMA GSM CDMA Resolved: 06/27/2005 10:32 pm

Ticket Type: Voice Data Cust Service Closed: 06/27/2005 10:32 pm

Queue: SW Richmond History

MSISDN: 5026077718	Called/Calling #: [redacted]	Customer: ELIZABETH DURBIN
IMSI: 310580000394017	ICCID: 8901560200100994017A	IMEI: 355045009454190
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30453
Device: Motorola V400	Device Model: Motorola V400	Callback Time: 24 hours
Customer Callback #: 5023496859	Callback Type: Phone	Resolve 1: No issue found
Problem 1: Cannot receive call	Problem Time: 06/24/2005 6:02 pm	Resolve 2: No issue found
Problem 2: Hard call drop	Call Type 1: Mobile to Landline	Resolution Detail: Technician just looked at this on Friday and found the service in downtown Bardonia is affected. If outside customer is inside a structure they may experience problems such as the ones
Problem Detail: On this line and also on the 4449 line the customer has been getting a lot of dropped calls and also has been unable to receive incoming calls for at least 2 weeks, ongoing.	Call Type 2: Mobile to Mobile	

Street: 31 North Third St City: Bardonia County: Nelson State: KY Zip: 40004

Vicinity: [redacted]

Done Local Intranet

Start Inbox - Mirc... Document... Durbin.xls Wireless Wa... CallTrax... CallTrax: Tc... 6:04 PM

DOBSON CELLULAR
DOCUMENT # 21 of 66
QUESTION # 3

both pages
ticket 30016

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php

Production Database: ESDB GIG

Admin | Research Tools | **Ticketing Tools** | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 300116 Ticket Status: **Closed**

Originator: Williams, James (jwillia3) Created: 06/24/2005 6:08 pm

Technician: Piercy, Timothy (tpiercy) History Escalated: 06/27/2005 6:28 pm

Service Type: TDMA GSM CDMA Resolved: 06/27/2005 10:32 pm

Ticket Type: Voice Data Cust Service Closed: 06/27/2005 10:32 pm

Queue: SW - Richmond History

MSISDN: 5025077718	Called/Calling #: 5025077718	Customer: ELIZABETH DURBIN
IMSI: 31055000394017	ICCID: 89015602001003940170	IMEI: 356045003454190
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30483
Device: Motorola V400	Device Model: Motorola V400	Callback Time: 24 HOURS
Customer Callback #: 5023496859	Callback Type: Phone	Resolve 1: No Issue Found
Problem 1: Cannot receive call	Problem Time: 06/24/2005 6:02 pm	Resolve 2: No Issue Found
Problem 2: Hard call drop	Call Type 1: Mobile to Landline	Resolution Detail: and found the service in downtown Bardstown is adequate if outside. If customer is inside a structure they may experience problems such as the ones stated.
Problem Detail: On the line and also on the 4448 line the customer has been getting a lot of dropped calls and also has been unable to receive incoming calls for at least 2 weeks ongoing.	Call Type 2: Mobile to Mobile	

Street: 131 North Third St

City: Bardstown County: Nelson State: KY Zip: 40004

Vicinity:

Map Check ETC

Done Local Intranet

Start Inbox - Micro Document4 Durbin.xls Wireless Wa... CallTrax CallTrax (12) 8:04 PM

DOBSON CELLULAR
DOCUMENT # 22 of 66
QUESTION # 3

September 27, 2005

Elizabeth Durbin
131 North Third Street
Bardstown, KY 40004

Re: Elizabeth Durbin
PSC Consumer Complaint No.: 2005-02950
Cellular One Account No.: 1720076464

Dear Ms. Durbin:

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome your feedback pertaining to service issues you are experiencing on our GSM network. Per our conversation today, we discussed the issues of roaming charges on your billing as well as your difficulty in placing and receiving calls.

We reviewed different roaming minute packages that you could add to your account to cover the roaming charges that you are accruing. We also offered to file a trouble ticket in an effort to alleviate any service issues you are experiencing.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please feel free to call me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR
DOCUMENT # 23 of 66
QUESTION # 3

PSC Consumer Inquiry System

9/26/2005 ✓

Complaint: 2005-02950 Entry Date: 9/26/2005 Closed Date: Contact Type: Hotline

Name: Durbin, Elizabeth Utility: Cellular One of Southeast Ky.

Address: 131 North Third Street Utility Nbr: 10635 Location: Residence
Bardstown, KY 40004

County: Nelson Utility Type: Cellular

Home: Work: (502) 346-7718 Reason: Service quality/repair (Service
outage/interruption)
Fax: CBR Nbr: (502) 507-4449 (none) (none)

Email: Complaint referred by:

Contacted Utility? Spoke with: customer service
Cust Relations: Failed To Correct Problem

Utility Contact: Tabitha Conn Contact's (330) 509-6301

Preliminary Description: Other Contacts:
poor quality service

Processor: CUMMINS

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes
No

PSC Narratives:

Investigator: Carol Alzules REAPM
CUMMINS

Date: 9/26/2005

For about three months, she has not received consistent service. Her phone will say the system is busy or she is in an extended area even though she is in her area. When she calls Cellular One, she is told that they are having trouble with the towers. Then it will be ok for a day and then she has the same problems. She has not been able to make regular calls, but she has also not been able to dial customer service. The last time she dialed 611 from her phone, she got Cingular.

DOBSON CELLULAR

DOCUMENT # 24 of 66

QUESTION # 3

August 30, 2005

Elizabeth Durbin
131 N 3rd St.
Bardstown, KY 40004

Re: Elizabeth Durbin
Cellular One Account Number: 1720076464

Dear Ms. Durbin:

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome your feedback pertaining to service issues you are experiencing on our GSM and TDMA network. We have escalated your service issues to our Engineering department to further troubleshoot.

