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July 19, 2007

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

RE: Bach vs. 1-800-RECONEX, Inc., d/b/a USTel; Case No. 2007-00274

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, Jeffrey Michael Bach asks for relief by having the \$109.00 technician dispatch fee charge removed from his account and not report him to any collection agencies.

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 Bach's claim is he did not authorize the field technician visit. The following note is recorded on Customer Bach's account on 3//28/07 at 08:58:58 pacific time: **cust states that when trying to make a call it rings in but then disc....and incoming calls rings once and stops....cust has railed and checked nid....and same there...will accept trip fee....will accept trip fee....CB#859-771-4763....thanks.** Notes on customer accounts are time-and-date stamped and cannot be edited. This is the most reasonable documentation that can be provided and it includes a call back (CB) number.

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.

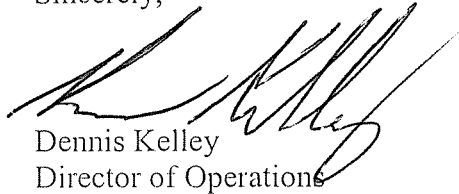
Customer Bach did request a field technician on 3/28/07 and was advised of the potential fee. The field technician determined the problem was inside wire or equipment and Customer Bach does not dispute this fact. Customer Bach is responsible for the technician dispatch charge.

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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 Bach's account and have not reported Customer Bach to any collection agencies. We trust this will resolve the matter to the satisfaction of all parties.

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