

Ernie Fletcher
Governor

LaJuana S. Wilcher, Secretary
Environmental and Public
Protection Cabinet

Christopher L. Lilly
Commissioner
Department of Public Protection

CT Corp System
KY Home Life Building
Louisville, KY 40202



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Mark David Goss
Chairman

Teresa J. Hill
Vice Chairman

September 8, 2006

RE: Case No. 2006-00401

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth O'Donnell".

Beth O'Donnell
Executive Director

BOD/jc
Enclosure



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Insight Phone
810 Seventh Avenue
New York, NY 10019

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Gregory Cameron
Director, Telecom. Legal Affairs
Insight Phone of Kentucky, LLC
810 7th. Avenue
New York, NY 10019

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Kenneth and LouAnn Schiess
1812 Millgate Road
Louisville, KY 40223-1097



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Teresa J. Hill
Vice Chairman

Honorable Theodore Walton
Attorney at Law
UAW Legal Services Plans
1939 Goldsmith Lane
Suite 117
Louisville, KY 40218

September 8, 2006

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LLC
810 7th Avenue
New York, NY 10019

CT Corp System
KY Home Life Building
Louisville, KY 40202

Insight Phone
810 Seventh Avenue
New York, NY 10019

Kenneth and LouAnn Schiess
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Louisville, KY 40223-1097

Honorable Theodore Walton
Attorney at Law
UAW Legal Services Plans
1939 Goldsmith Lane
Suite 117
Louisville, KY 40218

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KENNETH SCHIESS AND LOUANN SCHIESS)	
)	
COMPLAINANTS)	
)	
v.)	CASE NO. 2006-00401
)	
INSIGHT PHONE OF KENTUCKY, LLC)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

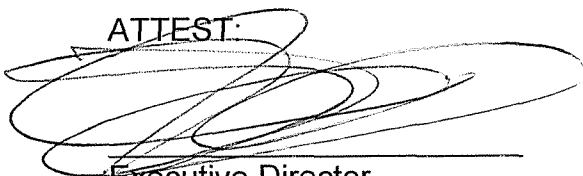
Insight Phone of Kentucky, LLC ("Insight") is hereby notified that it has been named as defendant in a formal complaint filed on August 31, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Insight is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 8th day of September, 2006.

ATTEST:



Executive Director

By the Commission

UAW LEGAL SERVICES PLANS

UAW-GM UAW-Ford UAW-DaimlerChrysler
1939 Goldsmith Lane, Suite 117, Louisville, KY 40218
Phone: (502) 456-4222 Fax: (502) 458-3457

RECEIVED

AUG 31 2006

August 29, 2006

PUBLIC SERVICE
COMMISSION

Public Service Commission
211 Sowers Blvd
P O Box 615
Frankfort KY 40602

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Case No. 2006-00401

RE: Kenneth Schiess and Louanne Schiess v. Insight Phone

To Whom It May Concern:

Please find enclosed a Complaint on behalf of Mr. and Mrs. Schiess in the above-referenced matter which I would appreciate your office filing of record with the Public Service Commission.

If you have any questions or require any additional information, please do not hesitate to contact me.

Thank you for your assistance and cooperation in this matter.

Sincerely,

Theodore Walton
Theodore Walton
Attorney at Law

Enclosure
cc: Kenneth R. Schiess

93

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

KENNETH SCHIESS AND LOUANN SCHIESS)
(Your Full Name))
COMPLAINANT)
VS.)
INSIGHT PHONE)
(Name of Utility))
DEFENDANT)

AUG 31 2006
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of KENNETH K SCHIESS respectfully shows:
(Your Full Name)

(a) LOUANN SCHIESS
(Your Full Name)

1812 MILLGATE ROAD, LOUISVILLE KY 40223-1097
(Your Address)

(b) INSIGHT PHONE
(Name of Utility)

810 SEVENTH AVENUE, NEW YORK, NY 10019
REGISTERED AGENT: CT CORP SYSTEM, KENTUCKY HOME LIFE BUILDING,
LOUISVILLE KY 40202
(Address of Utility)

(c) That: The Schiess are retirees and the only members of their
(Describe here, attaching additional sheets if necessary,

household. Their April phone bill showed seventeen (17)
the specific act, fully and clearly, or facts that are the reason

calls to the Netherlands. The Schiess have absolutely no
and basis for the complaint.)

connection to the Netherlands or anyone in the Netherlands.

These calls did not originate from their home. The Schiess

Formal Complaint

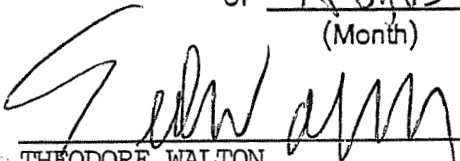
KENNETH & LOUANN SCHIESS VS. INSIGHT PHONE


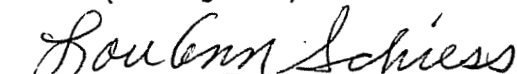
Page 2 of 2

did not authorize the calls and have no idea who made them or how.
Insight has maintained that the calls were dialed from the Schiess' phone number and refused to reverse the charges. Insight is either in error or their statements are misleading because the calls were not made from the Schiess' phone. Insight's customer service has been egregious in this matter, thereby forcing the Schiess to take extreme measures to resolve an error and/or fraud on the part of Insight Phone. Wherefore, complainant asks that the Insight Phone bill be adjusted to (Specifically state the relief desired.) accurately reflect only charges actually due.

Dated at Louisville, Kentucky, this 25 day
(Your City)

of August, 192006
(Month)


THEODORE WALTON
UAW-FORD LEGAL SERVICES PLAN
1939 GOLDSMITH LANE STE 117
LOUISVILLE KY 40218-2006
(502) 456-4222


(Your Signature)


Is your RETURN ADDRESS completed on the reverse side?

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- 1. Addressee's Address
- 2. Restricted Delivery

Consult postmaster for fee.

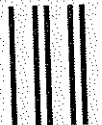
3. Article Addressed to: <i>Gregory Cameron</i> <i>Insight Phone</i> <i>810 7th Avenue</i> <i>New York, NY 10019</i> <i>J. Dudley</i>		4a. Article Number 7005 1820 0006 1154 7748
5. Signature (Addressee)		4b. Service Type <input type="checkbox"/> Registered <input type="checkbox"/> Insured <input checked="" type="checkbox"/> Certified <input type="checkbox"/> COD <input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise
6. Signature (Agent)		7. Date of Delivery <i>9/11/06</i>
		8. Addressee's Address (Only if requested and fee is paid)

Thank you for using Return Receipt Service.

PS Form 3811, December 1991 *U.S. GPO: 1992-323-402 **DOMESTIC RETURN RECEIPT**
06-401 JDC 9/8/06

UNITED STATES POSTAL SERVICE

Official Business



PENALTY FOR PRIVATE USE TO AVOID PAYMENT OF POSTAGE, \$300



Print your name, address and ZIP Code here

PUBLIC SERVICE COMMISSION

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