Per our conversation today, I have credited your account \$80.00 equaling half of your monthly access.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please contact me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Susan L. Dunn
KY PSC Consumer Inquiry Division
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR
DOCUMENT # 25 of 66
QUESTION # 3

Bryan Hill

BOBSON CELLULAR
DOCUMENT # 27 of 66
QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:

Cell Number

Search Value:

5025077585

Ticket	Created	Tech	SVC	Type
115155	09/12/2005 5:05 pm	unassign	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 28 of 66
QUESTION # 3

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=../tkr_hdr.php&tbd=3

Google Search

CallTrax << Production Database: ESDB GIG >>

Admin Research Tools **Ticketing Tools** Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 415155 **Ticket Status: Closed**

Originator: Quisenberry, Michael (mquisenb) Created: 09/12/2005 5:05 pm

Technician: unassign History Escalated: 09/16/2005 5:30 pm

Service Type: TDMA GSM CDMA Resolved: 09/21/2005 1:14 am

Ticket Type: Voice Data Cust Service Closed: 09/21/2005 10:58 am

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025077565	Called/Calling #: 611	Customer: BRYAN HILL
IMSI: 310580000813036	ICCID: 89015601001008130364	IMEI: 3560450094449723
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30463
Device: Motorola V600	Device Model:	Callback Time:
Customer Callback #: 5023484623	Callback Type: Phone	Resolve 1: Other
Problem 1: No service	Problem Time: 09/12/2005 2:12 pm	Resolve 2: N/A
Problem 2: N/A	Call Type 1: Mobile to Landline	Resolution Detail: We had a known issue in the Richmond switch that was corrected on 9-17-05.
Problem Detail: cust. can't call out or receive calls and gets error message network failure or call failed	Call Type 2: Mobile to Landline	

Street: 1282 Barnes rd

City: Lexington County: State: Ky Zip: 40004

Vicinity:

Done

Start | Inboxes | Documents | Durbin | Wireless | CallTrax | Comple... | Comple... | CallTra... | Local Intranet

DOBSON CELLULAR
 DOCUMENT # 29 of 68
 QUESTION # 3

Mary Jewell

DOBSON CELLULAR

DOCUMENT # 30 of 60

QUESTION # 3



Unassigned Working

TDMA GSM ALL

Search Field:

Cell Number

Search Value:

5025073652 Submit

Ticket	Created	Tech	SVC	Type
403735	09/01/2005 5:45 pm	cdobbs	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 31 of 66
QUESTION # 3

both pages
ticket 40375

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php?ref=/,tkr_hdr.php&tbc=3

Production Database: ESDB GIG

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 403735

Originator: Hager, Gwendolyn (ghager)

Technician: Dobbs, Curt (cdobbs) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 09/01/2005 5:45 pm

Escalated: 09/05/2005 6:30 pm

Resolved: 09/15/2005 9:18 am

Closed: 09/15/2005 9:39 am

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025073552

IMSI: 31058000301906

Provider: MARKET KENTUCKY RSA 4

Device: Nokia 3200

Customer Callback #: 5025073552

Problem 1: Help call drop

Problem 2: N/A

Problem Detail: she has been having problems with her phone for the past month. she called in and they told her that a tower was out and that now they are doing fine and she is still experiencing the same

Called/Calling #: 5025497946

ICCID: 88015802001003019066

Home Area: RADCLIFF

Device Model: nokia 3200

Callback Type: Phone

Problem Time: 09/01/2005 5:38 pm

Call Type 1: Mobile to Mobile

Call Type 2: Mobile to Landline

Customer: MARY JEWELL

IMEI: 3525090056896301

SID: 30463

Callback Time: Day

Resolve 1: No issue found

Resolve 2: N/A

Resolution Detail: A tech has driven this area and has found no change in our coverage. We have had some switch issues over the past 2 weeks that may have contributed to what the customer perceived as

Street: 118 Quiet Springs Dr

Vicinity:

City: Bardonia County: Nelson State: KY Zip: 40004

Map It Check ETC

Done

Start | Inbox | Docum | Durbin | Wires | CallTra | Compl | cal Tra | Caltra | 8:26 PM

DOBSON CELLULAR
DOCUMENT # 32 of 160
QUESTION # 3

both pages
ticket 40375

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php?lref=,/tkr_hdr.php&tbc1=3

Production Database: ESDB GIG

Admin | Research Tools | **Ticketing Tools** | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 403735

Originator: Hager, Gwendolyn (ghager)
 Technician: Dobbs, Curt (cdobbs) History
 Service Type: TDMA GSM CDMA
 Ticket Type: Voice Data Cust Service

Ticket Status: Closed
 Created: 09/01/2005 5:45 pm
 Escalated: 09/05/2005 6:30 pm
 Resolved: 09/15/2005 9:18 am
 Closed: 09/15/2005 9:39 am

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025073552	Called/Calling #: 5025497948	Customer: MARY JEWELL
IMSI: 310560000301908	ICCID: 89015602001093019066	IMEI: 3525090056896901
Provider: MARKET KENTUCKY, RSA 1	Home Area: RADCLIFF	SID: 30463
Device: Nokia 3200	Device Model: nokia 3200	Callback Time: day
Customer Callback #: 5025073552	Callback Type: Phone	Resolve 1: No Issue Found
Problem 1: Hard call drop	Problem Time: 09/01/2005 5:39 pm	Resolve 2: N/A
Problem 2: N/A	Call Type 1: Mobile to Mobile	Resolution Detail: Have had some switch issues over the past 2 weeks that may have contributed to what the customer perceived as dropped calls and all those issues are being addressed.
Problem Detail: and they told her that a tower was out and that now they are doing line and she is still experiencing the same issues with dropped calls they are progressively getting worse.	Call Type 2: Mobile to Landline	

