

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF CONTEL OF KENTUCKY, )  
INC.'S PROVISION OF TELEPHONE SERVICE ) CASE NO. 90-167  
AND SERVICE QUALITY )

O R D E R

Contel of Kentucky, Inc. ("Contel"), pursuant to KRS Chapter 278, is a local exchange telephone company under the jurisdiction of the Commission.

At the present time, some of Contel's rural customers can only subscribe to four-party service. If customers wish to have one-party service, they must pay the monthly flat rate plus a monthly mileage charge of \$1.25 per 1/4 mile.

Recently, the Commission has received numerous complaints from Contel's customers and county and other public officials regarding Contel's service. Some of the concerns of complainants were disconnections during conversation, excessive noise signals, simultaneous calls being audible on the line, unnecessary intervention by operators, and finally that they are not able to have one-party telephone service without paying the mileage charge. Some of these complainants claimed that Contel promised to upgrade its facilities in order to provide them

one-party telephone service within specified time frames, but this was not done.

Contel has responded to some of these complaints either directly or through the Commission on an informal complaint basis. However, Contel's responses have not satisfied the complainants. The Commission believes that more explanatory responses should be provided to Contel's ratepayers.

The Commission is concerned about Contel's ratepayer complaints and problems and seeks a reasonable solution. The Commission is also aware of the costs associated with upgrading Contel's system. Therefore, the Commission, on its own motion, establishes this proceeding in order to fully investigate the situation.

IT IS THEREFORE ORDERED that within 30 days from the date of this Order Contel shall provide the following:

1. A detailed description of all of its deferred construction plans, which directly or indirectly affect the provision of one-party telephone service, since 1986. Furthermore, Contel shall thoroughly explain the reasons for the deferral of these plans.

2. A complete schedule of its current plans regarding upgrading its system in order to provide one-party telephone service to all its ratepayers and to eliminate mileage charges.

3. Responses to the concerns mentioned in complaints which have been enumerated in this Order. Copies of these complaints are attached hereto and incorporated herein as Exhibit 1.

Done at Frankfort, Kentucky, this 22nd day of June, 1990.

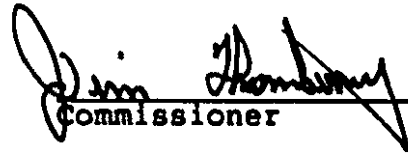
PUBLIC SERVICE COMMISSION



Chairman



Vice Chairman



Commissioner

ATTEST:



Executive Director

**Benton A. Cowles**  
Brotonsville, Kentucky 42210

NOV 22 1989

CHANNING  
P.S.C.

November 18, 1989

Mr George Edward Overbey, Chairman  
Kentucky Public Service Commission  
PO Box 615  
Frankfort, Kentucky 40602

Mr Overbey,

For the past several years I have heard that we in Edmonson County, would have private telephone lines to each customer throughout the county at a fair and reasonable charge.

Today if we want a private telephone line in our homes out in the rural areas of the county it is cost prohibitive to many of Edmonson Countians. I feel like it is past due that we have private phone lines throughout Edmonson County at a reasonable charge.

Have we been due private telephone lines in Edmonson County and they went elsewhere? Will you assist us with your influence as chairman of the public service commission to help Edmonson County to have private telephone lines throughout the county at a reasonable charge?

Having private telephone lines is important for so many reasons. The most important reason could mean life or death when quick access to a telephone line is needed under emergency conditions when a ambulance, law enforcement or fire department is needed.

Thank you for your time and concern. Please try to help us!

Respectfully Yours

*Benton A. Cowles*

Benton A Cowles

CC: Contel of Kentucky, Inc  
719 North Main Street  
London, Kentucky 40741

Home [REDACTED]  
Office 597-2381



EXHIBIT 1

FILED

January 11 th., 1989

Public Service Commission  
730 Schenkel Lane  
P. O. Box 615  
Frankfort, Ky. 40602

JAN 15 1989

PUBLIC SERVICE  
COMMISSION

Gentlemen:

I hesitate to write this letter because I know you have a busy schedule, but after thinking about it, if the situation was reversed and I was in your position, I would want someone to make me aware of what is going on.

About five (5) years ago I took a day off from work and with my wife came to Frankfort and spent the larger part of the day attending a hearing for Contel. I was impressed with your attentiveness with the proceeding and particularly with the intelligence of a couple of women that Contel had working for them.

I remember during that hearing Contel brought out the point that the telephone lines were vital to the national defense and you people agreed with them. I laughed with the wife on the way home and told her that if this were true, we had already lost the war.

During the hearing Contel told of improvements that would be made, how old equipment was being and would be replaced. After five (5) years of waiting patiently for all of these improvements I find the service or the equipment has not been improved. I am not referring to the service or repair men, I think they do a good job with what they have to work with.

I feel the people have no one to turn to for help except you.

Contel received a raise at that particular hearing. Now I find that people on this system pay more for a four (4) party line than people out in the country pay for a private line in Barren County. I have lived in Covington, Warsaw and Carrollton and have never had any trouble with the phones until I moved to Smiths Grove.

The problem is basically old equipment.

I know that you don't know me so I thought that I would get a page of names of other dissatisfied customers to show this problem is legitimate. As it turns out I have almost seven (7) pages. This is from a small area around Smiths Grove - I understand the situation is about the same every where except Park City - it is better there.

Please look into the situation and see if you can help us.

Thank you,

*Carroll S. Bevarly*

Carroll S. Bevarly

Carroll S. Bevarly  
2400 Rocky Hill Road  
Smiths Grove, Ky. 42171

Barbara Faust 205 Runyon St  
 James + Jacqueline Stephens 2327 Polkville Rd  
 Virginia + James Walsh 634 Hays Ln  
 Albert + Lorne Becker 1622 Jenkins St  
 Mary + Fred 7760 Glasgow Rd - S.G. Ky  
 Edward Kelley 3429 Hyde Rd Smiths Grove  
 Annie Brown (Arens) 206 Witherspoon  
 Ruth Hughes 8395 Scottville Rd Smiths Grove  
 W. H. Stony Eskins 1241 Moore Rd Smith Grove, Ky  
 Jim Tobin 722 Little Kent Road Smith Grove, Ky  
 John Wayne Smith P.O. Box 82 335 Ky St. Smiths Grove, Ky  
 L.A. Fitzgerald, Box 173, Smiths Grove, Ky  
 W.K. Brown 399 Payne Road Smith Grove Ky  
 Roy Muckler 1765 Hays Pondemille Rd. Smiths Grove, Ky  
 Myrtle Byler 2026 E St P.O. Box 35 Smiths Grove Ky  
 Vanney Greenup 1305 Carl Jordan Rd, Oakland, Ky  
 Bud Greenup 1305 Carl Jordan Rd, Oakland, Ky  
 Greenup Real Est. 141 Main St. Smiths Grove, Ky  
 Martha Greenup 1331 Carl Jordan Rd, Oakland, Ky  
 Jack Dubois 208 West Ave Smiths Grove, Ky  
 Joyce Edwards 332 Laurel Smiths Grove, Ky  
 Kenneth Brown 206 Witherspoon St. Smiths Grove, Ky  
 Lillian Jackson 4161 Carl Jordan Rd. Oakland Ky  
 Marie Hansen 3800 Main Hwy. Smiths Grove, Ky  
 Harry Lewis 1008 Upper Main Blvd. Oakland Ky  
 Helen Madley 885 Upper Main Blvd. Oakland Ky  
 James Boyd 59480 Bristol Road ~~Smiths Grove~~ Oakland Ky  
 Gordon Gardner 715 Carly Hill School Rd. Smiths Grove  
 Phillip ~~Boyer~~ 3515 Hays Rd Smiths Grove, Ky  
 Beal Stoggs 3740 Hays Rd. Smiths Grove, Ky  
 Pat Egner 6064 Scottville Smiths Grove Rd Smiths Grove Ky  
 Donald Hess 238 Main St. Oakland, Ky  
 Agony Hester, 2401 Rocky Hill Rd. Smiths Grove Ky  
 Ludy Hicks 146 Oakland Ky  
 Gerald Cline 134 Rice Ct Smiths Grove Ky  
 Darlene Edwards 560 Hunt Lane Smiths Grove Ky  
 Harriet Thomas 560 Hunt Lane Smiths Grove Ky  
 Fredrick 1430 Bede Rd S.G. Ky  
 Mary J. Hill Hwy. 61. Owens 142 4217  
 Lenda 2140 Garrison S.G. 4217

