

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THOMAS DEAN STAUFFER	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2007-00399
	)	
BRANDENBURG TELEPHONE COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Brandenburg Telephone Company ("Brandenburg") is hereby notified that it has been named as defendant in a formal complaint filed on September 11, 2007, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Brandenburg 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 19th day of September, 2007.

ATTEST:



Executive Director

By the Commission

gs

2007-399

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

THOMAS DEAN STAUFFER

COMPLAINANT

VS.

BRANDENBURG TELEPHONE COMPANY

DEFENDANT

COMPLAINT

RECEIVED

SEP 11 2007

PUBLIC SERVICE COMMISSION

The complaint of THOMAS DEAN STAUFFER respectfully shows:

- (a) THOMAS DEAN STAUFFER  
420 BLEVINS RD  
PAYNEVILLE, KY 40157
- (b) BRANDENBURG TELEPHONE COMPANY  
P. O. BOX 599  
BRANDENBURG, KY 40108-0599
- (c) That: The Defendant has willfully defied an informal ruling from the Commission and demanded, extorted and stole payments made by the Complainant and his wife Ilissa Louise Stauffer, clearly marked and intended to pay their own bill. The resulting harassment resulted in the complainant's wife being institutionalized for a mental breakdown after trying to pay one months bill and being told she had to pay the last three months that we had already paid. (See exhibit L) I have been refused phone service until my son's bill is paid even though I had nothing to do with that bill and the defendants refuse to discuss the bill with me, admitting that my name was not on it.

## Formal Complaint

Thomas D. Stauffer vs. Brandenburg Telephone Company

Page 2 of 5

I stopped payment on the check she paid on August 9, 2007, because they have been applying our payments to the wrong account and now they want to charge more fees. (See Exhibit N) First they steal from you then they charge you late fees and return check fees. I have no problem paying my bill, as long as they give proof that they applied it to my Account, not someone else's.

To two older people with serious health problems, having phone service isn't a luxury, but a medical necessity. We have been loyal customers of Brandenburg Telephone since 1991.

In the rural area that we live, Brandenburg Telephone has a monopoly on phone service. There is no cable down our county road and the only high speed Internet service is by satellite, and it isn't reliable enough to get Internet phone service.

### BACKGROUND

1. The bill in question is for 270 496-4992. This number used to be my parent's number until they passed away. David, our son, was living with his grandparents to help with driving them places, so he wanted to keep the same number. My wife, Ilissa, was a signee on their account because my dad was deaf and my mother had Alzheimer's disease, so she acted as power of attorney in their behalf. In her mental disability (See Exhibit M), she believed that she was only acting as "Power of Attorney" when she signed on David's phone service. David was working Days and had no way to take care of business at the Phone Company himself.

## Formal Complaint

Thomas D. Stauffer vs. Brandenburg Telephone Company

Page 3 of 5

2. When David, his fiancée, Stacy Kelly and her Dad started running up long distance charges, My wife and I went to the Phone Company and paid the \$80.00 bill and tried to get her name off of the bill. The defendants refused to take her name off of the bill. Had they done so she wouldn't have been liable in any way!
3. In May, 2007, David lost his job and couldn't pay his bill. So the defendants transferred his entire balance to our account as of June 1, 2007. See copies of bills attached, exhibits A - K. That is when I first called the Public Service Commission. They told the defendants that they couldn't combine the two bills but they refused to capitulate. The Commission told me to keep paying our part of the bill and they couldn't shut our phone off. That didn't stop them from making threatening calls anyway. Even if we paid by the due date, we still got threatening letters and phone calls. (See Exhibits F, G & H for the month of July)
4. Since the bill was transferred to our phone account, the defendants have made no attempt to bill or otherwise collect from the principals on the original account. They would rather aggressively pursue a Legally disabled person than go after a young person. (See Exhibit M) My wife never lived where 270 496-4992 was connected and therefore never benefited from the service.
5. We made sure that our checks had our phone number on the memo sections, 270 496-4836. See exhibits D & H. But because of their combining the accounts our payments were credited to 270 496-4992. Note: Because the accounts are combined, we can't see that they are applying the payments to our account. We only get a balance forward.

