



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James Gardner
Vice-Chairman

John W. Clay
Commissioner

March 9, 2009

Kymberly J Kane
4331 Mercedes Drive
South Fulton, Tennessee 38257

RE: 2009-00070

Dear Ms: Kane

This is in response to your letters received on February 26, 09 regarding your concerns in the case referenced above. Your letter is being treated as an official protest and will be placed in the case file of this proceeding. The Commission will take your concerns into consideration in its review and decision in this matter.

If you wish to participate further in the proceeding, you must request, in writing, **“full intervention”** with the Commission within 10 days of receiving this letter.

You may view all documents filed in this case on the Commission’s website at <http://psc.ky.gov>.

Thank you for your letter of interest and concern in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Olson".

Executive Director

JD/TW

cc: Parties of Record

Formal Complaint Form
COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Kymerly J. Kane
(Your Full Name)

COMPLAINANT

VS.

AT&T
(Name of Utility)

DEFENDANT

2009-70

COMPLAINT

The complaint of Kymerly J. Kane respectfully shows:
(Your Full Name)

(a) Kymerly J. Kane
(Your Full Name)

4331 Mercedes Drive, South Fulton, TN 38257
(Your Address)

(b) AT&T
(Name of Utility)

P.O. Box 538641, Atlanta, GA 30353
(Address of Utility)

(c) That: cellular service was not provided during the recent
(Describe here, attaching additional sheets if necessary,
ice storm that occurred on January 26th & January 27th (2009)
the specific act, fully and clearly, or facts that are the reason
and subsequent days thereafter. I am a real estate
and basis for the complaint.)
agent in Fulton, KY and rely primarily on my cellular

Continued on Next Page

Formal Complaint

_____ vs. _____

Page 2 of 2

Service to transact business. Without cellular service, I
 was not able to conduct business. (AT&T Account # 837458210.)
 The cellular number associated with this complaint is
 (731)335-1487.

Wherefore, complainant asks for reimbursement of payment of
 (Specifically state the relief desired.)
 services rendered but not received.

Dated at Fulton, Kentucky, this 26th day
 (Your City)
 of February, 2009.
 (Month)

Kimberly J. Kane
 (Your Signature)

(Name and address of attorney, if any)