Street: 118 Quiet Springs Dr
 City: Bardstown County: Nelson State: KY Zip: 40004

Vicinity:

Map | Check ETC

Done | Local Internet

Start | Inbox | Docum | Durbin | Wireles | CallTra... | Compl... | CallTra... | CallTra... | 6:26 PM

DOBSON CELLULAR
 DOCUMENT # 33 of 16
 QUESTION # 3

Joseph Durbin

DOBSON CELLULAR

DOCUMENT # 34 of 100

QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:
 Cell Number:
 Search Value:
 6026072212

Ticket	Created	Tech	SVC	Type
330295	07/15/2005 11:59 am	tpiercy	TDMA	Voice

DOBSON CELLULAR
 DOCUMENT # 35 of 66
 QUESTION # 3

Both pages
ticket 330295

CallTrax - Microsoft Internet Explorer

Address: http://calltrax1.dobson.net/index.php?ref=,/tkr_hdr.php&tbl=3

Production Database: ESDB GIG >>

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 330295 **Ticket Status: Closed**

Originator: Mancini, Jessica (jmancini) Created: 07/15/2005 11:59 am

Technician: Piercy, Timothy (tpiercy) Escalated: 07/15/2005 12:27 pm

Service Type: TDMA GSM CDMA Resolved: 07/15/2005 12:32 pm

Ticket Type: Voice Data Cust Service Closed: 07/15/2005 12:32 pm

Queue: SW - Richmond History

MDI#: 5025072212 Called/Calling #: 5025074356 Customer: JOSEPH DURBIN

MII#: 5025072212

Provider: MARKET KENTUCKY RSA 4 Home Area: RADCLIFF SID: 30463

Device: Nokia Digital Device Model: ESN: 03816747750

Customer Callback #: 5025074356 Callback Type: Phone Callback Time:

Problem 1: Lower Congestion Problem Time: 07/15/2005 11:41 am Resolve 1: Blockage at tower

Problem 2: Direct to VM Call Type 1: Mobile to Landline Resolve 2: Other

Problem Detail: customer arrives for FedEx and has had reduced or substandard signal all over Bardstown and Louisville KY. States that calls go direct to voicemail when not playing full signal on phone that.

Resolution Detail: If customer is having issues in Bardstown and Louisville they need to get their phone checked. Louisville is outside of our service area and they would be on Cingular's dime both ways.

Street: 771 Hubbards Lane

City: Bardstown County: State: KY Zip: 40004

Vicinity:

Map Check ETC

Local intranet

Start 1:24 PM

DOBSON CELLULAR
DOCUMENT # 36 of 16
QUESTION # 3

Desk pages ticket 330295

CallTrax - Microsoft Internet Explorer
 http://calltrax1.dobson.net/index.php?ref=tbl_hdr.php&tbl=3
 << Production Database: ESDB_GIG >>
 Admin Research Tools Ticketing Tools Subscriber Levels
 Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data
 New Save Search Queue Help Profile

Ticket ID: 330295
Originator: Mancini, Jessica (mancinj)
Technician: Piercy, Timothy (tpiercy) History
Service Type: TDMA GSM CDMA
Ticket Type: Voice Data Cust Service

Ticket Status: Closed
Created: 07/15/2005 11:59 am
Escalated: 07/15/2005 12:27 pm
Resolved: 07/15/2005 12:32 pm
Closed: 07/15/2005 12:32 pm

Queue: SW_Richmond History

Customer: ROSEB, DUREIN

Called/Calling #: 5025074356

Home Area: RADCLIFFE
Device Model:
Callback Time: Phone
Problem 1: 07/15/2005 11:59 am
Call Type 1: Mobile Landline
Call Type 2: Mobile Landline

MDI#: 5025072212
MI#: 5025072212
Provider: MARKET KENTUCKY RSA-4
Device: Nokia 6110
Customer Callback #: 5025074356
Problem 1: Tones Congestion
Problem 2: Dropped Call
Problem Detail: Customer driver for FedEx and has had reduced signal strength (voice) in Louisville, KY. States that calls go direct to voicemail when indicating full signal on phone's task.

SID: 30463
ESL#: 0001674750
Callback Time:
Resolve 1: Escalate to lower
Resolve 2: Other
Resolution Detail: get their phone checked. It may be outside of our service area and they would be an illegal subscriber. We and Circuitry have problem that affects customer the same way.

Street: 77 Hubbard's Lane
City: Elizabethtown
County:
State: KY
Zip: 40004

Vicinity:

DOBSON CELLULAR
 DOCUMENT # 37 of 100
 QUESTION # 3

Jennifer Bentley

DOBSON CELLULAR
DOCUMENT # 38 of 6p
QUESTION # 3



TDMA GSM ALL

Search Field:
 Cell Number
 Search Value:
 5025079252

Ticket	Created	Tech	SVC	Type
487664	11/17/2005 9:35 am	sjassman	GSM	Voice
359882	03/03/2005 11:36 am	tpiercy	GSM	Voice

DOBSON CELLULAR
 DOCUMENT # 39 of 66
 QUESTION # 3

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=/tk_hdr.php&tbc=3

Google

<< Production Database: ESOB GIG >>

Admin Research Tools **Ticketing Tools** Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 487664

Originator: Depizzo, Kathleen (kdepizzo)
 Technician: Jassman, Stephen (sjassman) History
 Service Type: TDMA GSM CDMA
 Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 11/17/2005 9:35 am
 Escalated: 11/21/2005 10:30 am
 Resolved: 11/21/2005 8:09 am
 Closed: 11/22/2005 10:36 am