## Formal Complaint

Thomas D. Stauffer vs. Brandenburg Telephone Company

Page 4 of 5

6. On August 29, 2007, My wife Ilissa went by to pay our normal bill. They refused to take the \$30.00 claiming that we owed over \$90.00 on our bill. They put her in a room with Toby. She suffers from Social and Authority Anxiety especially from men. He forced, coerced or otherwise intimidated her into signing some sort of Promissory note for the balance. I don't have all the specifics because in violation of contract law they didn't give her a copy and refused to give me a copy either. This was too much for her to handle and caused her to be admitted to Communicare Adult Crisis center, under suicide watch. (See Exhibit L) I stopped payment on the check that she wrote because until this mess is corrected we have no way to know what they are doing with our payment.
7. Because the Defendant refuses to abide by the law and ruling of the Commission, a simple act of paying a bill turned into a life and death situation for my wife. Because she was harmed as a result of the theft of our phone payments, I am asking the Commission to treat this as an assault or at the very least a criminal act!

Wherefore, complainant asks for relief from the matter of the bill for 270 496-4992, and that he be granted phone service in his own name, without deposit or bond, and that all moneys applied to 4992 be credited back to our bill 4836. That any and all promissory notes signed by Ilissa Louise Stauffer be made null and void, including any liability for service at 400 Blevins Rd. 270 496-4992 as her disability precluded her from understanding said contracts. To refund any and all late fees and returned check fees. And grant punitive damages in the amount of \$3000.00 for the harm done to Ilissa Stauffer and her family as a result of the defiance of the previous order to separate the accounts and the misapplication of payments to the wrong account.

Formal Complaint

Thomas D. Stauffer vs. Brandenburg Telephone Company

Page 5 of 5

Dated at Payneville, Kentucky, this 9<sup>th</sup> day

Of September, 2007

  
THOMAS D. STAUFFER

**Exhibit A**

**BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108**

**ACCOUNT #  
5/01/07 496-4926-2**

Note: Prev. Balance

PREVIOUS BALANCE DUE IMMEDIATELY		<b>(.00)</b>
REGULATED SERVICES	24.52	
OTHER SERVICES	1.00	
TAX ON REG & O/S		
COST RECOVERY TAX	.19	
SCHOOL	.50	
STATE	1.47	
FEDERAL	.73	
TOTAL REG O/S & TAX	28.41	
TOLL CHARGES - SEE DETAIL		<b>(.00)</b>

6  
7364

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



Amount of Bill Approx **30**

PAY THIS AMOUNT ON OR BEFORE 5/22/07	<b>(28.41)</b>
PAY THIS AMOUNT AFTER 5/22/07	<b>(30.95)</b>

Any previous balance is due pursuant to original due date

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharge	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.80	.80
Number Portability Charge	1	.35	.35
PIC-MCI TELECOMMUNICATIONS CO			
<b>CURRENT MONTH CHARGE</b>			<b>24.52</b>

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
\* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
\* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
\*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
<b>CURRENT MONTH CHARGE</b>			<b>1.00</b>

FOR BILLING INQUIRIES CALL (270) 422-2121

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT # 496-4836  
 5/01/07

**TOLL DETAIL**

		INTRA CALLING AREA						496-4836	
		270-422-2121							
		ITEMIZED DETAIL							
	NO	DATE	TIME	PLACE CALLED	AREA NUMBER	TYPE	MIN	AMOUNT	TX
6	1	3/29/07	11:19AM	DA	270-411-0000	A	1.0 E	.00	#
7365	TOTAL PRE TAX		REC TAX /	SCH. TAX /	STATE TAX /	FED. TAX	TOTAL WITH TAX		
		.00	.00	.00	.00	.00	.00		

BRANDENBURG TELEPHONE CO  
 BRANDENBURG, KY 40108

ACCOUNT # 496-4836  
 5/01/07

VIEW YOUR BILL ONLINE AND/OR PAY  
 YOUR BILL ONLINE AT WWW.BYTEL.COM  
 OR PAY BY PHONE AT 1-877-276-6597

TO INSURE PROPER CREDIT, PLEASE RETURN THIS PORTION WITH PAYMENT.

