

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES COUNCIL 62 (AFCSME COUNCIL 62))	CASE NO.
)	2004-00250
COMPLAINANT)	
)	
v.)	
)	
AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, LLC)	
)	
DEFENDANT)	

O R D E R

On July 19, 2004, the American Federation of State, County, and Municipal Employees Council 62 (“Complainant”) filed a complaint against AT&T Communications of the South Central States, LLC (“AT&T”) regarding its bills for long-distance service. The allegations in the complaint are as follows. Complainant enrolled in a discount plan with AT&T to receive long-distance service at a rate of \$.09 per minute. In September 2003, Complainant moved to a different office location within the city of Louisville. Complainant’s telephone number was changed as a result of this move. BellSouth Telecommunications, Inc. (“BellSouth”) obtained, on behalf of Complainant, this new number and long-distance service from AT&T. From the time of this move, AT&T began billing Complainant at a rate of \$.99 per minute. In February 2004, the rate was

increased to \$4.49 per minute. In March 2004, Complainant terminated AT&T service. Complainant now requests a billing adjustment back to \$.09 per minute.

AT&T responded to the complaint on August 16, 2004, admitting that, after the move, it billed the Complainant at the rate of \$.99 and \$4.49 per minute. AT&T asserts that when the Complainant changed office locations and received a new telephone number, it did not contact AT&T to enroll in the discount plan. Instead, Complainant relied on its local service provider, in this case BellSouth, to process the service order. In an attempt to settle this dispute, AT&T provided to Complainant a "courtesy adjustment" in the amount of \$921.62 for a one-month adjustment.

The Commission conducted an investigation into the rates billed by AT&T. It acquired a copy of billing records and tariff pages. Having considered the record in this proceeding, the Commission has determined that AT&T correctly billed and rated the calls regarding the Complainant. It was the Complainant's responsibility to contact AT&T after changing locations and acquiring a new telephone number, if Complainant wanted to enroll in the discount plan which it had had at the previous location.

IT IS THEREFORE ORDERED that:

1. The complaint filed by the American Federation of State, County, and Municipal Employees Council 62 should be dismissed as answered. AT&T has adequately addressed the concerns raised by Complainant.
2. This case shall be dismissed and removed from the Commission's active docket.

Done at Frankfort, Kentucky, this 29th day of April, 2005.

By the Commission

Commissioner W. Gregory Coker did not participate in the deliberations or decision concerning this case.

ATTEST:



Executive Director