

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

AUG 0 8 2006

PUBLIC SERVICE COMMISSION

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

Right Margice

HNM/jh

Enclosures

cc: Herbert Kenney

1118402_1

COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:)
JOSEPH HAROLD DURBIN)
COMPLAINANT)
) CASE NO. 2005-00379
V.	
CELLULAR ONE	23 at meson, one seminar's C. 1930 S-55th
DEFENDANT) AUG 0 % 2006
	PUBLIC SERVICE COMMISSION

AMERICAN CELLULAR CORPORATION'S RESPONSE TO STAFF'S DATA REQUESTS

PROCEDURAL BACKGROUND

Mr. Joseph Durbin filed a complaint with the Kentucky PSC (the "PSC") on September 19, 2005. On October 11, 2005, American Cellular Corporation ("ACC") received an "Order to Satisfy or Answer" from the PSC dated October 7, 2005. On October 20, 2005 ACC filed its "Answer of American Cellular Corporation" (the "Answer"). The Answer is expressly incorporated in this Response to Staff's Data Request. In its Answer, ACC moved to dismiss for lack of jurisdiction. ACC nevertheless, expressly subject to its motion to dismiss, made a detailed voluntary response. ACC is once again voluntarily making this Response to Staff's Data Request. This Response to Staff's Data Request, as was the Answer, is expressly subject to the motion to dismiss and is not a waiver of any kind or a submission to the jurisdiction of the PSC. Herb Kenney is ACC's witness for these Responses to Data Requests.

Respectfully Submitted,

Holland N. McTyeire, 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

1118228_1

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

Questions From: Public Service Commission – July 24, 2006

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.

Case No.:

2005-00379

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

Ouestions 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.

Case No.:

Questions From: Public Service Commission – July 24, 2006

2005-00379

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)

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

DOCUMENT # 1 of 2

QUESTION #

1720103180

PSC Consumer inquiry System

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Complaint:	2005-02038	Entry Date:	6/30/05	Closed Date:		Contact Type:	Hatline
Name:	Durbin, Joseph			Utility:	Cellular One of	f Southeast Ky.	
Address:	771 Hubbard's			Utility Nbr:	10635	Location:	Residence
Carmba	Bardstown, KY	40004		Utility Type:	Cellular		
County:	Nelson	37.		Reason:		/repair (Service)
Home:		Work:	Arrow) pulgulada		outage/interrup (none) ((none)		
Fax:		CBR Nbr:	(502) 348-1202	Complaint re	ferred by:		
Email:	,,,,,,,						
Contacted U	tility? 🗹	Spoke with:	customer serv	ice			
		Gust Relations	s: Mone				
Utility Contact	: Tabitha Conn			Contact's	(330) 609-6301		
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DOBSON CELLULAR DOCUMENT# 2 of QUESTION #_

Page 1 of 1

Item 3 (66 Pages)

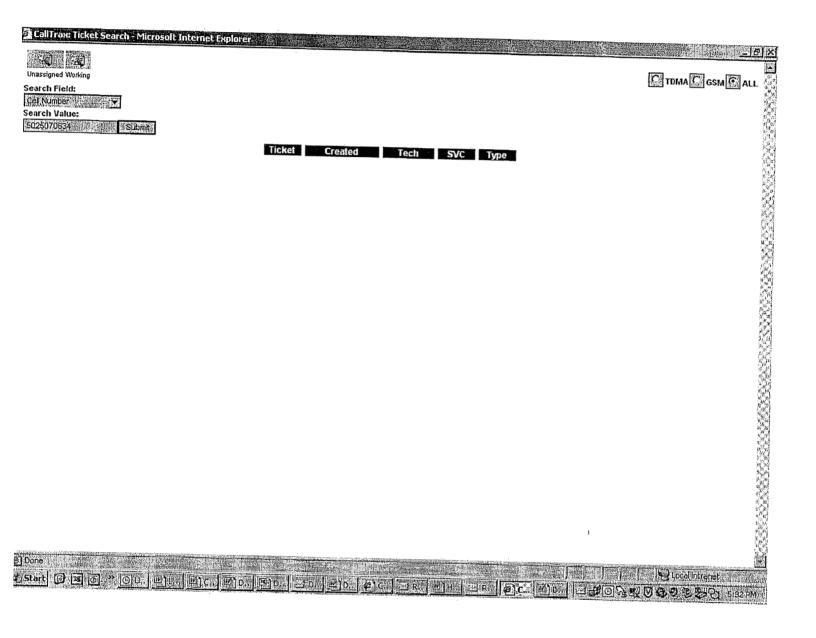
DURBIN - KENTUCKY STATUS OF ACCOUNTS

Account No.		Cust Since	GSM Since	GSM/TD MA	Cellular Nos.	Still Active	GSM/TDMA	Trouble Tickets	Formal Complaint
	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
	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
	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		TOMA	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		o	0
1720134412		8/7/2000	5/10/2005	GSM	502-507-7565	Active	GSM	1	o
1720170194	Milton Spalding 901 Hubbares Ln Bardstown, KY	8/4/2001	5/18/2005	GSM	502-507-1302	Active	GSM	0	0
	Carolyn M. Spalding 901 Hubbards Ln Bardstown, KY	10/29/1999	5/18/2005	GSM	502-507-4366	Active	GSM	0	O
	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 Camptown 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		Ō	1 PSC 6/30/05 (Attached as Item
1720103486	Joseph Durbin 771 Hubbards Ln Bardstown, KY	8/21/1999		TDMA	502-507-2212	No Ported Cingular 11/21/05		1	See above
	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
	Jody P Lyddane 2298 Whitesides Rd Cox Creek, KY	8/28/2004	8/28/2004		502-249-0752	Active	GSM	2	1 PSC 9/1/05
2101193712	114 Creekside Dr. Cox Creek, KY	9/27/2004	9/27/2004		502-510-4077	Ported Cingular 11/21/05		0	
	Raymond Bryant 220 E. Brashear Ave Bardstown, KY	5/11/2005	5/11/2005		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	Ö
					502-507-2745	Active	GSM	1	0
2101718991	Richard Thompson 437 Camptown Rd Bardstown, KY	4/2/2005	4/2/2005	GSM	502-507-0620	Active	GSM	0	0
					502-507-0621	Active	GSM	0	Q
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