PAY THIS AMOUNT ON OR BEFORE 5/22/07 28.41  
 PAY THIS AMOUNT AFTER 5/22/07 30.95

ILISSA STAUFFER  
 420 BLEVINS RD  
 PAYNEVILLE KY 40157-



SEND PAYMENT TO  
 BRANDENBURG TELEPHONE CO  
 200 TELCO DRIVE  
 P O Box 599  
 BRANDENBURG, KY 40108-0599

Exhibit B

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

COUNTER RECEIPT

Telephone Number (270) 496-4836 Check Digit 7 Status A BOF Date 5/16/07

Customer 16021 Stmt 1 ILISSA STAUFFER

Deposit

UnReg Deposit

Advance Pmt

Unreg Adv Pmt

Material

Tax

Comment

Payment 28.41

.00  
.00  
.00  
.00  
.00

check

Total Amount 28.41

FOR BILLING INQUIRIES CALL (270) 422-2121

JIS

# Exhibit C

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT #  
 6/01/07 496-4836 A

PREVIOUS BALANCE DUE IMMEDIATELY 166.30

REGULATED SERVICES	45.44
OTHER SERVICES	2.00
TAX ON REG & O/S	
COST RECOVERY TAX	.36
SCHOOL	.90
STATE	2.72
FEDERAL	1.36
TOTAL REG O/S & TAX	52.78
TOLL CHARGES - SEE DETAIL	35.11

166.30

35.11

22.72

224 13

446-4992

3  
7436

ILISSA STAUFFER  
 420 ELEVINS RD  
 PAYNEVILLE KY 40157-



22.72

4464836

PAY THIS AMOUNT ON OR BEFORE 6/25/07 254.19

PAY THIS AMOUNT AFTER 6/25/07 256.73

Any previous balance is due pursuant to original due date

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharge	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.80	.80
Number Portability Charge	1	.35	.35
Disc Prorate 1 Party Res	1		5.60
Disc Prorate Calling Number &	1		7.50
Disc Prorate KY TRS/TAP Surcha	1		.09
Disc Prorate Subscriber Line C	1		6.50
Disc Prorate Kentucky Lifeline	1		.08
Disc Prorate Federal Universal	1		.80
Disc Prorate Number Portabilit	1		.35
PIC-MCI TELECOMMUNICATIONS CO			
<b>CURRENT MONTH CHARGE</b>			<b>45.44</b>

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
 \* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
 \* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
 \*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
Disc Prorate Meade Co 911 Serv	1		1.00
<b>CURRENT MONTH CHARGE</b>			<b>2.00</b>

Not  
Dues

FOR BILLING INQUIRIES CALL (270) 422-2121

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

ACCOUNT #  
6/01/07 496-4836

TOLL DETAIL

3  
7437

MCI 222  
800-644-3333

Not our Acct

NO	DATE	TIME	PLACE CALLED	ITEMIZED DETAIL		MIN	496-4992	
				AREA NUMBER	TYPE		AMOUNT	TX
1	4/05/07	4:36PM	LOUISVILLE KY	502-457-2018	A	2.0	2.38	#
2	4/16/07	7:02PM	LOUISVILLE KY	502-533-0262	A	1.0	1.19	#
3	4/17/07	10:08PM	LOUISVILLE KY	502-551-7740	A	1.0	1.19	#
4	4/19/07	6:52PM	LOUISVILLE KY	502-396-3157	A	1.0	1.19	#
5	4/22/07	4:53PM	LOUISVILLE KY	502-456-2835	A	1.0	1.19	#
6	4/24/07	2:17PM	LOUISVILLE KY	502-807-6613	A	1.0	1.19	#
TOTAL PRE TAX		REC TAX	SCH. TAX	STATE TAX	FED. TAX	TOTAL WITH TAX		
8.33		.00	.25	.50	.00	9.08		

