

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STANLEY FAIR	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 96-098
	)	
AT&T COMMUNICATIONS OF THE SOUTH	)	
CENTRAL STATES, INC. AND BELLSOUTH	)	
TELECOMMUNICATIONS, INC.	)	
	)	
DEFENDANTS	)	

ORDER TO SATISFY OR ANSWER


AT&T Communications of the South Central States, Inc. ("AT&T") and BellSouth Telecommunications, Inc. ("BellSouth") are hereby notified that they have been named as defendants in a formal complaint filed on March 8, 1996, a copy of which is attached hereto.

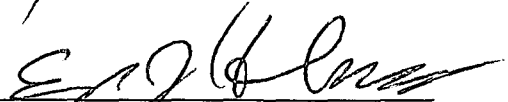
Pursuant to 807 KAR 5:001, Section 12, AT&T and BellSouth are HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

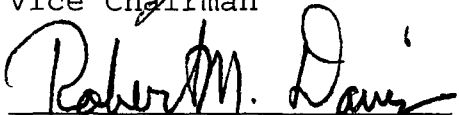
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 26th day of March, 1996.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAR 08 1998

PUBLIC SERVICE  
COMMISSION

In the Matter of:

STANLEY FAIR  
\_\_\_\_\_  
(Your Full Name)  
COMPLAINANT  
VS.  
AT & T / BELL SOUTH  
\_\_\_\_\_  
(Name of Utility)  
DEFENDANT

96-098

C O M P L A I N T

The complaint of Stanley Fair respectfully shows:  
(Your Full Name)

(a) Stanley Fair  
(Your Full Name)

3033C Hammond Hts Ft. Campbell, Ky 42223  
(Your Address)

(b) AT & T  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: My mother-in-law (Pinkie Humphrev) had a calling  
(Describe here, attaching additional sheets if

card ordered. The calling card was ordered in Montgomery, AL.  
necessary, the specific act, fully and clearly, or facts

The card was received at my mother-in-laws residence, 112 Montgomery, AL  
that are the reason and basis for the complaint.)

Later after this my wife's niece who was fifteen years old

Formal Complaint

Stanley Fair  
(Your Name)

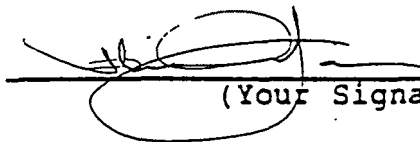
vs Bell South/ AT & T  
(Utility Name)

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came to my residence because my mother-in-law was having problems  
 with her. After she went back to Montgomery, AL it was learned  
 that she had made phone calls and charged them to my mother-in-law  
 phone card. I had asked her about the calling card on different  
 occasions and she told me that she was instructed to call home by  
 my mother-in-law. Later my mother-in-law made arrangements with  
 Bell South in Montgomery, AL to pay for the calls. This was in  
 August. There was a difference <sup>of</sup> a dispute when I was billed for  
 Two hundred and something dollars. When I called AT & T they state  
 that I was liable because the calls were made on my phone. I called  
 my mother-in-law and we discussed the situation and they told AT &  
 that they had made arrangements to pay the bill. AT & T told them  
 that in order to put them back the way it was it would cost an ext  
 Wherefore, complainant asks I paid for Two hundred and something  
 (Specifically state the  
 dollars that I wasn't liable for and feel that I should be fully  
 refunded. I also would appreciate it if they quit rebilling me  
 for these phone calls.  
 relief desired.)

Dated at Ft. Campbell, , Kentucky, this 5th day  
(Your City)

of March , 1996 .  
(Month)

  
(Your Signature)

yet.

Have talked to one, but not hired him  
(Name and address of attorney, if any)

two dollars per phone call. They suggested that my In-laws send me the money. I paid for the phone calls and still haven't received any money from them. I have called and explained the situation to AT & T on many occasions and they refuse to reason. I have called the executive complaint department and never receive a phone call back. I was instructed to contact the Public Service Commission. Later I was contacted by a representative who spoke to my wife and my Mother-in-Law. He told my wife that the phone calls that was rebilled to my phone in January would be taken off. And the reason that this happened was because someone from the Humphrey's residence called and stated that the calls were not authorized. When me and my wife talked to them they denied it, but AT & T stated that it did happen. Again I had to make numerous long distance phone calls to get the truth, but to no avail. In January the phone calls amount to four hundred and something dollars were removed from my phone bill. The following month I was rebilled for some more of these phone calls. That brings us up to the point that we are at now. I have dates/names if needed. I can't believe that no one is looking at my side of this and I will not accept what is happening.