DOCUMENT # 3

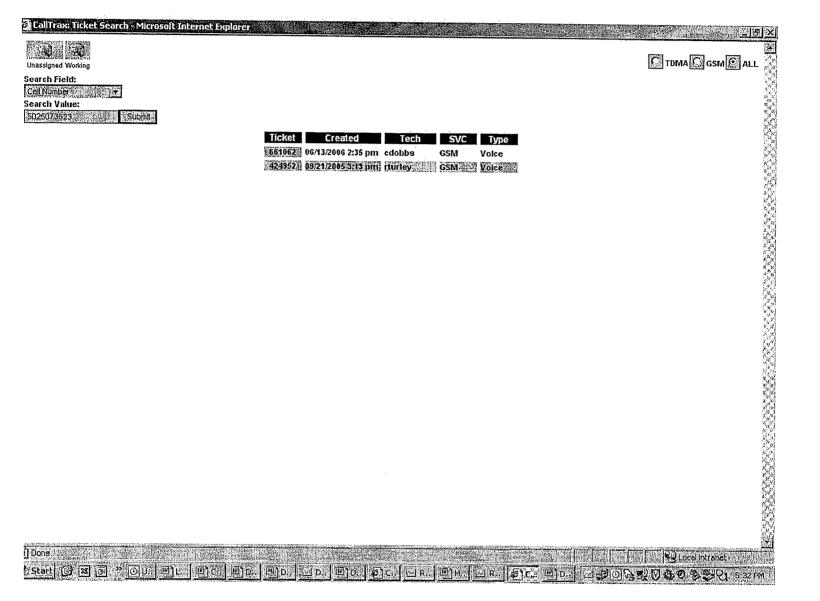
Jonathan Hahn

DOCUMENT # 2 of W



DOCUMENT # 3 of 66

QUESTION # 3



QUESTION #

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Trouble Tickets Alert Subscriptions	Status Summary Que Spy Export Data	
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Ticket ID: 424952	Ticket Status: Closed	
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Service Type: C TDMA & GSM C CDMA	Resolved: 09/22/2005 2:40 am	PERSON COMPANY FOR CONTRACTOR AND CO
Ticket Type: © Voice C Data C Cust Service	Closed: 09/26/2005 8:29 am Queu	ie: Customer Caliback (YNG) (TERMED) History
MSISDI: 5025079623	Called/Calling # 5028464170 5588 448 888	Customer: UONATHAN HAHM
IMSt 310580000499758	ICCID: 890156020010049975632./.2	IME: 010418004135511016
Provider: MARKET KENTUCKY RSA:48	Home Area: RADCLIFFE AND	SID: 30463/1/24/6.
Device: Other	Device Model: nokia not sure about model	
Customer Caliback # 505079620	Callback Type: Phone	Callback Time: any in the call
Problem t: Cannot place call	Problem Time: 09/21/2005/0109 km/k//	Resolve 1: Other:
Problem 2: WA	Call Type 1: Mobile to Canding 17	Resolve 2: NA
Problem Gustomerican noticial out, When he Detail: clais out, the phone will just hens up	Call Type 2: Mobile to Landine ▼	Resolution This problem was related to an outside # \(\triangle \) Petail: vendors sue it was corrected as of \$\(\triangle \).
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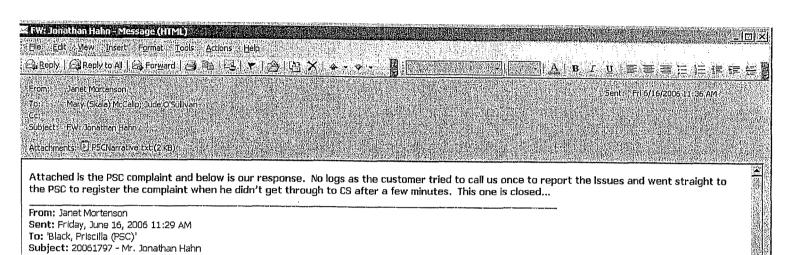
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New Save Search Queue Help Profile			
Ticket ID: 661062 Originator: Harris, Karla (kharrist)	Ticket Status: Closed		
Technician: Dobbs, Curt (cdobbs) History	Created: 06/13/2006 2:35 pm Escalated: 06/13/2006 3:30 pm		
Service Type: C TDMA C GSM C CDMA	Resolved: 06/15/2006 10:04 am		
Ticket Type: 6 Voice C Data C Cust Service	Closed: 06/15/2006 10:18 am	Queue: Calbecks History	
	Called/Calling # any number and a second	Customer: JONATHAN HAHMAN	
IMSI: 310560000499758	ICCID: 89015602001004897563	IMEI: 01041900908710101538231(1)	
Provider: MARKET KENTUCKY (RSA.4)	Home Area: RADCUFE COMMENT OF THE STATE OF T	SID: 30488	
Device: Noria 5010	Device Model: Nokia BD10		
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Problem 1: Norservice: Problem 2: Cherusta 1 1 1 1 1 1 1 1 1 1	Problem Time: 05/13/2005/2.24 pin Call Type 1: Mobile to Langing IV	Resolve 1: Nollskustourid	
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Detail: his phoness, both incisial getting no. service in the Bardstown area and last thursday on the eth of june he was abled to make a call but could not hear the	IMPRIESTINGUESES	Resolution The tach did several lest calls from the address given and all around the town of Eardstown and could not duplicate the issues	
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New Save Search Queue Help Profile Ticket ID: 661062 Originator: Harris, Karla (kharris1) Technician: Dobbs, Curt (cdobbs) History Service Type: O TDMA G GSM O CDMA Ticket Type: G Voice O Data O 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 10:16 am	Gueue: Calbects History
MSISDN: 5025073623 IMSI: 31056000049975812 Provider: MARKETIKENTUCKY.RSA41 Device: Nokig.8010.	Called/Calling # arty runser. ICCID: 89015652001004997583 (A) Home Area: RADCLFF Device Model: Nokie 80100 Callback Type: SNS Y View Message Problem Time: 05/13/2006/2-24 pm Call Type 1: McDle 13 Tanche X Call Type 2: Mobile to Landing X	Customer: JONATHAN HATNI IMEI: @104190090871010. SID: 30483. Callback Time: Dayline serore 5an. Resolve 1: Nollsaue rounding Resolve 2: (Nollsaue rounding) Resolve 3: (Nollsaue rounding) Resolution Detail: duries given and eil around the town of Serossown and coulding duries given and could give given and could give given and given given and given given given given and given
Street: 103 Berberry Lane City County State Berdstown France [NY] Done (Start D M D M D A Ph) D W	ZIP 40004 MANN MEGREGRETCH SETT EN LESS EN EW	Vicinity: Marry anywhere within the town of Bardstown Elocal intrefer Elocal intrefer

DOBSON CELLULAR
DOCUMENT # 7 of 66
QUESTION # 3



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 Barberry 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

DOCUMENT # 8 of We 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

Complaint Reasons: Work:

Poor quality service Service quality/repair Customer Relations:

CBR Nbr: 5023487718

Email:

Fax:

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. the problem immediately.

> > Dobson Cel DOCUMENT# QUESTION #.

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 you old equipment to:

Collular 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

DOCUMENT# 10 OF 6

PSC Consumer Inquiry System

8/15/05

-		and the same	Maria Maria	and the same than		·	-
Complaint:	2005-02517	Entry Date	e: 8/15/05	Closed Date		Contact Type:	Hotline
Name:	Hahn, Jonath	nan		Utility:	Cellular One	of Southeast Ky.	
Address:	103 Barberry			Utility Nbr:	10635	Location:	Residence
_	Bardstown, k	Y 40004		Utility Type:	Cellular		
County:	Nelson			Reason:	Service qualit	y/repair (Poor g	uality service
Home:		Work:	(502) 348-7718		(none) ((none	á)°)	
Fax:		CBR Nor:	(502) 507-0071	Complaint re	ferred by:		
Email:				1	- R		
Contacted U	tility?	Spoke wit	h: customer ser	vice	(2 *		
		Cust Relati	ons: None				
Utility Contac	t: Tabitha Conr	1		Contact's	(330) 509-630)1	
Preliminary D	escription:			Other Contact		Weg .	
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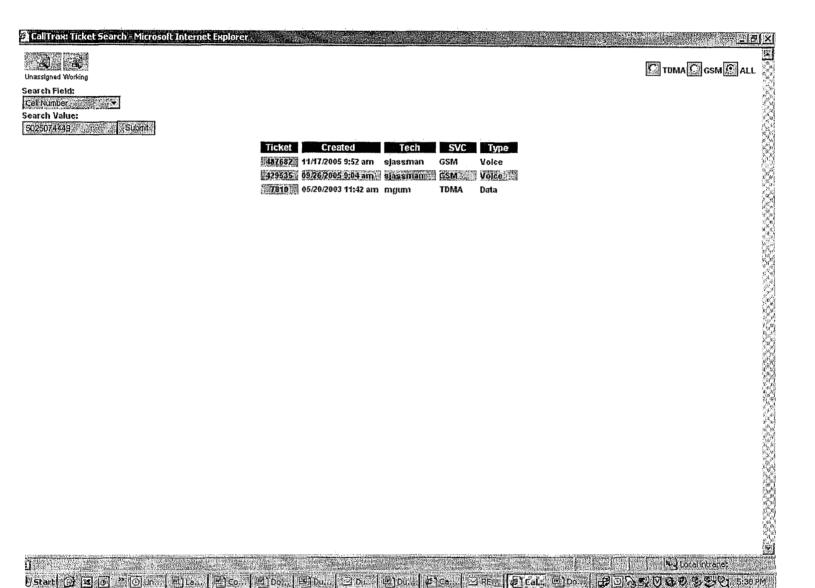
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Page 1 of 1