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025079252	Called/Calling #: 5025079252	Customer: JENNIFER BENTLEY
IMSI: 31056000498000	ICCID: 89015802001004980001	IMEI: 3560500031911039
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30469
Device: Motorola V180	Device Model: V180	Callback Time:
Customer Callback #: 5025079252	Callback Type: Phone	Resolve 1: RF coverage
Problem 1: Intermarket Roaming	Problem Time: 11/17/2005 7:00 am	Resolve 2: RF coverage
Problem 2: Other	Call Type 1: Mobile to Landline	Resolution Detail: Roaming is typically caused by lack of access to the network. This can be caused by loss of signal or blockage. In this case it is because of signal. Cox's Creek has always had coverage.
Problem Detail: Justin has called in several times and advised he's in an area of no service. He says it seems like in the morning it does it more than other times. He has removed sim and battery.	Call Type 2: Mobile to Mobile	

Street: 7298 Whitesides Road

City: Cox's Creek County: Nelson State: ky Zip: 40013

Vicinity:

Map Check ETC

Done

Start | Inboxes | Documents | Durbin | Wireless | CallTrax | Compaq | CallTrax | CallTrax | Local Internet | 6:36 PM

DOBSON CELLULAR
 DOCUMENT # 40 of 66
 QUESTION # 3

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=../kt_hdr.php&tcd=3

Google

<< Production Database: ESDB_GIG >>

Admin Research Tools **Ticketing Tools** Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 487664

Originator: Depizzo, Kathleen (kdepizzo)

Technician: Jassman, Stephen (sjassman) **History**

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 11/17/2005 9:35 am

Escalated: 11/21/2005 10:30 am

Resolved: 11/21/2005 8:09 am

Closed: 11/22/2005 10:36 am

Queue: Customer Callback (YNG) (TERMED) **History**

MSISDN: 5025079252	Called/Calling #: 5025079262	Customer: DENNIFER BENTLEY
IMSI: 31056000498000	ICCID: 89015602001004980001	IMEI: 3560500031911039
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30463
Device: Motorola V180	Device Model: V180	Callback Time:
Customer Callback #: 5025079252	Callback Type: Phone	Resolve 1: RF coverage
Problem 1: Intermarket Roaming	Problem Time: 11/17/2005 7:00 am	Resolve 2: RF coverage
Problem 2: Other	Call Type 1: Mobile to Landline	Resolution Detail: Issues: This occasionally happens in one's home area. The main issue here seems to be that the customer has been charged for roaming. This is an issue that needs to be addressed by billing.
Problem Detail: Cust has called in several times and advised "expired in hoem area of house & roaming" seems like in morning it does more than other time. Has removed sim and battery.	Call Type 2: Mobile to Mobile	

Street: 2298 Whitesides road

City: Coxes Creek **County:** Nelson **State:** Ky **Zip:** 40013

Vicinity:

Done

Start [Icons] Local intranc

6:56 PM

DOBSON CELLULAR
 DOCUMENT # 41 of 66
 3
 QUESTION #

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=,./tkk_hdr.php&tcl=3

Google Search

CallTrax << Production Database: ESDB GIG >>

Admin Research Tools **Ticketing Tools** Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

New Save Search Queue Help Profile

Ticket ID: 359802

Ticket Status: Closed

Originator: Buckner, Judith (jbuckner)

Technician: Piercy, Timothy (tpiercy) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Created: 08/03/2005 11:36 am

Escalated: 08/07/2005 12:27 pm

Resolved: 08/12/2005 10:37 pm

Closed: 08/12/2005 10:37 pm

Queue: SW's Richmond History

MSISDN: 5025079252	Called/Calling #: 5022490752	Customer: JENNIFER BENTLEY
IMSI: 31056000498000	ICCID: 89015602001004980001	IMEI: 956050003191100
Provider: MARKET KENTUCKY RSA 4	Home Area: RADCLIFF	SID: 30463
Device: Motorola V180	Device Model:	Callback Time:
Customer Callback #: 5025079252	Callback Type: Phone	Resolve 1: Known Outage
Problem 1: Cannot place call	Problem Time: 08/03/2005 11:28 am	Resolve 2: Known Outage
Problem 2: Cannot place call	Call Type 1: Mobile to Landline	Resolution Detail: We had an outage during the time frame that the ticket was submitted.
Problem Detail: make a call and be in certain area. doesnt rcv calls goes to voice mail. works in barber shop and uses phn for wrk also. said cust hv probs also w cell one.	Call Type 2: Mobile to Landline	

Street: 2288 whitesides rd

City: COXS CREEK County: NELSON State: KY Zip: 40013

Vicinity:

Map It Check ETC

Done

Start [Icons] Local intranet 6:36 PM

DOBSON CELLULAR
 DOCUMENT # 43 of 64
 QUESTION # 3

September 6, 2005

Jennifer Bentley
2298 Whiteside Rd.
Highgrove, KY 40013

Re: Jennifer Bentley
Cellular One Account Number: 1720511603

Dear Ms. Bentley:

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome your feedback pertaining to service issues you are experiencing on our GSM network. We have escalated your service issues to our Engineering department to further troubleshoot.

Per our conversation, I added 25% credit off your monthly access for the next two month's invoices.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please contact me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Matt Rhody
KY PSC Consumer Inquiry Division
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR
DOCUMENT # 444 of 66
QUESTION # 3

PSCNarrative.txt
KY PSC Consumer Inquiry System
PO Box 615 , Frankfort
KY 40602
502 564 3940 Fax 502 564

09/01/2005

Complaint Number: 20052705

Entry Date: 09/01/2005

Name: Bentley, Jennifer

Utility: Cellular One of
Southeast Ky.

Addr: 2298 Whitesides Rd.