MCIC  
877-682-9258

Not our Acct

NO	DATE	TIME	PLACE CALLED	ITEMIZED DETAIL		MIN	496-4992	
				AREA NUMBER	TYPE		AMOUNT	TX
1	4/10/07	10:40AM	PAYNEVILLE KY	270-496-4992	D	2.0	2.56	#
			RUSSELLVL KY	270 726-4781				
2	4/10/07	6:23PM	PAYNEVILLE KY	270-496-4992	D	9.0	4.52	#
			RUSSELLVL KY	270 726-4781				
3	4/11/07	8:40AM	PAYNEVILLE KY	270-496-4992	D	8.0	4.24	#
			RUSSELLVL KY	270 726-4781				
4	5/02/07	3:27PM	PAYNEVILLE KY	270-496-4992	D	6.0	12.56	#
			LOUISVILLE KY	502 458-9242				
TOTAL PRE TAX		REC TAX	SCH. TAX	STATE TAX	FED. TAX	TOTAL WITH TAX		
23.88		.00	.72	1.43	.00	26.03		

BRANDENBURG TELEPHONE CO  
BRANDENBURG, KY 40108

ACCOUNT #  
6/01/07 496-4836

VIEW YOUR BILL ONLINE AND/OR PAY  
YOUR BILL ONLINE AT WWW.BRTTEL.COM  
OR PAY BY PHONE AT 1-877-276-6597

TO INSURE PROPER CREDIT, PLEASE RETURN THIS PORTION WITH PAYMENT.

PAY THIS AMOUNT ON OR BEFORE	6/25/07	254.19
PAY THIS AMOUNT AFTER	6/25/07	256.73

ILISSA STAUFFER  
420 BLRVINS RD  
PAYNEVILLE KY 40157-



SEND PAYMENT TO  
BRANDENBURG TELEPHONE CO  
200 TELCO DRIVE  
P O BOX 599  
BRANDENBURG, KY 40108-0599

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

Exhibit D

COUNTER RECEIPT

Telephone Number (270) 496-4836 Check Digit 7 Status A BOP Date 6/27/07  
 Customer 16021 Stmt 1 ILISSA STAUFFER  
 Deposit  
 UnReg Deposit  
 Advance Pmt  
 Unreg Adv Pmt  
 Material  
 Tax

Comment

Payment 30.95

.00  
.00  
.00  
.00  
.00

*Cont*

*OK*

Total Amount 30.95  
FOR BILLING INQUIRIES CALL (270) 422-2121

CheckImage

Page 1 of 1

*Cont*

THOMAS D. STAUFFER  
ILISSA L. STAUFFER  
420 BILVING ROAD  
PAYNEVILLE, KY 40157

19-7700-2808 982

June 27 2007 *Check*

*Brandenburg Telephone* \$30.95  
*Thirty and 95/100*

FIRST FEDERAL SAVINGS BANK  
WWW.FFSBKY.COM

*270 496 4836* *Thomas D. Stauffer*

Front

Pay to the order of  
Jessie County Bd  
73-124 Brandenburg, KY  
Brandenburg Telephone

Exhibit E

## Brandenburg Telephone Company

200 Telco Drive  
P.O. Box 599  
Brandenburg, KY 40108  
270-422-2121 270-351-4466 270-877-2113

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157

06/26/2007

RE: 016021 01 Amount Past Due: \$256.73 Phone: 270 496-4836

This is a friendly reminder that your bill in the amount of \$256.73 is unpaid. Payment must be received in our office by 07/05/2007. If your account is still unpaid by this date, we are required to send a serviceperson to your premises to either collect the bill or disconnect your service. A \$22.00 collection charge will apply if the serviceperson is dispatched.

