

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEAN LUNSFORD)	
)	
COMPLAINANT)	
)	
VS.)	CASE NO.
)	93-461
)	
GTE SOUTH INCORPORATED)	
)	
DEFENDANT)	

O R D E R

On December 9, 1993, Jean Lunsford filed a formal complaint with the Public Service Commission against GTE South Incorporated ("GTE"). On January 6, 1994, GTE was ordered to satisfy the matters complained of or to file a written answer in response to the complaint. GTE filed its written response on January 24, 1994.

Ms. Lunsford subscribes to residential private line service from GTE in the Evarts, Kentucky telephone exchange. Ms. Lunsford stated in her complaint that GTE said she was disconnected from service on November 9, 1993 for non-payment of past due bills. Ms. Lunsford stated she never received the disconnect notice and in fact Ms. Lunsford produced telephone bills from GTE that indicated calls had been made on November 21, 1993. Therefore the service could not have been disconnected as GTE had indicated.

The service was actually disconnected on November 22, 1993. On November 23, 1993, Ms. Lunsford paid \$400.00 and on November 25, 1993, she paid \$262.11, the amount needed to restore service including installation charges, reconnection fee and fee for same

number of \$77.60 plus a new deposit. Ms. Lunsford in her complaint requests that the amounts paid for installation, reconnection, fee for same number, and new deposit be refunded.

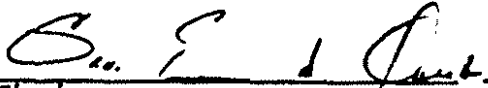
In GTE's written response to the complaint it stated that GTE records indicate that a disconnect notice was mailed to Ms. Lunsford on October 27, 1993 with a final date to pay of November 4, 1993. The amount owed at that time was \$398.44 (September bill - \$232.09 and October bill - \$166.35). GTE issued a service order to temporarily disconnect Ms. Lunsford's service effective November 9, 1993. GTE did not receive payment within ten days and service was permanently removed on November 22, 1993. A final bill was issued for \$627.01, minus a credit for \$42.50 deposit including interest, for a total of \$584.51. On November 23, 1993, GTE advised Ms. Lunsford to reapply for new telephone service because a final bill had been issued. GTE states that the Lunsfords' current telephone service was restored on December 2, 1993.


GTE agreed that due to errors, Ms. Lunsford's service was not temporarily disconnected as their records indicated. GTE also agreed to refund amounts paid for installation, reconnection, and the fee for same number requested. The amount for the new deposit would be retained because the previous deposit was credited to Ms. Lunsford's account. After payments totaling \$662.11 minus the final balance of \$584.51 plus \$1.82 for a long distance call, a refund of \$75.78 is due Ms. Lunsford. GTE filed additional information on April 11, 1994 stating that the refund check from GTE was issued December 16, 1993 and cashed December 23, 1993.

IT IS THEREFORE ORDERED that this complaint has been properly satisfied by the defendant and is dismissed.

Done at Frankfort, Kentucky, this 27th day of April, 1994.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director