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COMMISSION

July 19, 2007

Beth O'Donnell, Executive Secretary
Kentucky Public Service Commission
211 Sower Blvd
P.O. Box 615
Frankfort, KY 40602-0615

RE: Tibbs vs. 1-800-RECONEX, Inc., d/b/a USTel; Case No. 2007-00273

Dear Ms. O'Donnell:

1-800-RECONEX, Inc., d/b/a USTel ("USTel") is in receipt of the Commission's *Order to Satisfy or Answer* dated July 11, 2007, in the above referenced case. In the accompanying Complaint of the Commission's correspondence, Hazel C. Tibbs asks for relief by having the \$109.00 technician dispatch fee charge incurred on June 15, 2007, removed from her account.

USTel provides service via an interconnection agreement with BellSouth. That agreement, as approved by the Kentucky Public Service Commission, stipulates that BellSouth will provide all facilities services, including repair services.

Customer Tibbs reported "**no dial tone**" on 6/14/07. USTel coordinated a field technician visit with Bellsouth for 6/15/07. On 6/18/07 Bellsouth provided the following closeout information for the visit: "**No trouble found, charges apply**". Our Kentucky Public Service Commission approved tariff at section 5.1. states: *Technician Dispatch Charge: A separate technician dispatch charge applies ...when a visit to the customer's premises is necessary to isolate a problem reported to the company but identified by the company's technician as attributable to customer-provided equipment or inside wire.* The fee is documented at section 5.1.5 as \$109.00.

Please note the informal complaint indicates "BellSouth found the problem". It is BellSouth that declared "no trouble found". Thus, BellSouth has declared the situation both ways, and in both ways in their favor. BellSouth should be held responsible to explain their dual declaration. Reconex/USTel is not empowered by our interconnection agreement to dispute the declaration of the field technician. The net effect of BellSouth's actions is they gained a customer from USTel and charged us \$109.00 for the privilege.

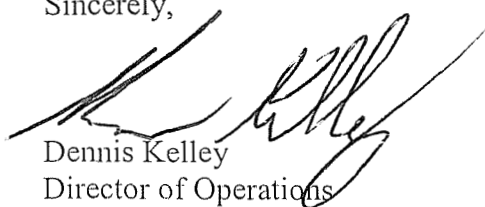
Based on the foregoing, the field technician fee is a valid charge. However, in the interest of providing high quality customer service and as a courtesy to the Kentucky Public Service Commission, we have removed the charge from Customer Tibbs' account. We trust this will resolve the matter to the satisfaction of all parties.

USTel, PO BOX 9, Hubbard, OR 97032
Sales 800.418.6025 www.ustel.com

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Should you have any questions or concerns, please do not hesitate to contact me directly at (503) 982-5578 or dennis.kelley@reconex.com.

Sincerely,



Dennis Kelley
Director of Operations