

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEFFREY MICHAEL BACH)
)
 COMPLAINANT)
)
 v.) CASE NO. 2007-00274
)
 1-800 RECONEX, INC. D/B/A U. S. TEL)
)
 DEFENDANT)

ORDER TO SATISFY OR ANSWER


1-800 Reconex, Inc. d/b/a U.S. Tel ("U.S. Tel") is hereby notified that it has been named as defendant in a formal complaint filed on July 3, 2007, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, U.S. Tel 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 11th day of July, 2007.

ATTEST:


Executive Director

By the Commission

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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Jeffrey Michael Bach
(Your Full Name)
COMPLAINANT

VS.
U.S. Tel
(Name of Utility)
DEFENDANT

RECEIVED
JUL 3 2007
PUBLIC SERVICE
COMMISSION

Case No.
2007-00274

COMPLAINT

The complaint of Jeffrey Michael Bach
(Your Full Name) respectfully shows:

(a) Jeffrey Michael Bach
(Your Full Name)

388 Windy Oaks Circle
(Your Address)

(b) U.S. Tel
(Name of Utility)

P.O. Box 9 Hubbard, OR 97032
(Address of Utility)

(c) That: My wife called U.S. Tel in March about
(Describe here, attaching additional sheets if necessary,

a bad dial tone. They gave her steps to complete
the specific act, fully and clearly, or facts that are the reason

and if the line was still bad to call back and they
and basis for the complaint.)

would get a tech out. She didn't call back, but U.S. Tel
sent a tech and charged us \$109. I printed our cell

Formal Complaint

Jeffrey Michael Bach vs. U.S. Tel

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phone bills and home phone ^{bill} and it is not on there where we called a 2nd time. I asked Isreal at U.S. Tel if it was recorded where we called and he said no. If they show on their records the number we called a 2nd time to show proof I will pay the fee. You can view my credit report and see I pay all bills I have ever owed

Wherefore, complainant asks That U.S. Tel takes that
(Specifically state the relief desired.)

\$109 fee off my bill and don't report me
to a collections agency.

Dated at Richmond, Kentucky, this 2 day
(Your City)

of July, 2007
(Month)

Jeff M. Bach
(Your Signature)

(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good

cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
vs.) No. _____
(Insert name of each defendant)) (To be inserted by
Defendant) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19 _____.

(Name of each complainant)

(Name and address of attorney,
if any)