KV Smit. Box 81 Smiths Grove  
Bill Smith Box 219 Smiths Grove  
Dean Hardcastle 410 Phillips Road S. Grove  
Carole Gaskenberry 177 Beebe St  
Shirley Martin P.O. 92 Smiths Grove  
Della Evans P.O. Box 163 Smiths Grove  
Honnie Hardcastle 410 Phillips Rd.

[REDACTED]

Glen MacLipson 582 Parksville Rd.  
Wren Holder 780 Elk Springs  
Theresa Lowe P.O. Box 205 Smiths Grove, KY  
Eugene Maxine Camp 8474 Gatt-Hydro Rd. Smiths Grove, Ky  
Buffy Herkell Oakland, Ky.  
A. J. Johnson 2065 Gatt-Hydro Rd. Smiths Grove, Ky  
Kirby M. Johnson 801 Rocky Hill School Rd.  
Maddalyn Medlar 555 Oldfield Rd. Oakland  
Lulu M. Stunk 317 E. 4th St., Smiths Grove, Ky. 42171  
Gordon Burris 305 Payne Rd. S. Grove  
Patty Madison 405 Elk Springs Rd. Oakland, Ky. 42154  
Northman Edwards 583-4968 1169 Meade Rd. S. Grove, Ky.  
Kirby M. Johnson - 801 Rocky Hill Sch. Rd. Smiths Grove, Ky.  
Loy Ellen Johnson - 801 Rocky Hill Sch. Rd. Smiths Grove, Ky. 42171  
Joyce Brantley P.O. Box 31 Rocky Hill, Ky. 42163  
Bobby Stuck P.O. Box 58 Rocky Hill KY 42163

Jaykie Gasty 4044 Scotsville Smiths Grove Ky  
Smiths Grove Ky 42171  
Brenda S. Baker 1545 Spring Rd. S.G.  
Alma Lowe S. Grove Ky  
Rachel Metley Smiths Grove Ky  
Marilyn Smith 217 Elk Springs Rd. Oakland Ky.  
Jesse Bruck 5484 S.H. Scotsville Rd. Smiths Grove, Ky  
Rhonda H. Creek 6187 Gatt-Hydro, Smiths Grove, Ky.

Roland Hunsinger - 218 Sunset Ave. Smiths Grove, Ky.  
 Wm. J. Ludloff 126 BROADWAY Smiths Grove, Ky.  
 Louie Collins 123 Mill St. " " "  
 Fred J. Robertson 364 Little Arrow Rd " "  
 Mary J. Binn 499 Smith Grove Rd. Smith Grove  
 Robert Appling 247 Broadway Smiths Grove, Ky  
 Ernest Cowles 318 Three Forks Rd Smiths Grove, Ky  
 James Spillman 7925 Brownsville Rd Smiths Grove, Ky  
 William A. Anderson 216 Ramsey Ave. Smiths Grove  
 Geneva Massey 4115 Brownsville Rd. 13 Robinsonville, Ky  
 Donald R. Hacy P.O. Box 279 Smiths Grove, Ky  
 Gerry Lawson calling from office in C. D. Prob. + Parole  
 Mary Belle Ballance 1301 Knoxville Pike Dayton  
 Aimee M. Kelly 1080 Three Forks Rd. S.G.  
 Carolyn McCarty 459 Suckertown Rd. Oakland  
 J. S. Hoban 641 Lewis  
 Mable Miles 14820 Low. Rd S.G.  
 Irena Whinn 1011 Little Creek Sping. H.  
 Dorthy Harsse Flatrock Rd. 771  
 Lat May 144 East 6th Smiths Grove, Ky  
 David Wiley 2133 Hays Lodge Road - S.G.  
 Bobby Doyle 399 Moonwood Rd. S.G.  
 Alpha Brownfield 2899 Hays Pendleton Rd



- Keta Welch 11325 Glasgow Rd. Smith's Grove, Ky  
 Clara Turney Smith's Grove, Ky  
 Willie Wright 576 Holly Hill Rd. Smith's Grove, Ky  
 Pauline Colton 6903 Holt Hydro Rd. Smith's Grove, Ky  
 Loretta Mendon 4321 Oakland & Flat Back Road. Oakland, Ky  
 Myrtle W. Cox 4715 Holt-Hydro Rd. Oakland, Ky 42159  
 Daryl Bledsoe 3122 Lower Sun Bridge Rd. Oakland, Ky  
 Shelly Simpson 517 Hays Lodge Rd. Smith's Grove, Ky  
 Donnie Simpson 188 Webb Smith's Grove, Ky  
 Ophelia Buchanan 1077 Sunnyside Rd. Oakland, Ky 42159  
 Fatsy Allen - 1195 Hays Lodge Rd. Smith's Grove, Ky  
 Darryl Allen 957 Hays Lodge Rd. Smith's Grove, Ky  
 Teresa A. Allen 957 Hays Lodge Rd. Smith's Grove, Ky  
 Thomas Young 2976 Hays Smith's Grove Rd  
 Fred Smith & Hwy 259 Rocky Hill, Ky. 42163  
 Rachelle Reed 215 Ramsey St. S. E. Ky 42191  
 Leatrice Walker 304 S. Smith's Grove Main St.  
 Leta Harper Dig. Ky. 597-3631  
 Donna Hurt 278 Webb Ave 563 3351 Smith Hill Ky  
 Angela M. Combs 21982 Louisa Rd. Park City, KY 42160  
 Melvin E. Lewis 627 Eichen Rd. Smith's Grove, Ky. 42171  
 Shirley C. Coston 434 McKnight Rd. Smith's Grove, Ky. 42171  
 Sandy Denton Field 7360 Dayton Rd. Smith's Grove, Ky. 42171  
 Robert Baumgartner 1488 Hays-5.6 Rd. Smith's Grove, Ky 42171  
 Melvyn Prayer 136 Smith's Grove Rd. Smith's Grove, Ky 42171  
 Donald Smith 5393 Carl Graham Rd. Oakland, Ky. 42159  
 Ansel Miller 131 Hays Lodge Rd. Smith's Grove, Ky  
 Susan Studie 602 Moulder Drop Rd. Smith's Grove, Ky  
 Maybell Mansfield 1014 G. T. Hydro Rd. Oakland, Ky. 42159  
 Russell D. Miller 507 S. Katerville Rd. Smith's Grove, Ky 42171  
 Diann Boyer 164 Bohannon Rd. Smith's Grove, Ky  
 Robert Lawrence 9043 Holt-Hydro Rd. Smith's Grove, Ky  
 Bruce & Mary Ann Basham 641 Lewis Rd. - Smith's Grove, Ky 42171  
 Russell B. James 333 N. Main St. Smith's Grove, Ky. 42171  
 Mike Howard 2545 E. Park Rd. Smith's Grove, Ky 42171  
 Mike Howard 5974 Bristow Rd. Oakland, Ky 42159  
 Fern Estes 1964 Rocky Hill Rd. Smith's Grove, Ky 42171  
 Annora Beer 11093 Porter Pike Oakland, Ky. 42159  
 Paul Cowles 671 Oakland-Holbrook Rd. Oakland, Ky. 42159