If your service is disconnected, it will be necessary for you to pay all amounts due, plus restoration of service charges.

The termination date will not be affected by receipt of any subsequent bill. You have the right to dispute the reasons for termination.

If payment of this past due amount has been made, please disregard this notice, and thank you very much. We appreciate your business.

Brandenburg Telephone Co.

Exhibit F

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

ACCOUNT #  
7/01/07 496-4836 A

PREVIOUS BALANCE DUE IMMEDIATELY **225.78**

REGULATED SERVICES	24.52
OTHER SERVICES	1.00
TAX ON REG & O/S	
COST RECOVERY TAX	.19
SCHOOL	.50
STATE	1.47
FEDERAL	.73
TOTAL REG O/S & TAX	28.41
TOLL CHARGES - SEE DETAIL	2.59

1  
7405

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



PAY THIS AMOUNT ON OR BEFORE 7/23/07 256.78  
PAY THIS AMOUNT AFTER 7/23/07 259.32

Any previous balance is due pursuant to original due date

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharge	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.80	.80
Number Portability Charge	1	.35	.35
PIC-MCI TELECOMMUNICATIONS CO			
CURRENT MONTH CHARGE			24.52

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
\* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
\* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
\*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
CURRENT MONTH CHARGE			1.00

FOR BILLING INQUIRIES CALL (270) 422-2121

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT #  
~~7/01/07 496-4836-2~~

TOLL DETAIL

		MCI 222						NOT our Bill	
		800-444-3333						(496-4992)	
		ITEMIZED DETAIL							
	NO	DATE	TIME	PLACE CALLED	AREA NUMBER	TYPE	MIN	AMOUNT	TAX
1	1	5/12/07	11:31AM	LOUISVILLE KY	502-376-9994	A	1.0	1.19	#
7406	2	5/13/07	4:39PM	LOUISVILLE KY	502-551-7740	A	1.0	1.19	#
TOTAL PRR TAX		REC TAX / SCH. TAX /		STATE TAX / FED. TAX		TOTAL WITH TAX			
2.38		.00 .07		.14 .00		2.59			

BRANDENBURG TELEPHONE CO  
BRANDENBURG, KY 40108

ACCOUNT #  
7/01/07 496-4836

VIEW YOUR BILL ONLINE AND/OR PAY  
YOUR BILL ONLINE AT WWW.NETEL.COM  
OR PAY BY PHONE AT 1-877-276-6597

TO INSURE PROPER CREDIT, PLEASE RETURN THIS PORTION WITH PAYMENT.

PAY THIS AMOUNT ON OR BEFORE	7/23/07	256.78
PAY THIS AMOUNT AFTER	7/23/07	259.32

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



SEND PAYMENT TO  
BRANDENBURG TELEPHONE CO  
200 TELCO DRIVE  
P O Box 599  
BRANDENBURG, KY 40108-0599

# Exhibit H

THOMAS D. STAUFFER  
 ILISSA L. STAUFFER  
 420 HLEVINS ROAD  
 PAYNEVILLE, KY 40157

73-7828-8828 994

July 23, 2007

Brandonburg Phone \$ 31.00

Thirty One

FIRST FEDERAL SAVINGS BANK  
 WWW.FFSBKY.COM

466-4636

Ilissa L. Stauffer

Front

ENDORSE 1

Pay to the Order of  
 MEASURES COUNTY BANK  
 73-133  
 Brandonburg, KY 73-133  
 Brandonburg Telephone Co.