Elizabeth Durbin

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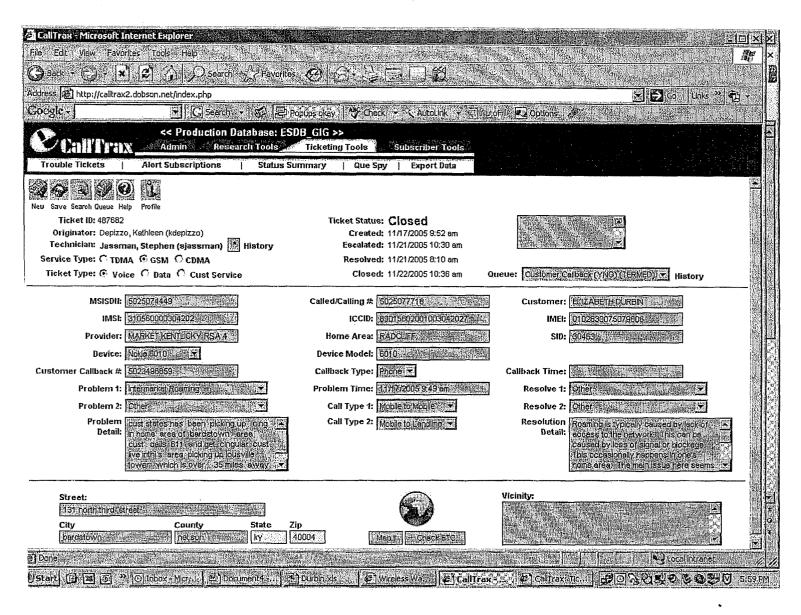
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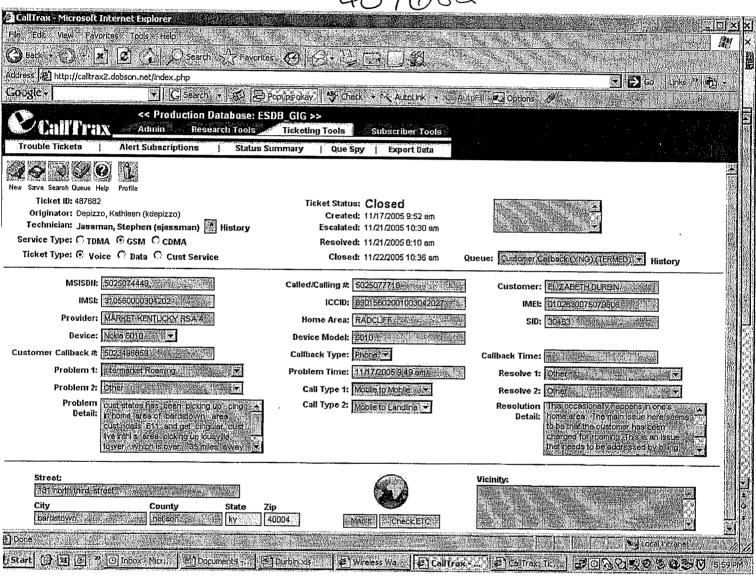
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Ticket ID: 487682	Ticket Status: Closed	
Originator: Depizzo, Kathleen (kdepizzo) Technician: Jassman, Stephen (sjassman) History	Created: 11/17/2005 9:52 am	
Service Type: C TDMA G GSM C CDMA	Escalated: 11/21/2005 10:30 am Resolved: 11/21/2005 8:10 am	
Ticket Type: © Voice C Data C Cust Service		Queue: Customer Caliback (YNO) (TERMED) History
MSISDII: 5026074449	Called/Calling # 5025077718	
IMSI: [310560000304262]	ICCID: 69015602001003042027	Customer: ELLZABETH, DURBIN
Provider: WARKETKENTUCKY RSA/436 Device: Nakia 5010	Home Area: RADCLED BERNER BERNER	SID: 30463.
Customer Callback # 5023496850	Device Model: 6010	K
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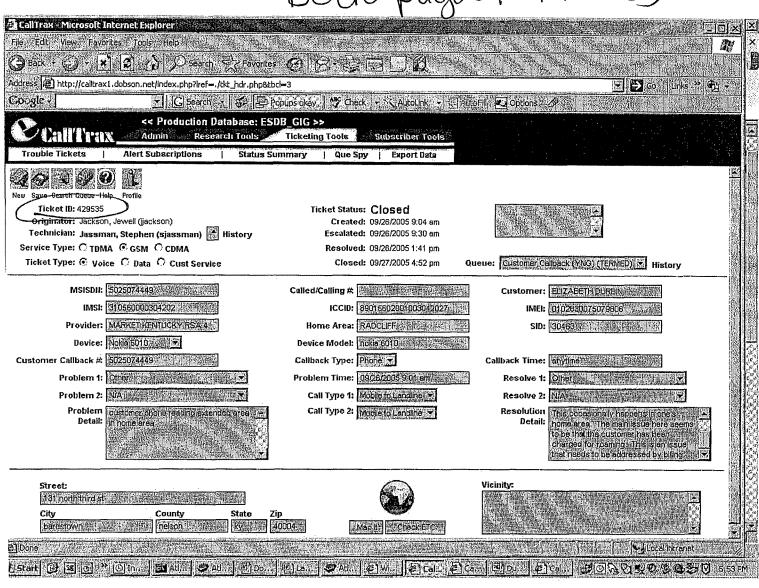
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Service Type: C TDMA	Queue: Quatomer Callback (IVNO) (TERMED) History
	nistory
MSISDII: 5025074449 Called/Calling #	Customer: ELIZABETH DURBIN
IMSI: 3105500003042022 ICCID: 890155020010030420277	IMEI: 0102630075079806
Provider: MARKET KENTUCKN RSA44 Home Area: RADCLEF Device: Nicke 8010 Perice Model: nicke 6010	SID: 30463 Communication
Customer Callback # 5025074449 Callback Type: Phone 7	Callback Time: jangtime a
Problem 1: Chight Problem Time: 08/26/2005 9:01 am.	
Problem 2: N/A Call Type 1: Mobileto Landwick .*	Resolve 2: N/A
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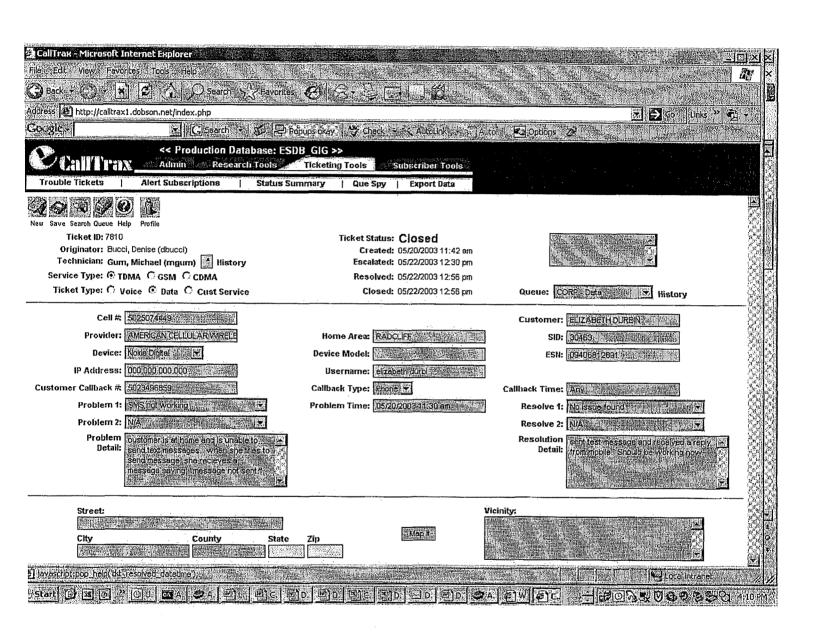
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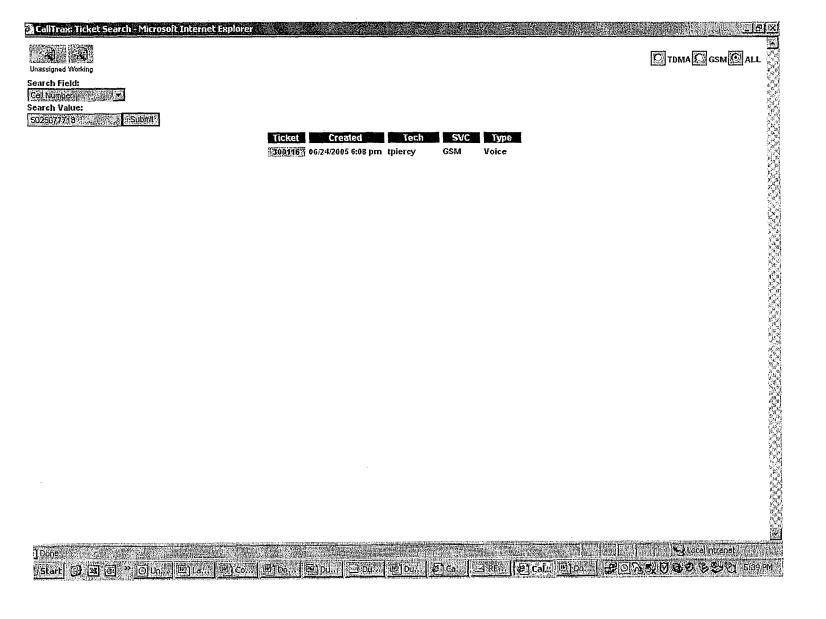


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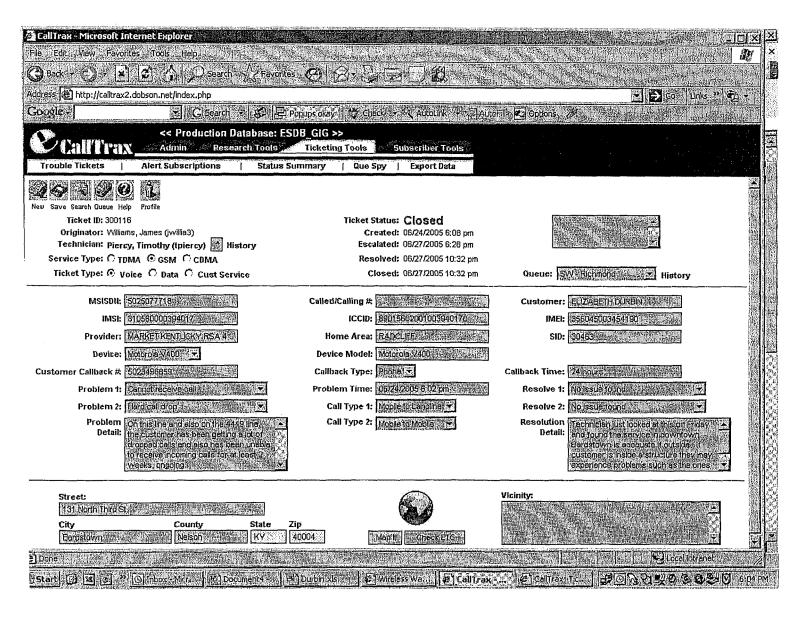
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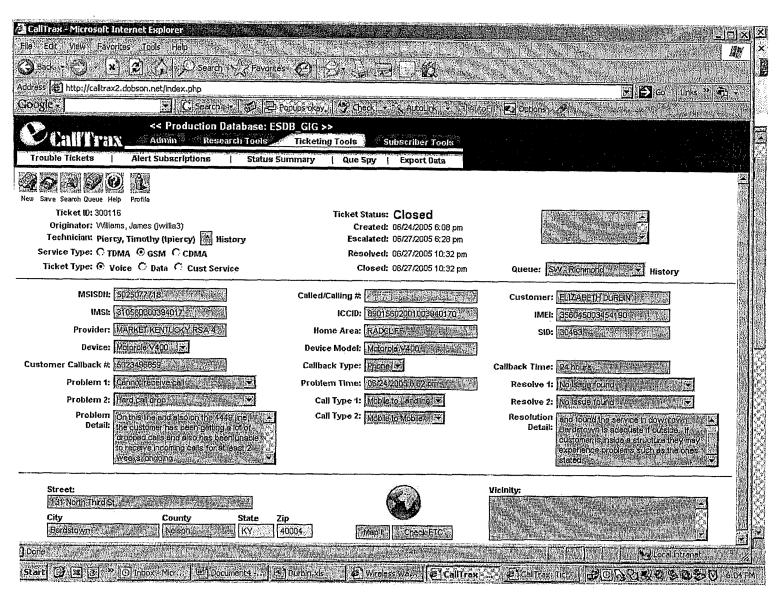
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DOCUMENT#22 of 64

