

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

HAZEL C. TIBBS	)	
	)	
COMPLAINANT	)	
V.	)	CASE NO. 2007-00273
	)	
1-800 RECONEX, INC. D/B/A U.S. TEL	)	
	)	
DEFENDANT	)	

O R D E R

On July 3, 2007, Hazel C. Tibbs ("Complainant") filed with the Commission a formal complaint against 1-800-RECONEX, Inc. d/b/a U.S. Tel ("U.S. Tel"), alleging that U.S. Tel had wrongfully assessed a charge of \$109.00 for a "Technician Dispatch Charge." Complainant alleges that U.S. Tel never dispatched a technician and asks that the Commission order U.S. Tel to remove the charges.

On July 11, 2007, the Commission entered an Order directing U.S. Tel to satisfy or answer the complaint. On July 25, 2007, U.S. Tel filed a notice with the Commission asserting that it had properly assessed the charges. U.S. Tel, however, stated that "in the interest of providing high quality customer service and as a courtesy to the Kentucky Public Service Commission," it had removed the \$109.00 charge from Complainant's bill.

Pursuant to 807 KAR 5:001, Section 12(5), after an offer of satisfaction by a Defendant, a Complainant's acceptance of the offer, and the Commission's approval, no

further proceedings are necessary. It appears that U.S. Tel, by removing the "Technician Dispatch Charge," has offered to satisfy the matters in the complaint. As of the date of this Order, the Commission has received nothing from the Complainant to indicate whether she will accept or reject U.S. Tel's offer of satisfaction.

IT IS THEREFORE ORDERED that:

1. Within 10 days of the date of this Order, Complainant shall file with the Commission notice of his acceptance or rejection of U.S. Tel's offer of satisfaction.
2. If no such filing is received, the complaint shall be considered satisfied, and this case shall be closed by further Order.

Done at Frankfort, Kentucky, this 13<sup>th</sup> day of August, 2007.

By the Commission

ATTEST:



Executive Director