Back

## Exhibit G

## Brandenburg Telephone Company

200 Telco Drive  
P.O. Box 599  
Brandenburg, KY 40108  
270-422-2121 270-351-4466 270-877-2113

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157

07/24/2007

RE: 016021 01 Amount Past Due: \$228.32 Phone: 270 496-4836

This is a friendly reminder that your bill in the amount of \$228.32 is unpaid. Payment must be received in our office by 07/30/2007. If your account is still unpaid by this date, we are required to send a serviceperson to your premises to either collect the bill or disconnect your service. A \$22.00 collection charge will apply if the serviceperson is dispatched.

If your service is disconnected, it will be necessary for you to pay all amounts due, plus restoration of service charges.

The termination date will not be affected by receipt of any subsequent bill. You have the right to dispute the reasons for termination.

If payment of this past due amount has been made, please disregard this notice, and thank you very much. We appreciate your business.

Brandenburg Telephone Co.

# Exhibit I

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT #  
 8/01/07 496-4836 A

PREVIOUS BALANCE DUE IMMEDIATELY

**228.32**

REGULATED SERVICES	24.49
OTHER SERVICES	1.00
TAX ON REG & O/S	
COST RECOVERY TAX	.19
SCHOOL	.50
STATE	1.47
FEDERAL	.73
TOTAL REG O/S & TAX	28.38
TOLL CHARGES - SEE DETAIL	.00

3  
 7275

ILISSA STAUFFER  
 420 BLEVINS RD  
 PAYNEVILLE KY 40157-



PAY THIS AMOUNT ON OR BEFORE 8/22/07 256.70  
 PAY THIS AMOUNT AFTER 8/22/07 259.24

Any previous balance is due pursuant to original due date

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharge	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.77	.77
Number Portability Charge	1	.35	.35
PIC-MCI TELECOMMUNICATIONS CO			
CURRENT MONTH CHARGE			24.49

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
 \* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
 \* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
 \*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
CURRENT MONTH CHARGE			1.00

FOR BILLING INQUIRIES CALL (270) 422-2121

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

ACCOUNT #  
8/01/07 496-4836

TOLL DETAIL

INTRA CALLING AREA  
270-422-2121

3  
7276

NO	DATE	TIME	PLACE CALLED	ITEMIZED DETAIL AREA NUMBER	TYPE	MIN	496-4836 AMOUNT	TX
1	7/10/07	1:41PM	DA	270-411-0000	A	2.0 E	.00	#
2	7/19/07	2:14PM	DA	270-411-0000	A	1.0 E	.00	#
TOTAL PRE TAX		REC TAX /	SCH. TAX /	STATE TAX /	FED. TAX	TOTAL WITH TAX		
.00		.00	.00	.00	.00	.00		

BRANDENBURG TELEPHONE CO  
BRANDENBURG, KY 40108

ACCOUNT #  
8/01/07 496-4836

VIEW YOUR BILL ONLINE AND/OR PAY  
YOUR BILL ONLINE AT WWW.BSTEL.COM  
OR PAY BY PHONE AT 1-877-276-6597

TO INSURE PROPER CREDIT, PLEASE RETURN THIS PORTION WITH PAYMENT.

PAY THIS AMOUNT ON OR BEFORE	8/22/07	256.70
PAY THIS AMOUNT AFTER	8/22/07	259.24

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



SEND PAYMENT TO  
BRANDENBURG TELEPHONE CO  
200 TELCO DRIVE  
P O Box 599  
BRANDENBURG, KY 40108-0599

Exhibit J

Brandenburg Telephone Company

200 Telco Drive

P.O. Box 599

Brandenburg, KY 40108

270-422-2121 270-351-4466 270-877-2113

ILISSA STAUFFER

420 BLEVINS RD

PAYNEVILLE

KY 40157

08/23/2007

RE: 016021 01 Amount Past Due: \$259.24

Phone: 270 496-4836

This is a friendly reminder that your bill in the amount of \$259.24 is unpaid. Payment must be received in our office by 08/29/2007. If your account is still unpaid by this date, we are required to send a serviceperson to your premises to either collect the bill or disconnect your service. A \$22.00 collection charge will apply if the serviceperson is dispatched.