All the undersigned have problems with our telephone service. We realize that we cannot have a perfect system but feel the service can be greatly improved with newer equipment since we are paying for good service we feel that improvements need to be made.

- |  |                                     |
|--|-------------------------------------|
| Marcus Lawrence                                    | 8716 Holt-Hydro Rd Smiths Grove     |
| Roger Burdick                                      | St. Charles                         |
| J. M. Bell   | St. Louis                           |
| Bary Whittles                                      | 794 Lawrence Rd. Smiths Grove       |
| Donald D. Round                                    | Smiths Grove Ky.                    |
| David Beckham                                      | 715 Beckham Rd                      |
| Cecil Barker                                       | Smiths Grove Hydro Pennington       |
| Brenda Chapman                                     | 4205 Coley Bend Rd Smiths Grove     |
| Kenneth Kemp                                       | Smiths Grove                        |
| W. R. Lawrence                                     | 4185 Hydro Pennington               |
| Egypt Machine Co. 8474 Holt-Hydro Rd. Smiths Grove | [Redacted]                          |
| Ronnie & Helen Hardcastle                          | 410 Philips Rd, S. G.               |
| Randy Smith East                                   | 811 Wendell Kepler Rd. - [Redacted] |
| Carlotta Clayton                                   | 9038 J. H. Hydro Rd [Redacted]      |
| Wanda Johnson                                      | 1221 [Redacted]                     |
| Harvey Johnson                                     | 1107 [Redacted]                     |
| Johnnie Bell                                       | 577 [Redacted]                      |
| W. R. Johnson                                      | 2233 Holt Hydro Rd. Smiths Grove    |
| Johnnie Johnson                                    | 405 Lawrence Rd Smiths Grove        |
| [Redacted]   | [Redacted]                          |

Public Service Commission

Frankfort, Ky.

We the undersigned have problems with our telephone service  
We realize that we cannot have a perfect system, but feel  
that the service can be greatly improved with newer  
equipment. Since we are paying for good service we feel  
that improvements need to be made.

- Francis Smith P.O. Box 219 Smiths Grove, Ky. 42171
- Dentist Office P.O. Box 370 Smiths Grove, Ky 42171
- Gay D. Myer 437 Ky. " " " "
- John J. Wood 602 146, Smiths Grove, Ky.
- Laura Campbell 103 Mansfield Dr. Oakland, Ky. 42159
- W. S. Williams P.O. Box 45, Smiths Grove, Ky. 42171
- John D. ... 831 ...
- John D. ... 5-95 ...
- Sharon Cannon 1615 Pinckville Rd. Smiths Grove Ky. 42171
- Marjorie Kelly 822 Wayne - S. B. Rd. Smiths Grove, Ky. 42171
- Charles Whitely 5065 N. York - Brookville Rd. Smiths Grove Ky 42171
- Roy S. ... P.O. Box 219 - ...
- Ralph ... 248 ...
- Thom ... P.O. Box 148 ...
- Bob ... 266 ...
- Frances ... 602 ...
- E. ... P.O. Box 239 ...
- Beverly ... 1850 ...
- Smith ... Box 205 ...
- Harley ... 157 ...
- JUDIA ... 157 ...
- Patricia ... 487 ...
- Alan ... 229 ...
- Madame ... 250 ...
- ... 1242 ...
- ... P. 170 ...
- ... 394 ...
- Warner ... P.O. Box 170 ...
- ... P.O. Box ...

Henry Lawrence 119 Lawrence Rd Smith Grove Ky 42171

2575 Shawnee Rd Smith Grove Ky 42171

Jack Lawrence 2088 Moulder Loop Rd. Smith Grove Ky 42171

William G. West 2575 Shawnee Rd Smith Grove Ky 42171

228 Mc ... Rd. Smith Grove Ky 42171

1319 Hilda Pennington Rd Smith Grove Ky 42171

465 Lawrence Rd. Smith Grove, Ky 42171

2088 Moulder Loop Rd. Smith Grove, Ky 42171

444 Beckman Rd. Smith Grove, Ky 42171

2020 Beckman Rd. Smith Grove Ky 42171

225 ... Rd. Smith Grove Ky 42171

441 ... Rd. Smith Grove Ky 42171

441 ... Rd. Smith Grove Ky 42171

441 ... Rd. Smith Grove Ky 42171

1856 ... Rd. Smith Grove, Ky 42171

3081 Hilda Pennington Rd, S.G. Ky. 42171

557 Moulder Rd. Smith Grove Ky 42171

Dear Sirs, please we beg you to try to  
 do something done about the Continental  
 (I can't spell it) Telephone Co.

CONTINENTAL

Center of Kentucky  
 719 North Main St.

London, Ky 40741

ATTN: CONTINENTAL PHONE CO.

FEB 28 1990

PUBLIC SERVICE  
 COMMISSION

As the people of Hydro, Martinsville, Kepler and Poundsville  
 communities, feel that we have suffered long enough, with this out\_dated,  
 disgusting, aggravating PARTY LINE SYSTEM.

There cannot possibly be any excuse reasonable enough to let such misery  
 continue. Some emergencies have already occurred, and could not be dealt  
 with properly because of this screwed up system. Before something very  
 drastic happens in our community, only because we can't reach someone, or  
 get out on the phone, we must demand action be taken immediately, if  
 not sooner, to correct this problem, after all--- this is the 1990's!

What, we must ask, does all this HI TECH BULL on the front of our  
 phone directories mean? And where is it?

We are surrounded by counties and communities with private lines,  
 and we understand that you are making more money as long as you leave us  
 on this primitive system.

If all you need is more people to complain and or bitch, then here we  
 are. P. S. Where is our 911?

