

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WALTER CALLIHAN)
)
COMPLAINANT)
)
v.) CASE NO. 96-165
)
GTE SOUTH INCORPORATED)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

GTE South Incorporated ("GTE South") is hereby notified that it has been named as defendant in a formal complaint filed on April 15, 1996, a copy of which is attached hereto.


Pursuant to 807 KAR 5:001, Section 12, GTE South 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.

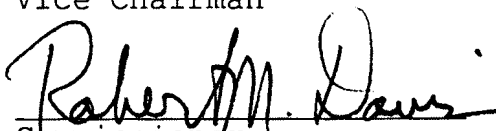
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 21st day of May, 1996.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
APR 15 1996
PUBLIC SERVICE
COMMISSION

In the Matter of:

Walter Callahan
(Your Full Name))
COMPLAINANT)

VS.

General Telephone Co.
(Name of Utility))
DEFENDANT)

96-165

C O M P L A I N T

The complaint of Walter Callahan respectfully shows:
(Your Full Name)

(a) Walter Callahan
(Your Full Name)

P.O. Box 17 Argyle Ky 41121
(Your Address)

(b) General Telephone Co.
(Name of Utility)

Ashland, Ky
(Address of Utility)

(c) That: On or about April 8, Walter
(Describe here, attaching additional sheets if

Callahan appeared at the General
necessary, the specific act, fully and clearly, or facts

Telephone office at Ashland Ky for the
that are the reason and basis for the complaint.)

purpose of pay his Bill, The lady

Formal Complaint

Walter Callahan vs General Telephone
(Your Name) (Utility Name)

Page 2

Collecting bills made out a bill
Callahan requested to talk to
someone about his bill. where other
individual had been using his
telephone and running up his telephone
Bill. The telephone clerk said that
there was no one to talk to get
mad and tore up the Bill and threw it
Wherefore, complainant asks _____
(Specifically state the

Better service, better public
relief desired.)
relations, cheaper reconnection fees.

Dated at Greenville, Kentucky, this 12 day
(Your City)

of April, 19 96
(Month)

Walter Callahan
(Your Signature)

(Name and address of attorney, if any)

RECEIVED

APR 15 1996

PUBLIC SERVICE
COMMISSION

Walter Callihan — General Telephone
Garabe can and said she didn't
care if I ever paid the bill
and motion for Callihan to leave
General Telephone Company
has downsized the operators, supervisor
to the point that they are
giving the poorest of poor service
and Callihan has been out of
service at least twice lately, and
Callihan has had to the Key Public
Service Commission at least twice
to get the Gen Telephone to repair
his service that took days.
General Telephone Company lacks
man + women power to provide
adequate service in our area.

A formal Complaint is
hereby given this day of April
12 1996

P.S. General Telephone recently cut
off Callihan's telephone and charge him
35.00 to reconnect just by throwing
a switch punishing the old poor
elderly to the point it is hard for
them to pay. The public service

Commission ~~to~~ should restrict
the General telephone to a
max of 5.00 to reconnect.