OUESTION#

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 account. 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

DOCUMENT #23 of 100

QUESTION #. 3

PSC	Col	nsu	mer	Inqu	iry	Syster	n

9/26/2005

Complaint:	2005-02950	Entry Date:	9/26/2005	Closed Date:		Contact Type:	Halline
Name:	Durbin, Elizabe	th		Utility:	Cellular One of	Southeast Ky.	
Address:	131 North Third			Utility Nbr:	10635	Location:	Residence
	Bardstown, KY	40004		Utility Type:	Cellular		
County:	Nelson			Reason:	Service quality/	repair (Service	,
Home:		Work:	(502) 348-7718		outage/interrup (none) ((none)	tion)	
Fax:		CBR Nbr:	(502) 507-4449	Complaint re		7	
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Contacted U	tility?	Spoke with:	customer serv	lce			
		Cust Relations	Failed To Com	ect Problem			
Utility Contact	: Tabitha Conn			Contact's	(330) 509-6301		
Preliminary De				Other Contacts	•		
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DOCUMENT # 24 of

QUESTION #

Page 1 of 1

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

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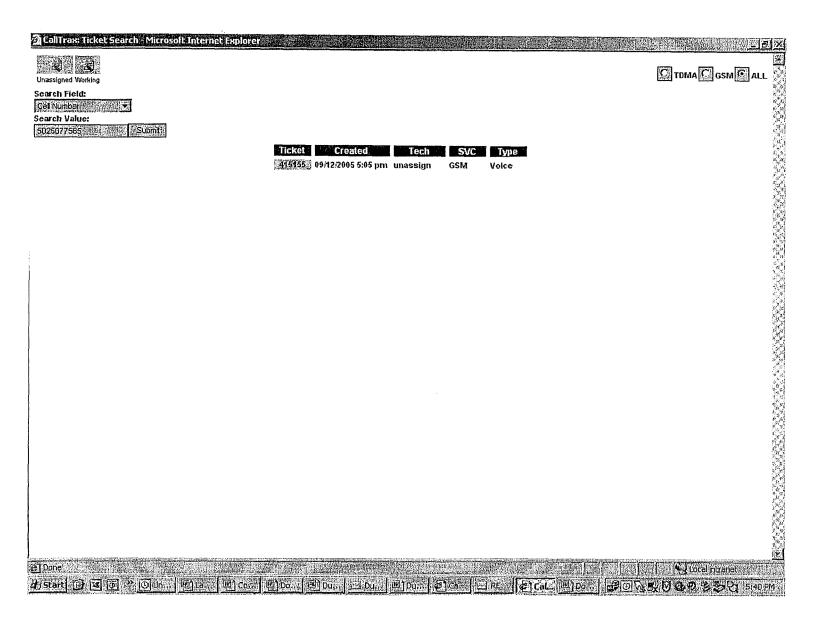
PSC Consumer Inquiry System

Complaint:	2005-02638	Entry Date:	8/24/05	Closed Date:		Contact Type:	Hotline
Name:	Durbin, Elizabe	th		Utility:	Cellular One of	Southeast Ky.	
Address:	131 N 3rd St	40004		Utility Nbr:	10635	Location:	Residence
	Bardstown, KY	40004		Utility Type:	Cellular		
County:	Nelson			Reason:	Service quality/	repair (Poor qu	ality service)
Home:		Work:			(none) ((none))	
Fax:		CBR Nbr:	(502) 507-4449	Complaint ref	erred by:		
Email:							
Contacted Ut	ility? 🗵	Spoke with:	repair/customer	r service			
		Cust Relations	None				
Utility Contact:	Tabitha Conn			Contact's	(330) 509-6301		
Preliminary De	scription: et over the qualit	y of service bei	ng provided	Other Contacts	3 ;		
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Mrs. Durbin st not have to liv	ates that she ha e up to their end	s to pay her bill of the contract	in full each mont by giving her qua	th to Cellular Or ality service.	ne but for some r	eason Cellular	One does
Please have a	supervisor revie	w this custome	er's records and c	contact her for r	esolution. Thank	cyou.	
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Bryan Hill

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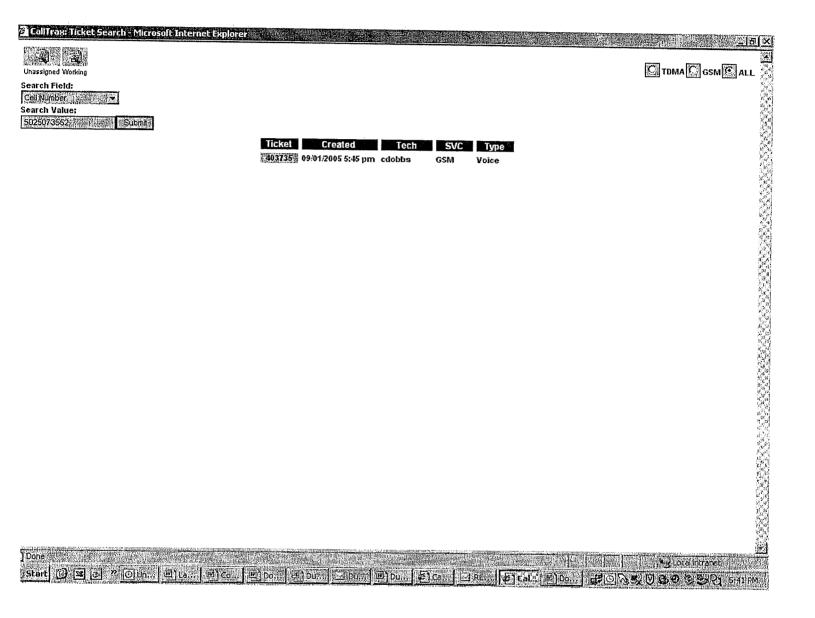
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Ticket ID: 415155 Originator: Quisenberry, Michael (maulsenb)	Ticket Status: Closed Created: 09/12/2005 5:05 pm		
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Service Type: C TDMA	Resolved: 09/21/2005 1:14 am Closed: 09/21/2005 10:58 am	Queue: Customer/Callback (YNG) (TERMED) F History	
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MSISDII: 5025077,565	Called/Calling # [611****		
IMSI: 310560000813038	ICCID: 89015601001008130364		
Provider: WARKET KENTUCKY RSA/4	Home Area: RADCLIFE		j j
Device: Motorola V600 15 T	Callback Type: Phone	Callback Time:	
Problem 1: No service	Problem Time: 05/12/2005 2:12 pm		
Problem 2: N/A	Call Type 1: Mcbile to canding Y	Resolve 2: N/A	
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Mary Jewell