Signed,

Damon Carlock  
 Charles W. Penick  
 Beatrice East  
 Brenda Bratcher

Damon Bratcher

J.D. Baird

Kathy Furlong

Lisa Johnson

Janothy Brown

Dary Lockett

W. West

Mike Wood

John B. McCleary

John D. Gray

Rita A. Gray

Wayne Faulkner

Ken Brown

Roger Johnson

Phil Green

Rocky East

Larry Woods

Kim Deering

Kirkel Matley

Helen Thomas

April Wright

Donald Bunch

Marsha Britt

Spencer Whitley

J. Deane

Sharon Lowe

Charles Whitley

Larry D. East

Eugene Howard

Robert Kemble

Wally Leon

Jack Lawrence

Siwan Beckham

Wm. Miller

Robert Lawrence

Nellie Lawrence

Beverly Huntman

Paul Beckham

Elyis Whitley

Jeff Babb

Rebecca Howe

Ken Lawrence

Shirley Coulter

Yoda Jones

Mildred Stone

Eugene Cook

Edward Hutto

John Hill

John Smith

Denice Baile

Billy Lusk

Walter Lusk

Miss McNeely

Steve Lawrence

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We are surrounded by counties and communities with private lines, and we understand that you are making more money as long as you leave us on this primitive system.

If all you need is more people to complain and or bitch, then here we are. P. S. Where is our 911?

Mable Hill  
Lilly Hughes  
Harry Hughes  
Larry Burt  
Kenneth Watts  
Linda Watts  
Tony Watts  
Joe Leonard  
Ken Worley  
Tony Cron  
Wade Martin  
Linda Hughes  
Hubert D. Hill  
Charles R. Ground  
Ronnie Meeks  
Alan Stiddle  
Rickey Meeks  
Mike Smith  
Esmerly Fractory  
Robert Cole  
Ronnie Harcastle  
Helen Harcastle  
Angie Harcastle  
Dennis woods

Ken Worley  
Tony Cron  
Barbara Cron  
Lillian Cron  
Charles R. Ground  
Ronnie Meeks  
Alan Stiddle  
Rickey Meeks  
Mike Smith  
J.R. Hughes  
Venor Mathings  
Bryant Smith  
Floyd B. Greer  
James W. Meeks

Raymond Richard  
Joe Herald  
Daniel Monte  
Wallace East  
Bess Sporn  
John Boycott  
Willie Hays  
Glen Martin  
H P Thomas  
Ed  
C. M. Ross  
Tom Meeks  
Henry Lane  
Donnie Russ  
William Hays  
Paul Keith  
Donald Smith  
Janett Ayer  
Kathy Hughes  
Noel C. Hill

3 FRANK COMPANY

Deante William H. Freed:

1990 MAR 23 PM  
Dear Sir Is there any thing you private  
can do to help us get affordable  
telephone lines in this area of Edmonson  
Co, our service is terrible, we have  
four party lines, & we might as well  
not have a phone our 80% of the  
time, we cannot get the line, &  
you would have to experience it to  
realize the frustration, I sat for one  
hour & forty five min, trying to get a  
call in to telephone Co. About charges  
on our bill that was not ours & our  
out of state families have some very  
serious illness & can never get us  
If you can do any thing will be  
greatly appreciated

Sincerely  
Mr & Mrs Martin L. Cook

RECEIVED

MAR 23 1990

CHAIRMAN  
P.S.C.

898 Silent Grove Church Road  
Brownsville, Kentucky 42210

March 22, 1990

3/26/90

To: Bob Johnston  
Consumer Services  
900 052603

DEO

Rep. Ronnie Layman  
602 Sunbeam Road  
Leitchfield, KY 42754

The Hon. Wendell Ford  
305 Federal Building  
Owensboro, KY 42301

The Hon. William H. Natcher  
414 East 10th Street  
Bowling Green, KY 42101

The Hon. Mitch McConnell  
241 East Main Avenue  
Bowling Green, KY 42102

Mr. Bill Calvert  
Administrator of Public Affairs  
Contel of Kentucky, Inc.  
719 North Main Street  
London, KY 40714

Mr. George Edward Overbey, Chairman ✓  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

To Whom it May Concern:

The purpose of this letter is to request your assistance in obtaining private telephone lines for Edmonson County on an affordable basis. I am a lifetime resident of Edmonson County and have seen the county progress in many ways but feel telephone service offered by Continental Telephone of Kentucky remains archaic. Besides creating tension among families who must share telephones, it is felt we are being deprived of a service to which we feel entitled. Furthermore, if we should be fortunate enough to obtain the emergency 911 number, private telephone lines would be even more in demand. Neighboring counties have obtained this service while a majority of the county remains on party telephone lines.

As a representative of the homemakers organization, I have been asked by other homemakers and county residents to contact you to request your assistance in obtaining this much needed service. As a private citizen, I request that you investigate this matter and do whatever possible to obtain the service of private telephone lines for Edmonson County.

Sincerely yours,

*Joan Wood*  
Joan Wood



Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602

Attn: Ed Overby, Commissioner

Dear Commissioner:

We, the enclosed petitioners, being residents, merchants and councilmen of Arlington and Bardwell, KY, located in Carlisle County, serviced by Contel Telephone Company of Kentucky, are extremely concerned about the phone service we are receiving. Complaints are similar throughout the community, the most prevalent of which are:

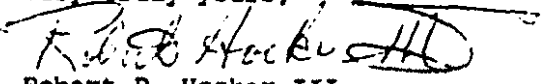
1. Instant disconnections while in conversation.
2. Noise interference so excessive, communication is nil, many times resulting in a additional calls being necessary for a thorough and exact understanding between parties.
3. Override of conversations, or more simply, two different calls audible on the same line.
4. Phones out of service for several hours for no apparent reason, such as severe weather conditions or an accident involving lines, etc..
5. In direct long distance dialing, an operator will intervene and ask for the caller's phone number. This is not only annoying but is a very primitive and obsolete practice. This could also result in erroneous charges, due to wrong numbers knowingly being given.
6. Often, two or three attempts are necessary to enforce dialing.

The afore-mentioned complaints occur quite frequently and tend to be most aggravating to the individual as well as detrimental and costly to the merchants, some of which are dependent on efficient phone service, such as funeral homes, doctors and pharmacies.

I am sure you can perceive the impact these repeated disruptions could and do have! We, in no way, wish to cast a bad reflection or voice a complaint against any Contel service man; especially, Daniel Jones and Jerry Poe, the two we are most familiar with. In our opinion, they are very capable and dedicated employees. Certainly, we are not in a position to know where or how these problems originate, but do feel a rapid solution is necessary. The old cliche, "you get what you pay for" is not applicable in this instance. True, we are a small, rather remote, rural community but this should in no way alter the quality of public service we are afforded and pay for with premium rates.

It is our sincere hope that you will give this matter your undivided attention, thereby resulting in a dependable phone system for Carlisle County.

Very truly yours,

  
Robert P. Hocker III  
Mayor

cc: Contel Telephone Company

RECEIVED

MAR 26 1990

CHAIRMAN  
P.S.C.

