

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DEBORAH BROWN GOULD)	
)	
COMPLAINANT)	
VS.)	CASE NO. 2006-00092
)	
AT&T COMMUNICATIONS OF THE SOUTH)	
CENTRAL STATES, LLC)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

AT&T Communications of the South Central States, LLC ("AT&T") is hereby notified that it has been named as defendant in a formal complaint filed on March 1, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, AT&T 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 8th day of March, 2006.
By the Commission

ATTEST



Executive Director

eps

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Deborah Brown Gould
(Your Full Name)

COMPLAINANT

VS.

AT & T
(Name of Utility)

DEFENDANT

RECEIVED

MAR - 1 2006

PUBLIC SERVICE
COMMISSION

CASE 2006-00092

COMPLAINT

The complaint of Deborah Brown Gould respectfully shows:
(Your Full Name)

(a) Deborah Brown Gould
(Your Full Name)

5225 Bald Knob Rd 40601-9552
(Your Address)

(b) AT & T
(Name of Utility)

PO Box 8231, Aurora, IL 60507-8231
(Address of Utility)

(c) That: AT & T has charged a non-customer,
(Describe here, attaching additional sheets if necessary,

Deborah Brown Gould, \$40.44/ for "line usage"
the specific act, fully and clearly, or facts that are the reason

10/22/05. My phone company, TRINSIC, reported
and basis for the complaint)
Susan Dunn, PSC representative that
did not use TRINSIC lines on 10/22/05.

Formal Complaint

Deborah Brown Gould vs. AT & T

Page 2 of 2

Wherefore, complainant asks respectfully that the original
(Specifically state the relief desired.)
AT & T charge plus all subsequent interest
charges be erased from Deborah Brown
Gould's fiscal record. I remain a
customer of TRINUSIC

Dated at Frankfort, Kentucky, this 28th day
(Your City)

of February, 2006
(Month)

Deborah Brown Gould
(Your Signature)

(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good

cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
Deborah Brown Gould) No. _____)
AT & T) (To be inserted by)
(Insert name of each defendant)) the secretary)
Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Frankfort, Kentucky, this 28th day
of February, 2006.

Deborah Brown Gould
(Name of each complainant)

(Name and address of attorney,
if any)



Customer Care Unit

P.O. Box 580
Lee's Summit, MO 64063-0580

February 15, 2006

Debby Gould
5225 Bald Knob Road
Frankfort, KY 40601-9552

(502) 875-1504

Dear Ms. Gould:

I am writing in regard to our conversation today regarding charges billed by AT&T for long distance service. Although I regret the circumstances that prompted your concern, I appreciate this opportunity to respond.

Enclosed, please find a copy of the December 14, 2005 statement listing the operator assisted calls in question.

Please again accept my apology for any inconveniences you have experienced. It is my hope that our conversation and this letter provide you with a satisfactory resolution. However, should you have additional questions or concerns, please feel free to contact me at the telephone number or the e-mail address provided below.

Sincerely,

A handwritten signature in cursive script that reads "Andy Green".

Andy Green
AT&T Executive Appeals Manager
(800) 848-4158, extension 3033
agreen1@att.com

YOUR AT&T STATEMENT

November 15 - December 14, 2005

Customer ID:



**DEBBY GOULD
816 BRAUNER ST
FRANKFORT KY 40601-1026**

[PRINT FRIENDLY FORMAT](#)

[SAVE BILL](#)

[Contact Us](#)

[Help](#)

[Moving?](#)

SUMMARY OF CHARGES

Previous balance	0.00
Payments	0.00
<u>AT&T operator assisted calls</u>	<u>30.75</u>
<u>Other charges and credits</u>	<u>5.44</u>
<u>Taxes and surcharges</u>	<u>4.25</u>
Total amount due	\$40.44

Date due **January 8, 2006**

YOUR SAVINGS AND BENEFITS

Never Mail Another Check to Pay Your AT&T Bill. For the ultimate convenience, enroll in AT&T Automatic Bill Payment (ABP) and have your future payments automatically deducted from your enclosed check. To enroll, check the box and sign on the line on the back of the remittance coupon, and return with your payment. Or sign up for online billing to review and pay your bill each month by logging onto your AT&T Online Billing account at [this website](#)

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 - * Super sound quality and reliability from a company you can trust.
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Sign up for AT&T Online Billing and say good-bye to paper bills. You'll receive an online statement that you can view 24/7, in addition to enhanced features such as Call Sorting and your choice of convenient billing options, including Automatic Bill Pay. You can even print out any of your statements, whenever you like. Signing up is quick, easy, and totally free. Just visit [this website](#) and free yourself from the hassle of paper bills.