Utility Contact: Tabitha Conn

Highgrove, KY 40013

County: Nelson

Home: 5025079252 work:

Complaint Reasons:

Poor quality service

Service quality/repair

Fax:

CBR Nbr:

Customer Relations:

Email:

Failed To Correct Problem

Investigator:

RHODY_M

Customer Narrative
09/01/2005

Customer says she signed up with Cellular One GSM service. She says that this service has not been usable and when it does work her calls are dropped. This is effecting her business. Customer wants Cellular One to either correct the problem immediately or let her out of contract without penalty. Customer is not getting the quality of service she is paying for . Cellular number is 502-507-9252.

Jody Lyddane

DOBSON CELLULAR
DOCUMENT # 46 of 160
QUESTION # 3



Unassigned Working

TDMA GSM ALL

Search Field:
Cell Number

Search Value:
5022490752

Ticket	Created	Tech	SVC	Type
90372	10/21/2004 10:17 am	mgum	GSM	Voice
78683	09/26/2004 11:39 am	incandre	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 47 of 60
QUESTION # 3

CallTrax - Microsoft Internet Explorer

Address: http://caltrax2.dobson.net/index.php?ref=,./tkr_hdr.php&tbc1=3

Production Database: ESDB GIG

Admin | Research Tools | **Ticketing Tools** | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 90372

Originator: Steubs, Glenn (gstaubs)

Technician: Gum, Michael (mgum) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: **Closed**

Created: 10/21/2004 10:17 am

Escalated: 10/25/2004 10:30 am

Resolved: 10/26/2004 7:59 am

Closed: 10/26/2004 7:59 am

Queue: **CCRR - Data** History

MSISDN: 5022490752

IMS: 310580000178088

Provider: MARKET KENTUCKY RSA 4

Device: Motorola V400

Customer Callback #: 5022490752

Problem 1: Other

Problem 2: N/A

Problem Detail: Customer cannot receive sms from tdma handsets needs to be added to sms table

Called/Calling #: [Redacted]

ICCID: 89015802001001780883

Home Area: SPENCER

Device Model: V400

Callback Type: Airline

Problem Time: 10/21/2004 10:16 am

Call Type 1: Mobile to Landline

Call Type 2: Mobile to Landline

Customer: JOSEPH WODY LYDDANE

IMEI: 353518005313410

SID: 30397

Callback Time: anytime

Resolve 1: Other

Resolve 2: N/A

Resolution Detail: Added MSISDN to gsm sms routing table. Test with customer.

Street: [Redacted]

Vicinity: [Redacted]

City: [Redacted] County: [Redacted] State: [Redacted] Zip: [Redacted]

Map | Check ETC

Done

Start | Inbox | Docum | Durba | Wireles | CallTra | Compl | CallTra | CallTra | #0200000000 6:39 PM

DOBSON CELLULAR
 DOCUMENT # 49 of 60
 QUESTION # 3

September 15, 2005

Joseph Lyddane
2298 Whiteside Rd.
Highgrove, KY 40013

Re: Joseph Lyddane
Cellular One Account Number: 2101118882

Dear Mr. Lyddane:

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome your feedback pertaining to service issues you are experiencing on our GSM network. We have made several attempts to contact you to discuss the service issues and have been unsuccessful.

For the inconvenience, I added a 25% credit off your monthly access for the next two month's invoices.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please contact me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Matt Rhody
KY PSC Consumer Inquiry Division
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR
DOCUMENT # 50 of 100
QUESTION # 3

PSCNarrative.txt
KY PSC Consumer Inquiry System
PO Box 615 , Frankfort
KY 40602
502 564 3940 Fax 502 564

09/01/2005

Complaint Number: 20052707

Entry Date: 09/01/2005

Name: Lyddane, Joseph

Utility: Cellular One of
Southeast Ky.

Addr: 2298 whitesides Rd.

Utility contact: Tabitha Conn

Highgrove, KY 40013

County: Nelson

Home: 5022490752 Work:

Complaint Reasons:

Poor quality service

Service quality/repair

Fax: CBR Nbr:

Customer Relations:

Email:

None

Investigator:

RHODY_M

Customer Narrative

09/01/2005

Customer says he signed up with Cellular One GSM service. He says that this service has not been usable and when it does work her calls are dropped. This is effecting her business. Customer wants Cellular One to either correct the problem immediately or let her out of contract without penalty. Customer is not getting the quality of service he is paying for. Cellular number is 502-249-0752.

DOBSON CELLULAR
DOCUMENT # 51 of 100
QUESTION # 3

Raymond Bryant

DOBSON CELLULAR
DOCUMENT # 52 of 100
QUESTION # 3

Unassigned Working

TDMA GSM ALL

Search Field:

Cell Number

Search Value:

5025101470 Submit

Ticket	Created	Tech	SVC	Type
480351	11/10/2005 3:13 pm	gmartin	GSM	Data
480363	11/10/2005 3:15 pm	edobbs	GSM	Voice
399061	08/27/2005 3:01 pm	jataallah	GSM	Voice

DOBSON CELLULAR
DOCUMENT # 53 of 166
QUESTION # 3

both pages
ticket 480361

CallTrax - Microsoft Internet Explorer

Address: http://calltrax2.dobson.net/index.php?ref=. / tkt_hdr.php&tcd=3

Production Database: ESDB GIG >>

Admin | Research Tools | Ticketing Tools | Subscriber Tools

Trouble Tickets | Alert Subscriptions | Status Summary | Que Spy | Export Data

Ticket ID: 480361

Originator: Hileman, Craig (chileman)

Technician: Martin, Geoff (gmartin) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 11/10/2005 3:13 pm