PETITIONERS FOR BETTER PHONE SERVICE  
IN CARLISLE COUNTY

Randolph B. Orr  
Story & Orr Funeral Home  
E. L. Deppa Pres.  
Citizens Deposit Bank

Howard R. Hocker  
R.P. Hockers, Inc.  
Samuel M. Hucker  
Dubrock Drugs

Jayce Dixon  
S & J Sportswear  
Randel C. Gibson  
Dr. Randel Gibson

Bill & McGee  
McGee's Used Cars

Bill Arnesen  
Mr. Bill's Restaurant

James Burgess  
J.B.'s Mini Mart

Diana O'Neal  
Petticoat Junction

R.P. Hocker III  
R.P. Hocker III

Bob & McGee  
Bobby L. Mc Gee

Johnny S. Thomason  
Johnny Thomason

Ronnie James  
Ronnie James

Talmadge L. Mc Gee  
Talmadge Mc Gee

Anita Lambert  
Anita Lambert

Howard R. Hocker  
Howard R. Hocker

J. J. Jackson  
THE HAIRATIGE

J. Barber

\_\_\_\_\_

\_\_\_\_\_

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# United States Senate

WASHINGTON, DC 20510

March 29, 1950 **RECEIVED**

APR 1 1950

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

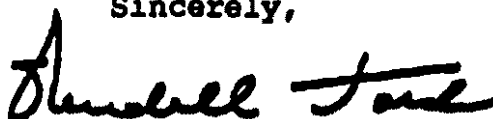
Dear Mr. Johnston:

I was recently contacted by Mr. and Mrs. Martin L. Cook of Brownsville, Kentucky, regarding the poor quality of their telephone service. I have enclosed a copy of their letter for your reference.

I would like to take this opportunity to advise you of my interest in the Cooks' situation and to request that you review the attached at your earliest convenience and take whatever action is deemed appropriate. Your cooperation in this matter is greatly appreciated.

Thank you for your time and attention.

Sincerely,



Mr. Bob Johnston  
Consumer Services Division  
Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602

Enclosure



EDMONSON COUNTY  
PROPERTY VALUATION ADMINISTRATOR  
BROWNSVILLE, KENTUCKY 42210

BENTON A. COWLES

502-597-2381  
**RECEIVED**

March 29, 1990

APR 03 1990

Mr Bill Calvert, Contel  
Administrator of Public Affairs  
719 N Main St  
London, Ky 40741

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Mr Calvert,

Yesterday evening when I arrived home I had a message to return a phone call to Mrs JoAnn Wood. When I tried to phone Mrs Wood her line was busy. About 15 minutes later I tried again to phone her and my line was busy. After a hour of attempting to phone Mrs Wood I got through. I felt fortunate in reaching her in only one hour of time because sometimes this takes 6 or 7 hours.

As you may know Mrs JoAnn Wood is chairperson of the Capitol Hill Homemakers' committee for universal service. During our telephone conversation Mrs Wood reported to me that you said that Contel has a budget meeting coming up in mid April and there is not anything on the agenda concerning private telephone lines for Edmonson County.

Enclosed is a letter dated December 1, 1989 from Mr Bob Johnston of the Kentucky Public Service Commission. In the letter Mr Johnston reported to me that Contel has produced a company proposed schedule providing private line service between 1994 and 1996 for the exchanges of Bee Spring, Brownsville, Mammoth Cave, Park City and Smiths Grove. I hope at a minimum you can keep to this schedule and hopefully move the date earlier.

Having private telephone lines is important for so many reasons. The most important reason could mean life or death when quick access to a telephone line is needed under emergency conditions when a ambulance, law enforcement or fire department is needed.

I feel like it is well past due we have private telephone lines throughout Edmonson County at a fair and reasonable charges. I shall appreciate hearing from you.

Thank you for your time and concern. Please try to help Edmonson County to have private telephone lines at fair and reasonable charges.

Sincerely Yours,

Benton A Cowles

C Mr Bob Johnston  
Mrs Jo Ann Wood

9000 5970 3

THE GIMLET-~~33333333~~  
**EDMONSON NEWS**

BILL CANTY, Editor & Publisher

RECEIVED

Member: Kentucky Press Association  
National Newspaper Association  
Kentucky Weekly Newspaper Association

APR 03 1990

BROWNSVILLE, KENTUCKY 42210  
Area Code 502-997-3115

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

April 3, 1990

William N. Calvert III  
Administrator Public Affairs  
Contel of Kentucky, Inc.  
719 N. Main St.  
London KY 40741

Re: Universal one-party service

Dear Mr. Calvert:

Let me add my voice to the many in our county seeking the installation of universal one-party service at no mileage charge in Edmonson County.

We are trying to establish a 911 emergency telephone number for the county, but without the private lines we fear the effort will fail.

It is not merely the convenience of having a private line that you can afford to pay for that is at stake. But without 911, a life could be lost in an emergency.

I hope you will try to convince whoever makes these decisions that we are dead serious in desiring the one-party system. It can be done in other counties, why not here?

Yours sincerely,

  
Bill Canty

cc: Bob Johnston, Manager  
Consumer Services  
Public Service Commission

RECEIVED

Mr George Edward Curby : APR 05 1990

CHAIRMAN  
P.S.C.

Dear Sir this is in regard to our  
trouble telephone system, we have been  
Promised Private lines for yrs. Now we  
are hearing from some 1994 some say  
we cant even be list to even get private  
lines the info is from telephone co

Please do what you can to help us  
get affordable Private lines in this  
area we are on 4 party lines &  
you cant believe the frustration, we all  
feel we have been put off long  
enough. Most of my family live  
out of state & have very serious illness  
in family, they have to try for hrs. to  
get on line, & when we need the  
line many times for almost emergency we  
cant get it, some talk as long as 1 hr.  
Please help us if you can.

Sincerely  
Mr & Mrs Martin L. Cook

APR 9 1990

900060100

PUBLIC SERVICE  
COMMISSION

April 6, 1990

to whom it may concern:  
 I am on a FURTHER PARTY LINE. I  
 am please has been out of  
 with a about two years  
 they expect come to find great  
 when is my my party. I  
 if you may will surely. I will  
 a lot little. with, my party. I will  
 be in Cortel. since 10-20-86  
 we surely do need a private line.  
 because my phone is busy all  
 time. I want to get a Early morning  
 two months ago my phone was busy  
 when they party for the phone  
 I was trying to call the  
 company was busy. I think was  
 1-31-90. I am sure they are on the  
 phone. They are and would let  
 me know the phone don't like to  
 a call. I called the superintendent  
 of Cortel. He said I would need to  
 get a warrant for the people on my  
 party. I said I would also be  
 identify I could do that I have a  
 phone I am disabled he said he would  
 do NOTHING. I'll need a private  
 line. "Fiddale" RATES?

Harold Bennett  
 105 LAUREL Ridge Road  
 MAMOTH, CALIF. 92409

Mr. Johnston. 400066

I'm a elderly K  
of Ky. (Edmonson co)  
a 4 party line w  
ite hard to get to  
the phone wh  
even a 2 party  
would be O.K.  
we cant get a p  
line. which I h  
we can in the  
future

RECEIVED

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Since  
Gala M  
310 W  
Marshall  
KY 404



DELZINNA BELCHER  
HARLAN COUNTY JUDGE EXECUTIVE

P.O. BOX 956  
HARLAN, KENTUCKY 40831  
PHONE (606) 573-2600



RECEIVED

APR 10 1990

PUBLIC SERVICE  
COMMISSION

April 9, 1990

Mr. Lee M. MacCracken  
Executive Director  
Public Service Commission  
730 Schenkel Lane  
P.O. Box 615  
Frankfort, KY 40602

Dear Mr. MacCracken:

Please consider this letter as a request for the Public Service Commission to check on the following matter:

It has been brought to my attention by the residents in the Upper Cloverfork area of Harlan County, Kentucky, that their public telephone rates and private line rates are extremely high. They say the residents in the remaining Cloverfork area have reasonable rates. Their telephone prefix is 837 and they are served by Contel Telephone.