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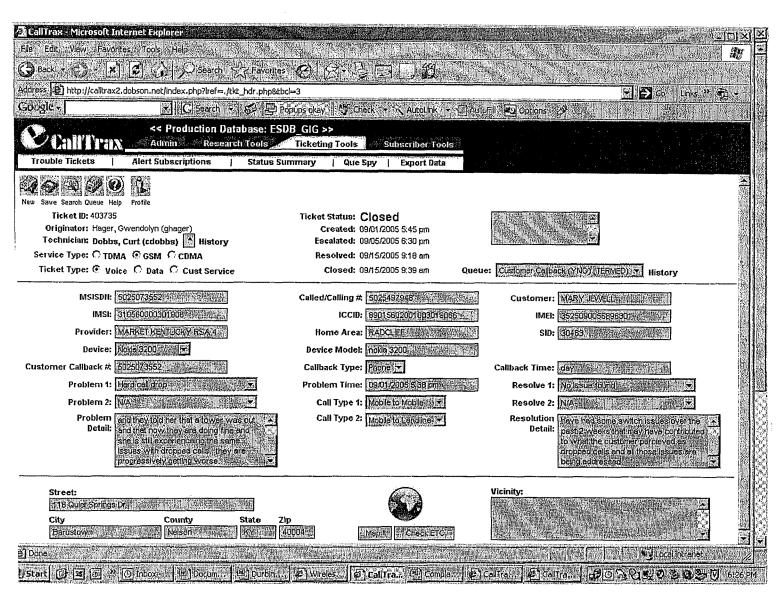
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Ticket ID: 403735 Ticket Status: Closed	
Originator: Hager, Gwendolyn (ghager) Created: 09/01/2005 5:45 pm Technician: Dobbs, Curt (cdobbs) History Escalated: 09/05/2005 6:30 pm	
Service Type: C TDMA G GSM C CDMA Resolved: 09/15/2005 9:16 am	
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MSISDII: 5025073552 Customer: MARY UEAREIL	
IMSI: 31056000301906644444 IMEI: 3525090056896301	
Provider: MARKET KENTUCKY RSA444 Home Area: RADCUFE 2000 SID: 30483	
Device: Nota 3200 Device Model: nota 3200	
Customer Callback # 5025078552 Callback Type: Phone: Callback Time: day	
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Problem 2: NA Call Type 1: Mobile to Mobile To Resolve 2: NA Resolve 2: NA	
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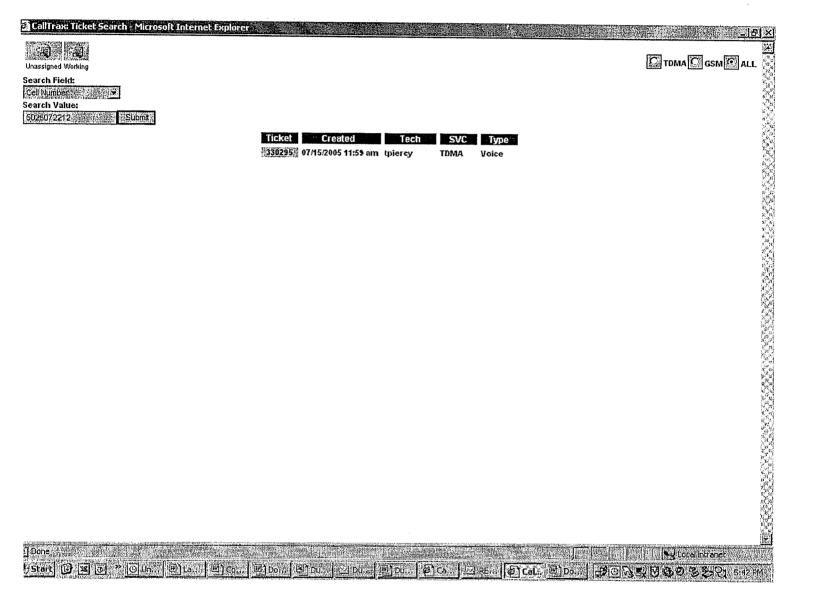
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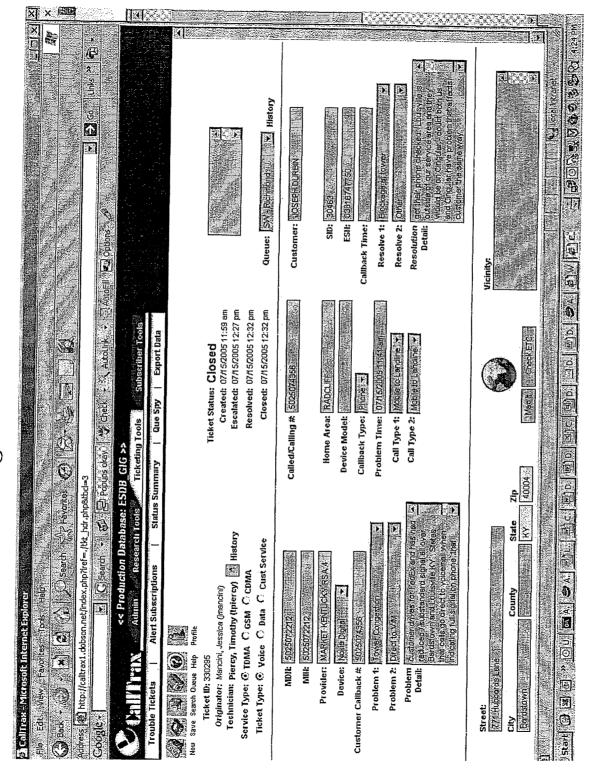
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Originator: Mancini, Jessica (imancini)	Ticket Status: Closed Created: 07/15/2005 11:59 am	3	
Technician: Piercy, Timothy (tpiercy) History Service Type: © TDMA C GSM C CDMA	Escalated: 07/15/2005 12:27 pm Resolved: 07/15/2005 12:32 pm	中海海岛。广西南海滨山地沿流。152	
Ticket Type: © Voice C Data C Cust Service	Closed: 07/15/2005 12:32 pm	Queue: SW. Richmand Hie	story
MDN: 5025072212 Ca	The second of th	The Annual Property of the Control o	& I
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Provider: MARKETIKENTUCKY RSA44	Home Area: RADCLEFARE TO THE STATE OF THE ST	SID: 30463	
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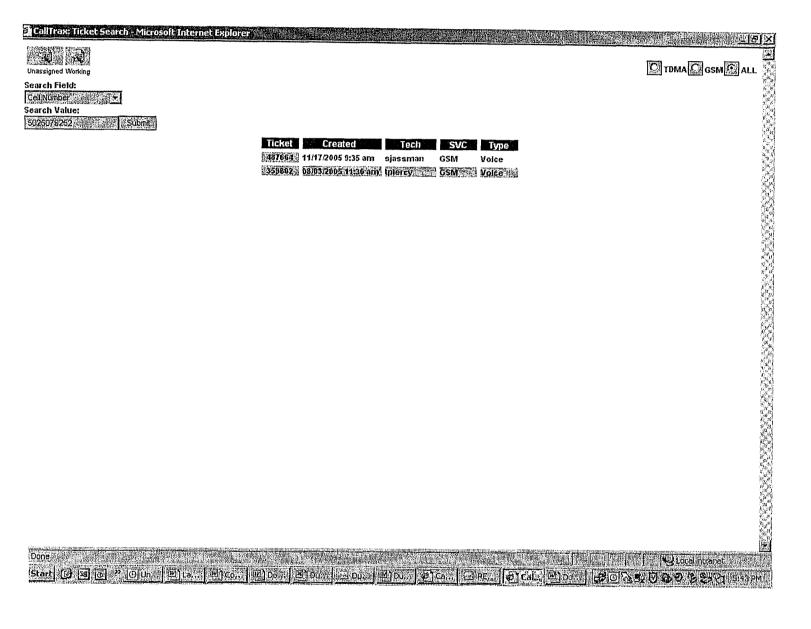


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Jennifer Bentley

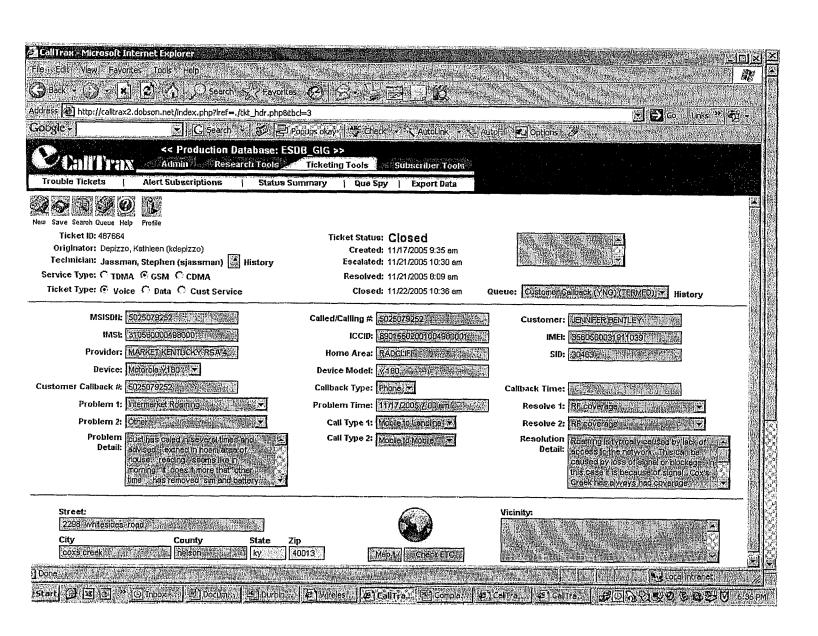
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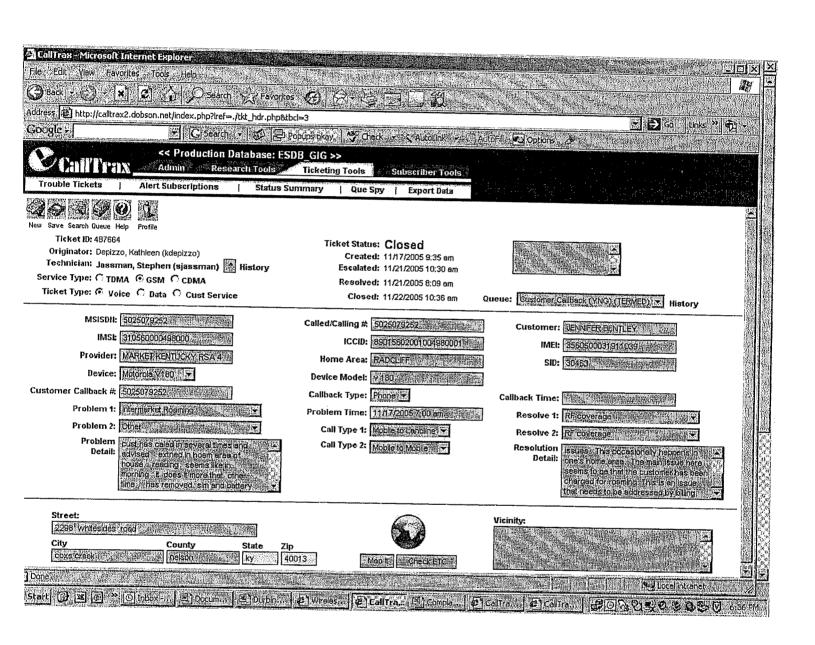