Escalated: 11/10/2005 3:30 pm

Resolved: 11/11/2005 5:24 pm

Closed: 11/11/2005 5:24 pm

Queue: Customer Callback (YNG) (TERMED) History

MSISDN: 5025101470

IMSI: 810560000813037

Provider: MARKET KENTUCKY, RSA 4

Device: Nokia 6010

IP Address: 141.111.111.111

Customer Callback #: 5025101470

Problem 1: SMS not working

Problem 2: N/A

Problem Detail: Customer states that he is having an intermittent issue with sending and receiving sms messages to these 2 numbers (502-507-7718 and 502-507-0129)... states does not have problem

ICCID: 89015601001008130372

Home Area: RADCLIFF

Device Model: 6010

Username: n/a

Callback Type: Phone

Problem Time: 11/10/2005 3:07 pm

Customer: RAYMOND BRYANT

IMEI: 010418002863281D

SID: 30463

Product Type: Other

Product Desc: Nokia 6010 GSM phone

Callback Time: Any

Resolve 1: Provisioning

Resolve 2: N/A

Resolution Detail: Cleared location - remove battery and sim for 30 sec and power back up - once up thoroughly check settings - you can use the call flow document on Wireless wayport to check settings -

Street: 220 e brashear ave

City: County: State: Zip:

Vicinity:

Done

Start: [Icons] Local Intranet

Start: [Icons] CallTrax... 6:49 PM

DOBSON CELLULAR
DOCUMENT # 54 of 60
QUESTION # 3

Both pages ticket
480361

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=/tk_hdr.php&tbc=3

Google Search

Production Database: ESDB GIG

Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 480361

Originator: Hileman, Craig (chileman)

Technician: Martin, Geoff (gmartin) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 11/10/2005 3:13 pm

Escalated: 11/10/2005 3:30 pm

Resolved: 11/11/2005 5:24 pm

Closed: 11/11/2005 5:24 pm

Queue: Customer/Callback (YNG) (TERMED) History

MSISDN: 5025101470

IMS: 31096000813037

Provider: MARKET KENTUCKY RSA 4

Device: Nokia 6010

IP Address: 111.111.111.111

Customer Callback #: 5025101470

Problem 1: SMS not working

Problem 2: N/A

Problem Detail: Intermittent issue with sending and receiving sms messages to these 2 numbers (502-507-7718 and 502-507-0129). states does not have problem with other numbers, just these two.

ICCID: 89015601001008130372

Home Area: RADCLIFF

Device Model: 6010

Username: n/a

Callback Type: Phone

Problem Time: 11/10/2005 3:07 pm

Customer: RAYMOND BRYANT

IMEI: 0104160028632810

SID: 30463

Product Type: Other

Product Desc: Nokia 6010 GSM phone

Callback Time: any

Resolve 1: Provisioning

Resolve 2: N/A

Resolution Detail: Can use the call flow document on wireless we point to check settings once settings are checked create and send a sms. verify they are using an area code.

Street: 220 E brashear ave

City County State Zip

Vicinity:

Start [Icons] Local Intranet 6:50 PM

DOBSON CELLULAR
DOCUMENT # 55 of 60
QUESTION # 3



New Save Search Queue Help Profile

Ticket ID: 480363

Originator: Hileman, Craig (chileman)

Technician: Dobbs, Curt (cdobbs) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: **Closed**

Created: 11/10/2005 3:15 pm

Escalated: 11/14/2005 3:30 pm

Resolved: 11/22/2005 8:39 am

Closed: 11/22/2005 10:24 am

Queue: Customer Callback (YNG) (TERMED) Histo

MSISDN: 5025101470

IMS: 310560000813037

Provider: MARKET KENTUCKY RSA 4

Device: Nokia 6010

Customer Callback #: 5025101470

Problem 1: Hard call drop

Problem 2: Direct to VM

Problem Detail: Customer states calls are going directly to vml. States that if call does connect, will drop. States that this happens almost everyday

Called/Calling #: 5025100012

ICCID: 89015601001008130372

Home Area: RADCLIFF

Device Model: 6010

Callback Type: Phone

Problem Time: 11/10/2005 3:13 pm

Call Type 1: Mobile to Landline

Call Type 2: Mobile to Landline

Customer: RAYMOND BRYANT

IMEI: 0104180028632810

SID: 30463

Callback Time: any

Resolve 1: No issue found

Resolve 2: No issue found

Resolution Detail: Tech did several test calls from the customers address and could not duplicate the customers issues.

Street: 220 e brashear avenue

City: bardstown County: State: ky Zip: 40004



Map It Check ETC

Vicinity:

DOBSON CELLULAR
DOCUMENT # 56 of 166
QUESTION # 3

CallTrax - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://calltrax2.dobson.net/index.php?ref=,/tkr_hdr.php&tcl=3

Google

<< Production Database: ESDB GIG >>

Admin Research Tools Ticketing Tools Subscriber Tools

Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

New Save Search Queue Help Profile

Ticket ID: 398061

Originator: Swanson, Joanna (jbasinge)

Technician: Atallah, Joseph (jatallah) History

Service Type: TDMA GSM CDMA

Ticket Type: Voice Data Cust Service

Ticket Status: Closed

Created: 08/27/2005 3:01 pm

Escalated: 08/30/2005 3:30 pm

Resolved: 08/28/2005 10:58 pm

Closed: 08/30/2005 4:31 pm

Queue: Customer Callback (Y/N) (TERMED) History

MSISDN: 5025101470

ICCID: 39015801001008130372

Customer: RAYMOND BRYANT

IMEI: 010418002869280

Provider: MARKET (KENTUCKY) RSA 4

Home Area: RADCLIFF

SID: 80463

Device: Nokia 6070

Device Model:

Customer Callback #: 5025101470

Callback Type: Phone

Callback Time:

Problem 1: Direct to VM

Problem 2: Cannot receive call

Problem Time: 08/27/2005 3:00 pm

Call Type 1: Landline to Mobile

Call Type 2: Mobile to Mobile

Resolve 1: No Issue Found

Resolve 2: No Issue Found

Resolution Detail: Tech did extensive test calls on 8-27-05 and could not duplicate the customer's issue. He had excellent service from the customer's address and every time his phone was called it rang.