Your attention to the above mentioned matter is greatly appreciated. If you have any questions, please feel free to contact my office.

Sincerely,

Delzinna Belcher  
Harlan County Judge Executive

DELZINNA BELCHER  
HARLAN COUNTY JUDGE EXECUTIVE



P.O. BOX 956  
HARLAN, KENTUCKY 40831  
PHONE (606) 573-2600

RECEIVED

APR 10 1990

PUBLIC SERVICE  
COMMISSION

April 9, 1990

Mr. Lee M. MacCracken  
Executive Director  
Public Service Commission  
730 Schenkel Lane  
P.O. Box 615  
Frankfort, KY 40602

Dear Mr. MacCracken:

Please consider this letter as a request for the Public Service Commission to check on the following matter:

It has been brought to my attention by the residents in the Upper Cloverfork area of Harlan County, Kentucky, that their public telephone rates and private line rates are extremely high. They say the residents in the remaining Cloverfork area have reasonable rates. Their telephone prefix is 837 and they are served by Contel Telephone.

Your attention to the above mentioned matter is greatly appreciated. If you have any questions, please feel free to contact my office.

Sincerely,

Delzinna Belcher  
Harlan County Judge Executive

9000 59403

RECEIVED

APR 11 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

April 5th 1990

I think it is a shame that old people  
 and handicapped people have to pay  
 more to get a private line. I am  
 almost 67 years old, my son and I live  
 together. He has been handicapped  
 since all his life. I had a phone put  
 in a month ago he had to go to  
 the hospital that long ago we had to  
 go to another house to call an ambulance  
 I think all people should have a private  
 line. We can't all live close by on  
 the change of office, if we don't get them soon  
 we should all get together and have them  
 all hooked up and use it to talk to each  
 other. If it can't be done now I do know.  
 There should be an exception made to  
 old people & handicapped people because  
 they need them worst. Also we wish  
 all get old. If we live like we want like  
 to and don't pay many people pay  
 much social security. I think there  
 should be something done about it now  
 for these people's sake. Sincerely  
 Terence Woodcock

9000 62123

April 9, 1990

RECEIVED

APR 11 1990

CHAIRMAN  
P.S.C.

Mr. Bill Calvert  
Administrator of Public Affairs  
Central of Ky., Inc.  
719 N. Main Street  
London, Ky 40741

Dear Mr. Calvert:

We are life-time residents of Edmonson County, Kentucky. During this time, we have never had affordable private lines to our home. We have always had four-party service in our home.

Adjoining counties have affordable private lines. We feel like it is now time for Edmonson County residents to have this same advantage, and we feel like we are due this service.

We would appreciate any effort that you can make in obtaining affordable private line service for us.

Thank you very much.

Sincerely,  
John H Blanton  
Nancy Blanton

cc: Public Service Commission

APR 11 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Dear Mr Johnson.

I am a concerned homeowner with a telephone on a four party line. In the 18 years I have had a telephone, the service has not improved much.

On a four party line I have put up with not getting to use the phone for as much as a whole day at a time, from teenagers using it to someone leaving it off the hook.

When this happens I have to go somewhere else to use the phone. I am a disabled person so I am home a lot. It is truly a mess on my phone line, I have been cursed out, threatened, abused and had someone on my line to leave the phone off the hook because they felt they could do as they wanted to.

In a county like Edmonson, we need private lines, at a reasonable cost. We have been put off with about everything to a later date.

900062003

RECEIVED

APR 11 1990

CHAIRMAN  
P.S.C.

April 6, 1990

Mr. George Edward Overby  
Chairman, Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a permanent resident of Edmonson County, Kentucky. I am concerned about the telephone service that is available to us in our county. At the present time, the majority of our residents who have telephone service in the rural areas have four-party lines because private lines are prohibited by high cost. I feel like all residents of the county should have access to affordable private lines.

Our adjoining counties have affordable private lines. It is now time for all residents of Edmonson County to have this service at an affordable rate.

Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We are approaching the 21st Century; we have sent men to the moon. We are in a space age; yet, Edmonson Countians are expected to have a telephone service that is obsolete throughout much of our nation. There are other telephone systems that have private lines at an affordable rate in rural areas; and yet most residents of Edmonson County have access only to a four-party telephone line due to the high cost of the private line.

In 1988 I wrote a letter to the Public Service Commission expressing my concern about this matter. I received a letter from Mr. William Calvert, Administrator of Public Affairs for Contel of Kentucky (the telephone company that serves Edmonson County), as a result of this letter. Mr. Calvert stated that the current plans were to convert the Brownsville central office to digital equipment early in 1991, and that the four party and mileage elimination program was also scheduled to be completed in 1991. (A copy of this letter is enclosed.) Now Mr. Calvert has told Mrs. JoAnn Wood, a resident of Edmonson County, that there are no current plans and that there never have been any plans to convert the Brownsville exchange to affordable private lines. We keep getting put-off by Contel. It is time that Contel

should make affordable private lines available throughout Edmonson County.

Contel of Kentucky is having a planning meeting April 15, according to Mr. Calvert. I would appreciate any assistance you could give Edmonson County at this meeting in obtaining affordable private lines in the near future.

Thank you very much for your time and assistance.

Very Sincerely Yours,

Carolyn Blanton  
3860 Otter Gap Road  
Bowling Green, KY 42101

Phone: [REDACTED]

cc: Mr. William N. Calvert  
Administrator, Public Affairs  
Contel of Kentucky, Inc.

900062203

March 29, 1990

RECEIVED

APR 11 1990

CHAIRMAN  
P.S.C.

Mr. William N. Calvert  
Administrator, Public Affairs  
Contel of Kentucky, Inc.  
719 N. Main Street  
London, KY 40741

Dear Mr. Calvert:

We are permanent residents of Edmonson County, Kentucky. At the present time, we understand the majority of our residents who have telephone service in the rural areas have four-party lines because a private line is prohibited by high cost. We feel like we should all have access to affordable private lines. We are due this privilege.

The adjoining counties have affordable private lines. It is now time for all Edmonson County residents to have this service at an affordable rate.

Also, Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We would appreciate any assistance that you can give us in obtaining affordable private lines for all residents of Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Elaine Parley, Pres. Edmonson County Homemaker Council  
Sophia Cook Pres. Ellet Edmonson County Homemaker Council  
Carolyn Blanton, Sec. - Treas., Edmonson Co. Homemaker Council  
Anni Stevenson Pres. Bee Springs Homemakers Club  
Joyce Wascley Pres. Holly Hobby Homemaker Club.

Local B. Turner member:

Jean Ford

Capital Hill

Lola Hays

Bee Spring Home Makers Club

Edna R. Sanders

Capitol Hill

Bessie Ann Webb  
Loc: Public Service Commission

President, Brownsville Homemakers

Sheila Houchins, President, Charlybeate Homemakers



9000 62303

**RECEIVED**

**APR 11 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Mark A. [unclear]*

**RECEIVED**

**APR 11 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

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I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Henry + Betty Rose*

**RECEIVED****APR 11 1990****CHAIRMAN  
P.S.C.**

April 6, 1990

Mr. George Edward Overby  
 Chairman, Kentucky Public Service Commission  
 P. O. Box 615  
 Frankfort, KY 40602

Dear Mr. Overby:

I am a permanent resident of Edmonson County, Kentucky. I am concerned about the telephone service that is available to us in our county. At the present time, the majority of our residents who have telephone service in the rural areas have four-party lines because private lines are prohibited by high cost. I feel like all residents of the county should have access to affordable private lines.