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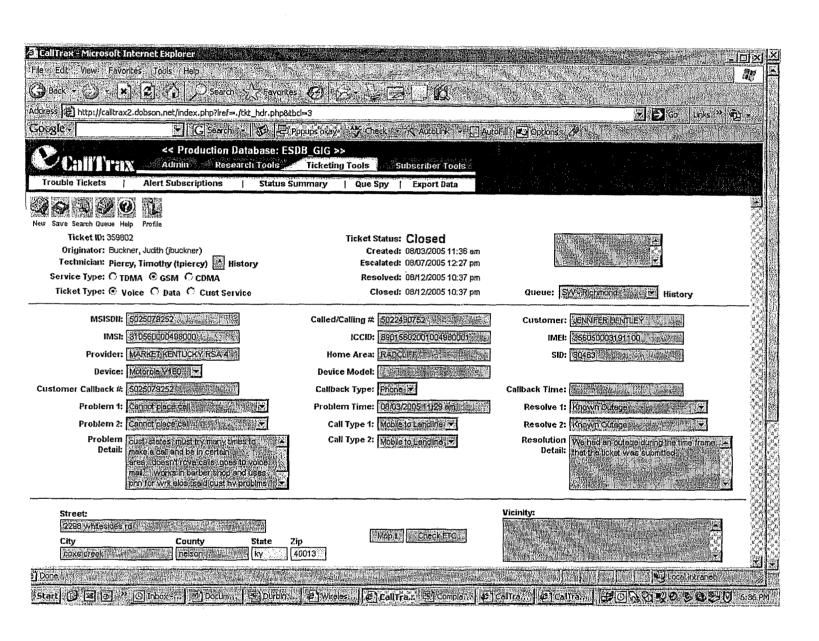
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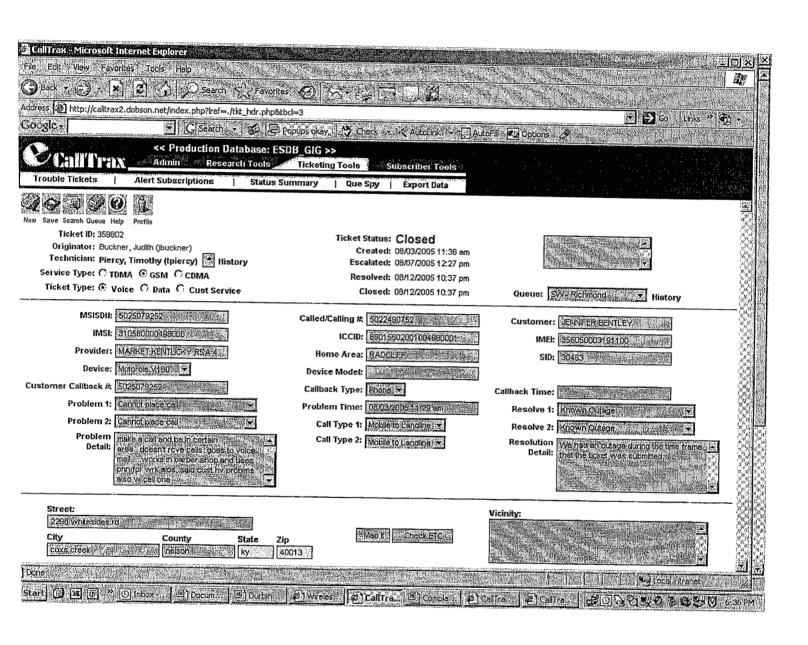
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DOCUMENT # 42

QUESTION # 3



DOBSON CELLULAR DOCUMENT# 43 of 64 QUESTION#

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

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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:

Email:

CBR Nbr:

Complaint Reasons:

Poor quality service Service quality/repair

Customer Relations: Failed To Correct Problem

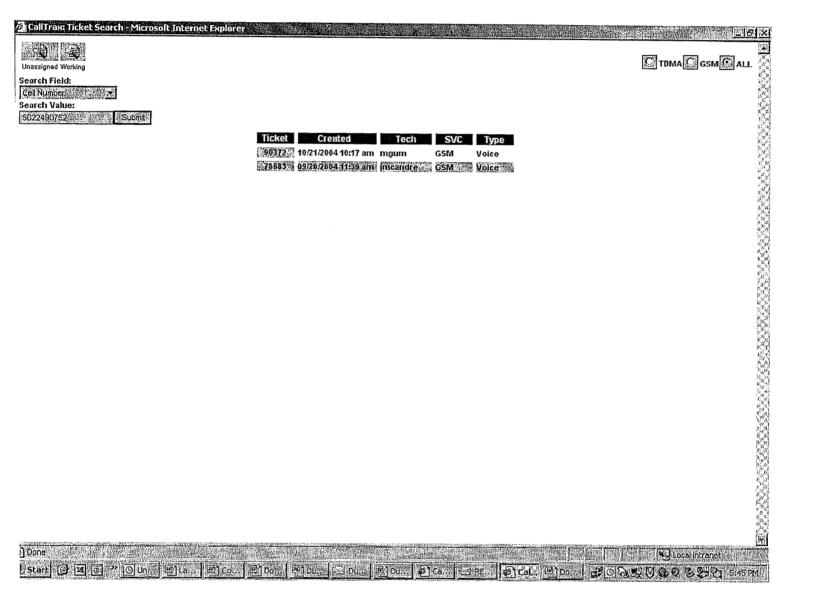
Investigator: RHODY_M

Customer Narrative 09/01/2005

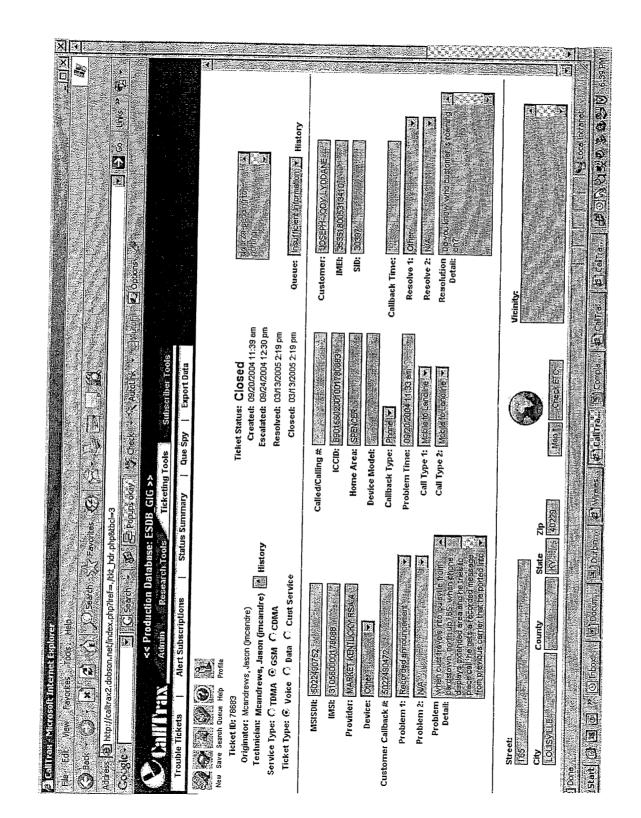
Customer says she signed up with Cellular One GSM service. She says that this service has not been usable and when it does work her calls are dropped. This is effecting her business. Customer wants Cellular One to either correct the problem immediately or let her out of contract without penalty. Customer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