Street: 220 E Brashear Ave

City: Bardstown County: State: ky Zip: 40004

Vicinity:

Map | Get Directions

Done

Start | Inboxes | Documents | Durbin | Wireless | CallTrax | Complaints | CallTrax | 6:50 PM

DOBSON CELLULAR
 DOCUMENT # 570F60
 QUESTION # 3

November 10, 2005

Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602

Re: Raymond Dale Bryant
Kentucky Public Service Commission Complaint No.: 2005-02698
Cellular One Account No.: 2101847468

To Whom It May Concern:

Thank you for bringing Mr. Bryant's concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome Mr. Bryant's feedback pertaining to service issues he experienced on our GSM network. Per our conversation today with Mr. Bryant, he advised us that his service has improved since August 2005. We forwarded feedback about Mr. Bryant's service issues to our Engineering department to further troubleshoot.

In light of the service issues experienced in August, we issued a credit for half the month access Mr. Bryant paid during this period. That credit with tax was \$29.00.

Again, thank you for bringing Mr. Bryant's to the attention of Cellular One and we appreciate Mr. Bryant's continued patronage.

If you have any further questions or concerns, please call me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: Raymond Bryant
220 E. Brashear Avenue
Bardstown, KY 40004-1614

DOBSON CELLULAR

DOCUMENT # 58 of 64

QUESTION # 3

PSC Consumer Inquiry System

11/8/05

Complaint: 2005-02698 Entry Date: 8/31/05 Closed Date: Contact Type: Hotline

Name: Bryant, Raymond Dale Utility: Cellular One/United Bluegrass

Address: 220 East Brashear Utility Nbr: 10615 Location: Residence
Bardstown, KY 40004

County: Nelson Utility Type: Cellular

Home: Work: Reason: Service quality/repair (Poor quality service)
(none) (none)

Fax: CBR Nbr: (502) 510-1470 Complaint referred by:

Email:

Contacted Utility? Spoke with: rep
Cust Relations: None

Utility Contact: Mary L. McCalip Contact's: (405) 529-8992

Preliminary Description: Other Contacts:

Trouble with service

Processor: BLACK

See File Case Related Staff Referral Confidential

Info Only Formal Forms Ref to Util Customer Satisfied Yes No

PSC Narratives:

Investigator: BLACK

Date: 8/31/05

Customer says he received a new phone for his service with Cellular 2 or 3 months ago, and the service has been terrible. He at times cannot hear callers and he is connected to people who he is not calling.

To Cellular: Can you please investigate and let me know your findings. Thanks.

Utility Response:

Date: 11/7/05

11-8-05 To Cellular One: This is the complaint we discussed today. Please add text messaging as a problem. Thanks, Mary

DOBSON CELLULAR

DOCUMENT # 59 of 60

QUESTION # 3

Lindsay Rhodus

DOBSON CELLULAR
DOCUMENT # 60 of 66
QUESTION # 3

CallTrax: Ticket Search - Microsoft Internet Explorer

Unassigned Working

Search Field:

Search Value:

Ticket	Created	Tech	SVC	Type
407413	09/05/2005 9:49 am	iyorty	GSM	Voice

Done

Local intranet

Start

5:49 PM

DOBSON CELLULAR
 DOCUMENT # 61 of 164
 QUESTION # 3

CallTrax - Microsoft Internet Explorer
 File Edit View Favorites Tools Help
 Address http://calltrax1.dobson.net/index.php
 Google

CallTrax
 Admin Research Tools Ticketing Tools Subscriber Tools
 Trouble Tickets Alert Subscriptions Status Summary Que Spy Export Data

Production Database: ESDR GIG >>

New Save Search Queue Help Profile

Ticket ID: 407413

Originator: Stubbs, Andre (dstubbs)
 Technician: Yorty, Jeffrey (jyorty) History
 Service Type: TDMA GSM CDMA
 Ticket Type: Voice Data Cust Service

Ticket Status: Closed
 Created: 09/05/2005 9:49 am
 Escalated: 09/09/2005 10:30 am
 Resolved: 09/12/2005 12:33 pm
 Closed: 09/12/2005 3:34 pm

Queue: Customer Callback (ZNG) (TERMED)

Called/Calling # 5025073468
 ICCID: 860156012001001046806
 Home Area: RADCLIFF
 Device Model:
 Callback Type: Phone
 Problem Time: 09/05/2005 9:32 am
 Call Type 1: Mobile to Mobile
 Call Type 2: Mobile to Landline

Customer Callback # 5025072745
 IMSI: 31096100184680
 Provider: MARKET BENTON KYRS AN
 Device: Motorola V400
 Customer Callback # 5025072745
 Problem 1: Cannot place call
 Problem 2: N/A
 Problem Detail: Customer cannot call out to other cell phone users. Cannot landline tones. Problem just started this morning. Getting call failed network busy. Has cycled phone.

Customer: LINDSAY GARDNER
 IMEI: 3535100053120047
 SID: 30463
 Callback Time:
 Resolve 1: Other
 Resolve 2: N/A
 Resolution Detail: Outside vendor issue. Patch applied on 9/11/2005. All issues should be resolved.