Our adjoining counties have affordable private lines. It is now time for all residents of Edmonson County to have this service at an affordable rate.

Edmonson County is in the process of trying to acquire the 911 Emergency Assistance System. Without private lines, this causes problems.

We are approaching the 21st Century; we have sent men to the moon. We are in a space age; yet, Edmonson Countians are expected to have a telephone service that is obsolete throughout much of our nation. There are other telephone systems that have private lines at an affordable rate in rural areas; and yet, most residents of Edmonson County have access only to a four-party telephone line due to the high cost of the private line.

In 1988 I wrote a letter to the Public Service Commission expressing my concern about this matter. I received a letter from Mr. William Calvert, Administrator of Public Affairs for Contel of Kentucky (the telephone company that serves Edmonson County), as a result of this letter. Mr. Calvert stated that the current plans were to convert the Brownsville central office to digital equipment early in 1991, and that the four party and mileage elimination program was also scheduled to be completed in 1991. (A copy of this letter is enclosed.) Now Mr. Calvert has told Mrs. JoAnn Wood, a resident of Edmonson County, that there are no current plans and that there never have been any plans to convert the Brownsville exchange to affordable private lines. To keep getting put-off by Contel. It is time that Contel

should make affordable private lines available throughout Edmonson County.

Cortel of Kentucky is having a planning meeting April 15, according to Mr. Calvert. I would appreciate any assistance you could give Edmonson County at this meeting in obtaining affordable private lines in the near future.

Thank you very much for your time and assistance.

Very Sincerely Yours,

Carolyn Blanton  
3860 Otter Gap Road  
Bowling Green, KY 42101

Phone: 597-2979

cc: Mr. William N. Calvert  
Administrator, Public Affairs  
Cortel of Kentucky, Inc.

RECEIVED

APR 11 1960

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Norman Wainell*

*P.O. 61*

*Brownsville*

*KY 42210*

RECEIVED

APR 12 1980

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Arlene Skaggs*  
*3525 Chalybeate Rd.*  
*Smiths Grove, Ky.*  
*42171*

**RECEIVED**

**APR 12 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Ronald N. Cowles*

RECEIVED

APR 12 1990

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

Mr. + Mrs. H. D. Watt  
Marla Elaine Watt

P.S. My neighbor (across the road) is in another phone district. They have all the services available to them (911 - call waiting - choice of long distance, private lines, etc.). We feel we should also have these.



**RECEIVED**

APR 12 1990

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

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I feel like it is time for all of the residents of this county to have the privilege of affordable private-telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Coy Houchen*

RECEIVED

APR 12 1990

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

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I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Hennis Basham*  
*440 Bailey Rd.*  
*Smiths Grove Ky. 42171*

RECEIVED

APR 13 1960

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Margie Durbin*

**RECEIVED**

**APR 13 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Wendy Portinger*

RECEIVED

APR 13 1990

PUBLIC SERVICE  
COMMISSION

1304 Chelmsford  
Smiths Lane  
April 10, 1990

900061603

Dear Mr. McCracken:

Let me join in the request for  
private lines (at a reasonable rate)  
for hotel customers in Edinboro, Pa.

Due to illness we had a private  
line installed 2 months ago -  
charges from 3-22 thru 4-21 were \$47<sup>45</sup>/<sub>100</sub>.  
Not too reasonable - do you think?

When I called for a private line I  
was told they would have to check  
to see if a line was available -  
which it was. People writing are  
receiving a letter - all the same -  
saying private lines are available, if  
they are available to all why not  
charge a reasonable amount for them.

Sincerely

Rachel Wilson

0061903

April 11, ~~1990~~ RECEIVED

APR 16 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

De  
County and  
hour company.

Here. The  
several times, we  
can without  
wait hours.

One in Louisville  
and Louisville and  
is times we  
need without  
wait we should  
be a line  
with 5-#40 per  
month give  
us.

P. Dennis

900061803

4-7-90

705 Briarhill Rd

We move from our

apartment in Ky

county

RECEIVED

Mr. William H. Cahert  
Administrator for Public Affairs  
Control of Kentucky, Inc.  
719 N. Main St.  
London, Ky. 40741

APR 16 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Dear Mr. Cahert:

My wife and I moved to Edmonson County 10 yrs. ago, and have enjoyed our life here tremendously with one exception, the antiquated telephone service provided by your Company.

Our telephone bills average \$80.00 to \$100.00 per month on a four party line with no privacy. This is outrageous.

For the past ten years, we have talked to your representatives periodically concerning single party lines with no mileage charge. In each instance we were told you were looking on it and should have it in a couple of years. This was

BR 10. 17.

It is my pleasure that Edmonson  
and I have been being considered  
for upgrading  
I can understand  
being missed  
in your Company.  
County grow  
Stephens  
this matter  
and we  
and

Very truly,  
Wm. H. Stephens

I have enclosed a single  
page to you on  
and received no reply

Wm. H. Stephens, P.S.C.  
Frankfort, Ky.



**RECEIVED**

**APR 16 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*George Liddy*

**RECEIVED**

**APR 16 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Linda Beasley  
1944 Sunfish Sch Rd  
Hoff Ky 42250*

RECEIVED

APR 16 1960

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

I feel like it is time for all of the residents of this county to have the privilege of affordable private telephone service. We are due this privilege.

I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Cody Carver*

**RECEIVED**

**APR 16 1960**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

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Thank you for your time and assistance in this matter.

Sincerely,

*Conrad Vincent*

**RECEIVED**

**APR 16 1960**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Gray Vincent*

RECEIVED

APR 16 1990

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Mr. & Mrs. Gary L. Davis*

RECEIVED

APR 16 1960

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Sincerely,

Glodye Miller  
Glodye Grocery

**RECEIVED**

**APR 16 1960**

**CHAIRMAN  
P.S.C.**

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Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Larry Smith*



**RECEIVED**

**APR 16 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Lloyd Wells*

RECEIVED

APR 16 1980

CHAIRMAN  
P.S.C.

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

James A Miller

**RECEIVED**

**APR 16 1960**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Warren Miller*

**RECEIVED**

**APR 16 1960**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Hoyt & Dada Lindsey*

4-16-90

20:

Boe Johnston

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

I am a resident of Edmonson County, Kentucky. At the present, I understand the majority of Contel's telephone subscribers in rural areas in this county have four-party telephone lines. This is due to the fact that we do not have affordable private lines available to us.

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Thank you for your time and assistance in this matter.

Sincerely,

Elaine Simpson

**RECEIVED**

**APR 17 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Lori A. Sleam*

RECEIVED

APR 23 1970

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

April 19, 1970

To Whom it may Concern.

I was borned and raised in Edmonson County, and have watch this County fight for every little improvement that it gets.

