

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RICK WILSON)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2000-437
)	
VERIZON SOUTH, INC. f/k/a GTE)	
SOUTH INCORPORATED)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Verizon South, Inc. ("Verizon") is hereby notified that it has been named as defendant in a formal complaint filed on September 19, 2000, a copy of which is attached hereto. The Complainant refers to "*69"; however, Verizon calls the service "Automatic Call Return."

Pursuant to 807 KAR 5:001, Section 12, Verizon 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. If Verizon does not satisfy the complaint and instead files an answer, it should include in its answer a description of the method of, and costs involved in, modifying its Automatic Call Return system to delete charges to customers when the number of the last incoming call is unavailable.

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 4th day of October, 2000.

By the Commission

ATTEST:


Executive Director