AT&T OPERATOR ASSISTED CALLS

Domestic calls

	<u>Date</u>	<u>Number called</u>	<u>Where</u>	<u>Time</u>	<u>Rate</u>	<u>Type</u>	<u>Min</u>	<u>Amount</u>
1	<input type="checkbox"/> Oct 22		Chicago, IL	8:47pm	night	station	4	17.10
		Called from	Frankfort, KY					
2	<input type="checkbox"/> Oct 22		Chicago, IL	8:56pm	night	station	1	13.65
		Called from	Frankfort, KY					
							5	\$30.75

OTHER CHARGES AND CREDITS

	<u>Date</u>	<u>Description</u>	<u>Amount</u>
3	<input type="checkbox"/> Dec 14	Universal connectivity charge For an explanation of this charge, please call 1 800 532-2021 or visit this website	3.29
4	<input type="checkbox"/> Dec 14	In-state connection fee For an explanation of this charge, please call 1 800 333-5256 or visit this website	.66
5	<input checked="" type="checkbox"/> Dec 14	Carrier cost recovery fee This fee was formerly named the Regulatory assessment fee. It helps recover those costs associated with providing long distance service. It is not a tax or charge required by the government. For more information, call 1 800 854-9940.	1.49
			\$5.44

*** TAXES AND SURCHARGES

Description	Amount
Federal tax	1.11
KY Inter Access Surcharge	.79
KY Intra Access Surcharge	.06
Rate Inc. for School Tax	.07
State tax	2.22
	\$4.25

*** IMPORTANT INFORMATION ABOUT YOUR TELEPHONE SERVICE

In the past, AT&T filed information about our long distance services with the FCC. In keeping with recent FCC rulings, we are instead providing this information directly to our customers in the new AT&T Consumer Services Agreement. The Agreement took effect on August 1, 2001. It covers AT&T state-to-state and international long distance consumer calling services and explains the relationship between you and AT&T, as well as each of our rights and responsibilities, including billing and payment. It also describes our new binding arbitration process, which uses an objective third party rather than a jury for resolving disputes that may arise. You accept the terms of Agreement simply by continuing to use or for any AT&T consumer calling service covered under the agreement. Please be assured that your AT&T service or billing will not change under the AT&T Consumer Services Agreement; there's nothing you need to do to continue your current service with us. If you have not yet received a copy of the AT&T Consumer Services Agreement, you can access it at [this website](#) or call us at 1 888 288-4099 to request a copy of the Agreement.

Paying by check authorizes AT&T to send the information from your check electronically to your bank for payment. Your account will be debited in the amount of your check and the transaction will appear on your bank statement. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an image copy of your check for payment. If you have further questions regarding this process, or if you do not wish to participate in AT&T's check conversion program please call 1 800 201-2367.

From time to time, we develop new offers and make pricing changes that you may want to know more about. We've set up a special web site to help you get the most out of your AT&T services-- please visit us online at [this website](#)

*** IMPORTANT CUSTOMER INFORMATION

AT&T Automatic Bill Payment terms and conditions-Bank Draft. By agreeing to preauthorized transfers, you agree with AT&T as follows: When you are enrolled in ABP, AT&T will forward to you a statement of your account, not less than 10 days prior to the date your bank account will be debited. Please review each statement you receive for any errors. If you inform AT&T that an error exists on your statement, AT&T will attempt to correct that error prior to your next statement. Continue to mail your payment as usual until you see "Automatic Pay" printed in the Amount enclosed space on your AT&T statement. Either party may terminate this agreement at any time by giving the other party written notice reasonably in advance of the date of termination or any scheduled settlement date. Termination shall not prevent a debit transaction authorized before any notice of termination.

Deborah Gow
5225 Bald Knob Rd
Frankfort, KY 40601-9552

Public Service Commission
211 Sower Blvd
PO Box 615
Frankfort, KY 40602-0615

ATTN: Ginny Smith



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MAR 1 2016
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