And now I see another fight in front of us. We want and need univernal one party lines, with no mileage charge. We are now trying to establish a 911 emergency system. You know how much of the effectiveness would be lost if much of the County is on four party lines.

I hope that a good hard look at Edmonson County would show the need and that party line elimination would be feasible.

Thank you

Mr & Mrs John Bentley  
2830 Chalybeate School Rd.  
Bowling Green, Ky. 42101  
Edmonson County.



**LUTHER N. NORENE**  
EDMONSON COUNTY ATTORNEY

P.O. Box 409

Brownsville, Kentucky 42210  
April 19, 1990

Ed -  
**RECEIVED**

APR 20 1990

CHAIRMAN  
P.S.C.

Phone 502-597-2147

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

RE: Affordable Private Line Telephone Service for  
Residents of Edmonson County, Kentucky

Dear Mr. Overby:

I have been informed that up until recently, no one has spoken up for our county regarding the need for subject telephone service. I would strongly recommend your consideration of this service for our residents. I am strongly of the opinion that this service would be helpful for purposes of law enforcement and situations involving emergency ambulance service, fire fighting, etc. Needless to say, the seconds or minutes lost in getting through telephonically because of telephone lines being tied up could make a critical difference when there is a fire, an emergency health problem, or a law enforcement situation involving violence and potential harm or death to one or more victims.

I would appreciate it very much if you would give this matter careful consideration.

Sincerely,

  
Luther N. Norene

LNN:rrb



RECEIVED

APR 17 1990

LIBRARY

RECEIVED

APR 23 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

April 19, 1990

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Thank you

Mr & Mrs John Bewley  
2830 Chalybeate School Rd.  
Bowling Green, Ky. 42101  
Edmonson County.

**RECEIVED**

**APR 23 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely, *Carl Watt*

A large, stylized handwritten signature or scribble, possibly reading 'Carl Watt', is located in the lower right quadrant of the page. It consists of several overlapping loops and lines.

**RECEIVED**

**APR 26 1990**

**CHAIRMAN  
P.S.C.**

April 23, 1990

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

Dear Sir

In regards to our phone system in Edmonson County, which has been the topic of many conversations, it is easy to understand why Edmonson County has been neglected. Our county is suffering from a lack of representation as a whole. We would appreciate it very much if you would try to understand and give us all the consideration you could, as far as having private phone lines that are affordable to the people in our county.

We are aware of the fact that we may obtain private phone lines, but the cost is unrealistic to the people in this county. It is the desire of us Edmonson Countians to have the same privelages and services of our neighboring counties, no more and no less.

As efficient and beneficial our county services may be; fire department, ambulance service and police department, they could be well improved upon with the benefits that come from good communication.

We would like the freedom to be able to choose portable phones and answering machines, if we so desire their use. These privelages can only be chosen by the people who have the service of a private line. We request to receive these services at an affordable cost to the people of our county.

Thank you



Richard Sanders  
Edmonson County Court Clerk

cc: Mr. William N. Clavert

lae

**ALAN C. WAGERS**  
COUNTY ATTORNEY  
HARLAN COUNTY  
HARLAN, KENTUCKY 40831  
Telephone (606) 573-1784

May 10, 1990

**RECEIVED**

MAY 14 1990

PUBLIC SERVICE  
COMMISSION

Mr. Lee McCracken  
Public Service Commission  
Post Office Box 615  
Frankfort, Kentucky 40602

Re: Contel Rate Structure  
Harlan County, Kentucky

Dear Mr. McCracken:

The Harlan County Fiscal Court has directed me to contact you to request a formal inquiry into the telephone structure of Contel in the Cloverfork area of Harlan County.

At the regular meeting of the Harlan County Fiscal Court in April, 1990, many residents voiced their complaints relative to the payment of huge monthly bills for basic monthly service. The public and the Fiscal Court agree that this company's present rate structure is unfair and oppressive. We, therefore, request action by your Commission concerning this matter, and we further request such an inquiry to be conducted as quickly as possible.

Thank you for your prompt attention to our request herein.

Sincerely yours,

*Alan C. Wagers*

Alan C. Wagers, Harlan County Attorney  
Room 14. Courthouse Building  
P.O. Box 1440, Harlan, Kentucky 40831

ACW:mlh

cc: Harlan County Judge Executive  
Members of Harlan County Fiscal Court  
Contel of Kentucky, Inc.

4-8-90

**RECEIVED**

**MAY 16 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

Dear Mr. Overby:

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I would appreciate any help that you could give us in obtaining affordable private telephone lines throughout Edmonson County.

Thank you for your time and assistance in this matter.

Sincerely,

*Mr + Mrs Jemmie Hauchin  
561 Chalybeate School Road  
Smith Grove, Ky. 42171*

**RECEIVED**

**MAY 16 1990**

**CHAIRMAN  
P.S.C.**

Mr. George Edward Overby, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

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Thank you for your time and assistance in this matter.

Sincerely,

*Darryl G. Bullock*

RECEIVED

MAY 30 1990

CHAIRMAN

P.S.C.

May 28, 1990

To Whom it May Concern:

I am a resident of the  
Nolin Lake area, known as  
Nolin Estates,

I have been here as a new  
resident since February of this year.

I am writing to you as  
representative of the public and  
act in a proper -

Now, my complaint is the  
Cortel telephone company  
service, and cost -

We, lacking to service of my  
neighbors who have lived for  
several years, "they say" they  
have been promised better  
service as far back as 1982 -

Most, if not all here are on  
4 party lines, 1 party line  
is cost prohibited



6/  
I know several years ago  
the PSC, made South Central  
Bell, and GTE, out of the 4  
Party business, these ~~local~~ <sup>local</sup> ~~groups~~  
are about 35 years behind -  
We don't ever have direct dealings

I am retired, as most <sup>(Permanent)</sup> residents  
that live here are, and it is getting  
greater all the time -

So I, and many others would  
appreciate, an investigation or  
something that the Commission  
should do -

Best Regards

C. E. Rogalski Sr

I am writing in reference to our  
phone service in Edmonson County - Brownsville.  
We have a 4 party line and live 10 miles  
from Brownsville. I have been told that  
a private line would be \$5.00 per mile plus  
the charge now. Ordinary people cannot  
easily afford such bills.

I wonder if the people who are in  
control have ever had severe illness in  
their family such as parents with heart  
trouble, diabetes, emphysema or  
broken hips!! Have they ever tried to  
call these people and not been able to  
get a call through for 3 hours and finally  
have to get in the car and go to their home  
to see if they were all right? Do they  
work & get home to find that their neighbors  
who sit home all day keep the phone tied up  
until bedtime just passing time? If they  
have been through this then they know  
what it's like to be on these party lines.

Could we please have affordable  
private lines like everywhere else?  
Sincerely,

Dorsey Hatter  
640 Pigg Rd  
Smiths Grove, Ky. 42171  
Mike & Rita Bumbly  
4855 Knox Rd

James T. & Norma Bumbly  
656 Lusk Rd  
Smiths Grove, Ky. 42171

I ask that you do as much as you can to help us on this problem, to find a solution to our phone problems.

I feel that if we had private lines, at a reasonable cost, that we the public would benefit greatly from this

as a resident of Edmonson County all of my life, I beg you to look into this problem, and try to help us.

Sincerely,  
Robert Priddy