If your service is disconnected, it will be necessary for you to pay all amounts due, plus restoration of service charges.

The termination date will not be affected by receipt of any subsequent bill. You have the right to dispute the reasons for termination.

If payment of this past due amount has been made, please disregard this notice, and thank you very much. We appreciate your business.

Brandenburg Telephone Co.

Exhibit K

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT # 0  
 9/01/07 496-4836 A

PREVIOUS BALANCE DUE IMMEDIATELY 229.24

REGULATED SERVICES	24.49
OTHER SERVICES	1.00
TAX ON REG & O/S	
COST RECOVERY TAX	.19
SCHOOL	.50
STATE	1.47
FEDERAL	.73
TOTAL REG O/S & TAX	28.38
TOLL CHARGES - SEE DETAIL	.93

2  
 7277

ILISSA STAUFFER  
 420 BLEVINS RD  
 PAYNEVILLE KY 40157-



PAY THIS AMOUNT ON OR BEFORE 9/25/07 258.55  
 PAY THIS AMOUNT AFTER 9/25/07 261.18

Any previous balance is due pursuant to original due date

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharges	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.77	.77
Number Portability Charge	1	.35	.35
PIC-NCI TELECOMMUNICATIONS CO			
<b>CURRENT MONTH CHARGE</b>			<b>24.49</b>

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
 \* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
 \* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
 \*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
<b>CURRENT MONTH CHARGE</b>			<b>1.00</b>

FOR BILLING INQUIRIES CALL (270) 422-2121

**BRANDENBURG TELEPHONE COMPANY**  
**BRANDENBURG, KENTUCKY 40108**

ACCOUNT # 496-4836  
9/01/07

TOLL DETAIL

INTRA CALLING AREA  
270-422-2121

ITEMIZED DETAIL

NO	DATE	TIME	PLACE CALLED	AREA NUMBER	TYPE	MIN	AMOUNT	TX
1	8/06/07	3:30PM	NDA	270-411-0000	A	2.0	.85	#
TOTAL PRE TAX							.85	
		REC TAX /	SCH. TAX /	STATE TAX /	FED. TAX	TOTAL WITH TAX		
		.00	.03	.05	.00	.93		

BRANDENBURG TELEPHONE CO  
BRANDENBURG, KY 40108

ACCOUNT # 496-4836  
9/01/07

VIEW YOUR BILL ONLINE AND/OR PAY  
YOUR BILL ONLINE AT WWW.BSTEL.COM  
OR PAY BY PHONE AT 1-877-276-6597

TO INSURE PROPER CREDIT, PLEASE RETURN THIS PORTION WITH PAYMENT.

PAY THIS AMOUNT ON OR BEFORE	9/25/07	258.55
PAY THIS AMOUNT AFTER	9/25/07	261.18

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



SEND PAYMENT TO  
BRANDENBURG TELEPHONE CO  
200 TELCO DRIVE  
P O Box 599  
BRANDENBURG, KY 40108-0599

EXHIBIT L AVAILABLE UPON REQUEST

EXHIBIT M AVAILABLE UPON REQUEST

Exhibit N

**BRANDENBURG TELEPHONE COMPANY**

200 Telco Drive  
PO Box 699  
Brandenburg, KY 40108  
270-422-2121

SEPTEMBER 05, 2007

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-

RE: 496 4836

Dear Subscriber:

This letter is to inform you that your check for \$30.00 has been returned by your bank marked "Payment Stopped".

We must insist that this check and \$10.00 returned check charge be paid by 9/12/07 . This amount must be paid by cash, certified check or money order.

If payment is not received within the specified time, your service may be terminated.

Sincerely,

*Katrina J. Benham*  
Katrina J. Benham