

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 for a "Technician Dispatch Charge." Complainant alleged that U.S. Tel never dispatched a technician and asked that the Commission order U.S. Tel to remove the charge.

On July 11, 2007, the Commission ordered 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 charge. 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 charge from Complainant's bill. On August 13, 2007, the Commission ordered Complainant to inform the Commission within 10 days of the date of the Order whether she had accepted or rejected U.S. Tel's

offer of satisfaction. The 10-day period expired on August 23, 2007 and, as of the date of this Order, Complainant has made no filing with the Commission.

IT IS THEREFORE ORDERED that this case is dismissed with prejudice as satisfied.

Done at Frankfort, Kentucky, this 7th day of September, 2007.

By the Commission

ATTEST:


Executive Director