DOCUMENT # QUESTION #

Jody Lyddane



DOCUMENT # 47 of 600 QUESTION # 3



DOCUMENT # US of UCO

Call'TrilX Admin Research Tool	np&bcl=3 巴Pppups okay: 次 Check**	Toping Associated and the second of the sec
New Save Search Queue Help Profile Ticket ID: 90372 Originator: Staubs, Glenn (gstaubs) Technician: Gum, Michael (mgum) Service Type: C TDMA C GSM C CDMA Ticket Type: C Voice C Data C Cust Service MSISDH: 5022490752 IMSI: 310560000178086 Provider: MARKETKENTUCKY/RSA4 Device: Moiorole V400 T Customer Callback # 5022490752 Problem 1: Other Problem 2: VA	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 Closed: 10/26/2004 7:59 am Called/Calling # ICCID: [99015602001001760863] Home Area: SPENCER Device Model:	Queue: CORR. Data History Customer: COSEPH-LODX LYDDANE IMEI: 353518005313410 SID: 30397 Callback Time: envine Resolve 1: Other Resolve 2: NIA Resolution Detail: fable lest with customer.
Street: City County State J.Done J.Cone J.	Zip Meph Mechecketal	Vicinity: Column Column

DOCUMENT # 19 of 60

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

DOESON GELLULAR OF COORDINATE SO OF COOR

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

Fax:

Email:

County: Nelson Home: 5022490752 Work:

CBR Nbr:

Complaint Reasons:

Poor quality service Service quality/repair Customer Relations:

None

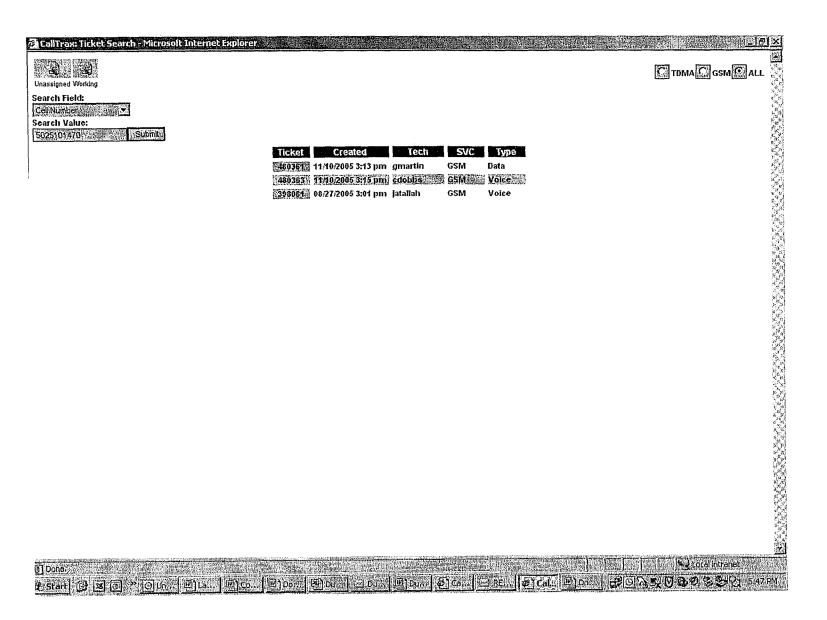
Investigator: RHODÝ_M

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.

Raymond Bryant

DOCUMENT # 52 of WE



DOCUMENT #53 of W QUESTION # 3

both pages Fuchet 480361

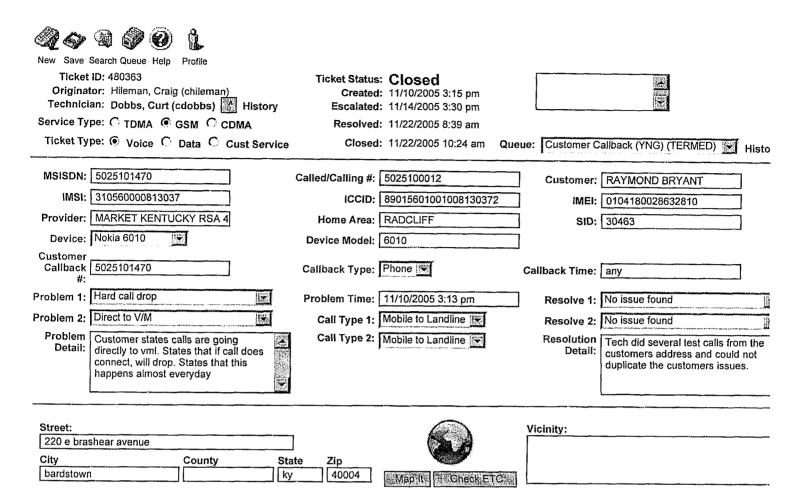
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Calling Admin Research Tools Trouble Tickets Alert Subscriptions Status New Save Search Queue Help Profile	SDB_GIG >> Ticketing Tools Subscriber Tools Summary Que Spy Export Data	
Ticket ID: 480361 Originator: Hileman, Craig (chileman) Technician: Martin, Geoff (gmartin) History Service Type: O TDMA © GSM O CDMA Ticket Type: O Voice © Data O Cust Service	Ticket Status: Closed	tue: Customer Caliback (VI.Co) (TERNED) → History
MSISDII: 5025101470 IMSI: 31058000081303Z Provider: MARKETKENTUCKY.RSA₂4 Device: Noida 6010 IP Address: 311111314111 Customer Callback # 5025101470 Problem 1: SMS not working Problem 2: N/A Problem Detail: intermitant issue with sending and intermitant issue with sending and intermitant issue with sending and inclease a numbers (502 507-7776 and 502-507, 0129) states does not have problem	ICCID: 69015601001008130372 Home Area: RADCLIFF Device Model: 6010 Username: In/a Callback Type: Rhone Ty Problem Time: 117/10/2005/3:07-pin/a/k	Customer: RAYMOND BRYANTSA. IMEI: 0104180026632810 SID: 30465 Product Type: Other State of the College of th
Street: 220 e breshear eve City County State Done Statt: 3 Sirbox Mill Documen. State	ZIp V	icinity: Local intranet Physical intrane

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DOCUMENT # 54 of 140
QUESTION # 3

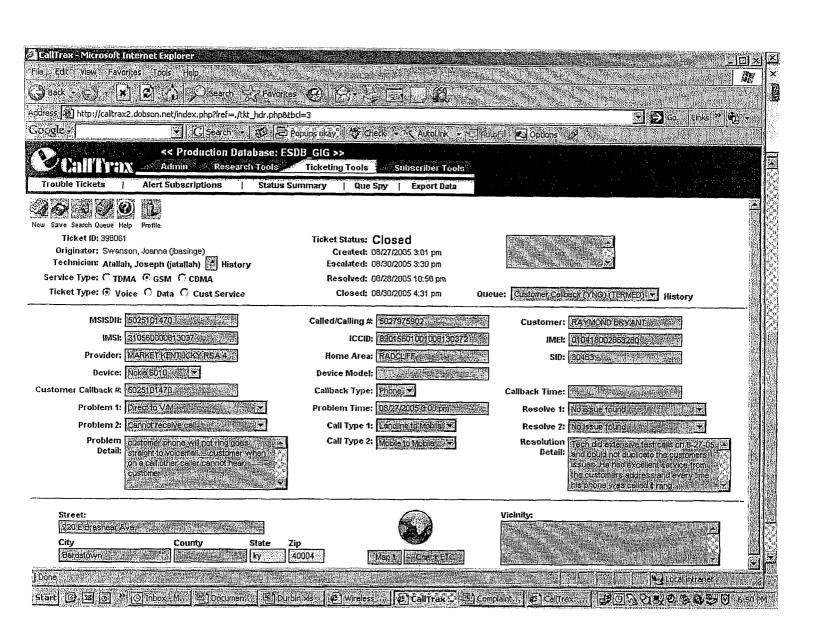
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Ticket ID: 480361 Originator: Hileman, Craig (chileman) Technician: Martin, Geoff (gmartin) Service Type: C TDMA © GSM C CDMA	Ticket Status: Closed Created: 11/10/2005 3:13 pm Escalated: 11/10/2005 3:30 pm Resolved: 11/11/2005 5:24 pm	
Ticket Type: C Voice @ Data C Cust Service	Closed: 11/11/2005 5:24 pm Que	eue: Customer Cellback (YNG) (TERMED) THistory
MSISDII: 5025101470; IMSI: 31056000813037. Provider: MARKET KENTUCKY.RSA4 Device: NekidEDIU IP Address: 311 111311111 Customer Caliback # 5025101470; Problem 1: SMS not working Problem 2: N/A Problem internitiesue with sending and reciping sms incosenses to the sequence of the	ICCID: 89015501001908130572 Home Area: RADCLEE Device Model: 6010 Username: IVA Callback Type: 91006 Problem Time: 11/10/2005 3:07.pm	Customer: RAYMOND BRYANT IME: 0104480028632610 SID: 30463 Product Type: Other Product Desc: nokie 6010 GSM phone Callback Time: say Resolve 1: provisioning Resolve 2: N/A Resolve 2: N/A Resolve 3: N/A Resolve 4: viries weypoint on each settings. Once settings are checked creatly and setting are codes.
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DOCUMENT #55 oF WOOD



DOGUMENT #56 of 64



DOCUMENT#570FVP

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 petraining 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 Gellular One