Street: 2833 ROBERTS RD
 City: BERTSTOWN
 County:
 State: KY
 Zip: 40004
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DOBSON CELLULAR
 DOCUMENT # 62 of 68
 QUESTION # 3

Matthew Simpson

DOBSON CELLULAR
DOCUMENT # 103 of 106
QUESTION # 3

November 16, 2005

Matthew Simpson
6750 Bloomfield Road
Bardstown, KY 40004

Re: Matthew Simpson
BBB Consumer Complaint No.: 23022301

Dear Mr. Simpson:

Thank you for bringing your concerns to our attention. Cellular One considers these matters serious and strives to promptly respond and resolve concerns to meet and exceed our customers expectations.

We welcome your feedback pertaining to your account, payments, the early termination fees, and service issues experienced on our network. We were also unable to locate a Cellular One account with your information. We contacted the BBB and they also did not have your account or contact information. We emailed you on 11/9/2005 and have not received a response. If you can contact us at the number below with your cellular or account number, we can further review these issues.

Again, thank you for bringing this to the attention of Cellular One and we appreciate your continued patronage.

If you have any further questions or concerns, please feel free to call me at 1-800-837-5505 extension 6301.

Sincerely,

Tabitha Conn
Customer Service Manager
Cellular One

CC: The Better Business Bureau
844 S. 4th Street
Louisville, KY 40203-2186

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<<complaint.pdf>> THE BETTER BUSINESS BUREAU, INC.
844 S 4th Street, Louisville, KY 40203-2186
502-583-1492 FAX 502-589-9940 info@ky.in.bbb.org

November 8, 2005

Ms. Mary McCalip, Legal Assistant
Cellular One
14201 Wireless Way
Oklahoma City, OK 73134

RE: #23022301 - Matthew Simpson

Dear Ms. McCalip:

The enclosed statement about a dispute or misunderstanding was sent to the Better Business Bureau.

The Bureau respectfully requests that you examine the statements and advise the Bureau of your position. Keep in mind that a copy of your position will be sent to the complainant. If possible, please respond within ten days. To expedite the matter, you may fax your response to us at 502-589-9940 or reply by e-mail to response@bbbkyn.org.

Your assistance and cooperation by responding promptly will help the Better Business Bureau provide a valuable service to your business, your customers and our community. Your response will help preserve customer goodwill and public confidence in business and free enterprise.

Over the years, BBB efforts have been very effective in clearing up problems. Last year, over 75% of the disputes submitted to us were resolved satisfactorily.

Thank you for your cooperation, which enables the Better Business Bureau to effectively serve your business and the public.

Sincerely,

Thelma Neuling
Conciliation Department

Encl

DOBSON CELLULAR
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The Better Business Bureau, Inc.
844 S. 4th Street
Louisville, KY 40203-2186
(502) 583-6546 FAX: (502) 589-9940 info@ky-in.bbb.org

COMPANY INFO

CO. NAME: Cellular One ID#: 2006744 MEM: yes
ADDRESS: 14201 Wireless Way Oklahoma City, OK 73134 CARR: no
PHONE#: (859) 544-4854 FAX#: (859) 544-5847 REPORT CODE: R
EMAIL:
CONTACT NAME: Ms. Mary McCalip, Legal Assistant CASE#: 23022301

CONSUMER INFO

NAME: Mr. Matthew Simpson DATE OPENED: 11/08/2005
ADDRESS: 6750 Bloomfield Road Bardstown, KY 40004 ENTERED BY: thelma
PHONE#: FAX#: ASSIGN TO: thelma
EMAIL: xxliimatt@yahoo.com

CUSTOMER VERSION:

1. Recieved a bill and went to pay it. Paid the bill and money was put into someone elses account. 2. Coverage area represented on paper inside building is not the acutal coverage area. 3. Send one text message would send to 5 to 10 more times to the person I was sending. 4. When account was set up it was supposed to be under my moms name and when I terminated it I found it was under my name. I was only 17 at the time of account being set up. 5. Reps at local store are rude and unhelpful. 6. Went to pay termination fee and they couldn't find my account on local store systems through Name, Account Num, Address, or Social.

SETTLEMENT: Other (requires explanation)

SETTLEMENT EXPLANATION:

I would like for my termination fee to be 'terminated' from my acctunt. I am currenty paying for it on a month to month bases and if resolved would like to be refunded.

PRODUCT: Motorola /v400/Local 600

DOBSON CELLULAR
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Item 4
(2 pages)

U.S. Postal Service™ Delivery Confirmation™ Receipt

Postmark Here
Mr. Joseph Durbin
771 Hubbards Ln.
Bardstown, KY 40004-8888

ing.

DELIVERY CONFIRMATION NUMBER:

304 1590 0007 6545 3773

PS Form 3822, May 2002

Get the signal.™

CELLULARONE®

from Dobson Cellular Systems

Direct Number: (405) 529-8992
Fax Number: (405) 529-8403
Email: mary.mccalip@dobson.net

August 3, 2006

Mr. Joseph Durbin
771 Hubbards Ln.
Bardstown, KY 40004-8888

Re: Durbin v. American Cellular; Public Service Commission;
Case No. 2005-00379

Dear Mr. Durbin:

Pursuant to the recent Data Requests from the PSC of Kentucky, our records do not indicate that any form of records release accompanied their request which would authorize release of your customer proprietary network information (CPNI). CPNI is the data we have collected regarding your telephone calls. This information includes the time, date, duration and called number of each call, the type of network you subscribed to and any other information that appears on your telephone bill. I have enclosed a copy of an authorization to be signed by you allowing us to provide the CPNI information and any additional information or copies regarding your account to the PSC.

Please fill in your date of birth information also, sign where indicate and return to the undersigned in the self-address, postage prepaid envelope.

Sincerely,

Mary L. McCalip
Legal Assistant

MLM

cc: Beth O'Donnell
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DOBSON CELLULAR

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QUESTION # 4

Item 5
(1 page)

Kentucky Minutes of Use 5/29/06-7/30/06