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

DOCUMENT # 58 0 F WY QUESTION # 3

Complaint:	2005-02698	Entry Date:	8/31/05	Closed Date:		Contact Type:	Hotline
Name:	Bryant, Raym	ryant, Raymond Dale		Utility:	Cellular One/U	nited Bluegrass	5
Address:	220 East Bras	Sangta da la la katalan da katalan	redult. Strate Strate	Utility Nbr:	10615	Location:	Residence
	Bardstown, K	7 40004		Utility Type:	Cellular		
County: Nelson				Reason:	Service quality/repair (Poor quality service		
Home:		Work:			(none) ((none)		
Fax:		CBR Nbr:	(502) 510-1470	Complaint re	ferred by:		
Email:					ering kalangan Kupangan kalang		
Contacted U	tility? 🗹	Spoke with:	rep.				
		Cust Relations	None:				
Utility Contact: Mary L. McCalip			i di di	Contact's	(405) 529-8992		
Preliminary Description:				Other Contacts:			
Trouble with s							
Processor;	BLACK						
See File		Case Related		Staff Referral	1	Confidential	
Info Only		Formal Form	s	Ref to Util	Ø	Customer Satisfied	Yes ⊜ No ⊙
PSC Narra	tives:		e de de la companya d	investigator:	BLACK		
Date:	8/31/05						
Customer say He at times ca	s he received a annot hear caller	new phone for I s and he is con	is service with (rected to people	Cellular 2 or 3 mo who he is not c	onths ago, and ti alling.	ne service has	been terrible.
To Çellular: (Can you please li	nvestigate and l	et me know you	r findings, Thanl	ks.		
Utility Res	ponse:	en e			h joint of the same	Marie Company	
Date:	11/7/05			and the second s			
11-8-05To⊧Ce Mary.	llular One: This	is the complain	we discussed t	oday.⊧Please ac	ld text messagin	glas a problem	: Trianks,

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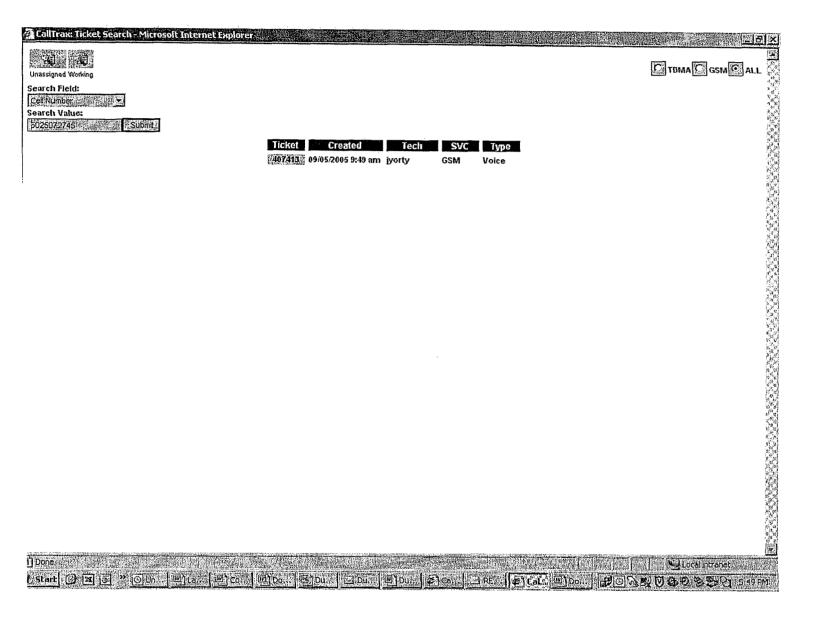
DOCUMENT # 59 of 60

QUESTION # 3

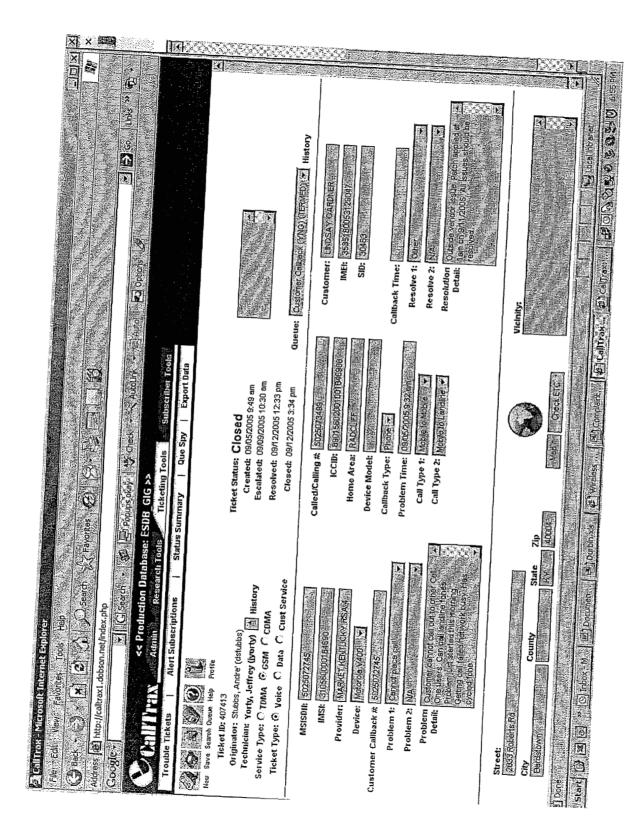
Lindsay Rhodus

DOCUMENT#60 of 66

QUESTION#



DOBSON CELLULAR
DOCUMENT # 61 of We
QUESTION # 3



DOCUMENT # 62 of 60 OUESTION # 3

Matthew Simpson

DOCUMENT # 103 of 1de

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 Gellular One

CC: The Better Business Bureau 844 S. 4th Street

Louisville, KY 40203-2186

DOESON CELLULAR
DOCUMENT # 64 of 64
OUESTION #

**Complaint pdf>> THE BETTER BUSINESS BUREAU, INC. 844 5. 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 Wineless 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@bbbkyin.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,

Theima Neuling Conciliation Department

Encl

DOBSON CELLULAR
DOCUMENT#650F 64
QUESTION#3

The Better Business Bureau, Inc. 844 S. 4th Street Louisville, KY 40203-2166 (502) 583-6546 FAX: (502) 589-9940 info@ky-in.bbb.org

COMPANY TAPO

TO, NAME: Cellular One

IDH: 2006744 MEM: yes

ADDRESS: 14201 Wireless Way Oklahoma City, OK 75134 CARE: no PHONES : (859) 544-4854 FAXS: (859) 544-5847 REPORT CODE: R

PHONE: (859) 544-4854 FAX#: (859) 544-5847

CONTACT NAME: Ms. Mary McCalap, Legal Assistant

CASE#: 23022301

CONSUMER TARO

NAME : NE. Matthew Simpson

DATE OPENED: 11/08/2005

ADDRESS: 6750 Bloomfield Road Fardstown, KY 40004

ENTERED BY: thelma

PHONEH :

FAX#:

ASSIGN TO: thelma

EMATL : xxlilmattsexxahotmail.com

CUSTOMER VERSION:

1. Recleved a bill and went to pay it. Paid the bill and money was put into ecueono elses account. 2. Coverage area represented on paper inside building is not the acutal coverage area.3, Send one text message would send it 5 to 10 move 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 vas inder my name. I was only 17 as 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 (regulres explanation)

SETTLEMENT EXPLANATION:

I would like for my termination fee to be sterminated from my account. I am currenty paying for it on a month to month bases nna if resolved would like to be refunded.

PRODUCT: Motorola /v400/Local 600

DOCUMENT # Love of COLO DOBSON CELLULAR

Item 4 (2 pages)

⊫Bardstown, KY 40004-8888

771 Hubbards Ln.

UELIVERY CUNFIRMATION NUMBER:

or call 1-800-222-1811 HECK ONE (POSTAL USE ONLY

Get the signal. 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;

PS Form 152, May 2002

Package Services parcel

(See Reverse)

First-Class Mail parce

Priority Mail "Service

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. 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,

Legal Assistant

MLM

Beth O'Donnell CC:

Executive Director

Public Service Commission

P.O. Box 615

Frankfort, KY 40602

DOBSON CELLULAR

DOCUMENT#

QUESTION #



ORIGINAL

from Dooson Canaar Systems				
7/28/06	1720103486			
(Date)	(Account No./Cellular Number)			
Joseph Durbin				
(Name of Account Holder)	(Date of Birth)			
771 Hubbards Ln	Bardstown, KY 40004-8888			
(Billing Address)	(City, State, Zip)			
authorize: Dobson Cellular System Address: 14201 Wireless Way Oklahoma City, OK 73 Phone: 405-529-8992	3134			
	of records kept in the normal course of e account for the date(s) of start of			
Public Service Commission	(name)			
P.O. Box. 615 (stree	t address/P.O. Box)			
Frankfort, KY 40602 (city, State, zi	(p)			
(Signature of Account Holder)	and the second s			
	AFTER THE DATE OF THE SIGNATURE ABOVE.			

DOCUMENT#2052

QUESTION #__

Item 5 (1 page)

