

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROBERT S. STROTHER	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2007-00415
	)	
AT&T COMMUNICATIONS OF THE	)	
SOUTH CENTRAL STATES, INC.	)	
	)	
DEFENDANT	)	

O R D E R

On September 13, 2007, Complainant, Robert S. Strother, filed a complaint, alleging that Defendant, AT&T Communications of the South Central States, Inc. ("AT&T"), overbilled him for long-distance calls over a 6-year period. Currently, the Commission has taken the matter under submission regarding AT&T's request for dismissal of the complaint.

Prior to initiating this proceeding, Mr. Strother lodged an informal complaint with the Commission's Division of Consumer Services raising the same allegations as those in his filed complaint. Mr. Strother further provided the Division of Consumer Services certain documents relating to his claims. These documents are substantive and may impact AT&T's request for dismissal.

The Commission finds that the documents appended hereto as Appendix A should be placed in the official case file. The Commission also finds that parties should be afforded an opportunity to object to their inclusion into the record.

IT IS THEREFORE ORDERED that:


1. The documents attached hereto as Appendix A shall be made part of the official record of this proceeding.

2. Parties shall have 10 days to submit written objections to the Commission's inclusion of these documents into the official record of these proceedings.

Done at Frankfort, Kentucky, this 5th day of February, 2008.

By the Commission

ATTEST:



Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2007-00415 DATED FEBRUARY 5, 2008

Account Number	Bill Date	Payment Due Date
	SEP 16, 2002	OCT 16, 2002



ROBERT STROTHER PSC  
1025 DOVE RUN RD STE 302  
LEXINGTON KY 40502-3588

AT&T Business Service Global Business Advantage<sup>SM</sup>

For Customer Care: 1 800 524-2455

**ACCOUNT STATUS**

PREVIOUS BALANCE	\$724.53
PAYMENTS	\$724.54 <sup>Q</sup>
ADJUSTMENTS	\$0.00
TOTAL CURRENT CHARGES	\$315.60

AT&T Customized Billing

TOTAL AMOUNT DUE **\$315.59**

**\*\*\* Important News About Your Account \*\*\***

**Just For Your Business**

**ATTENTION: ACCOUNT CODE USERS**

Effective 09/01/2002 there will be a charge of \$5.00 per month for Certain blocks of Account Codes as described in the AT&T Business Service Guide (<http://www.serviceguide.att.com>). There will also be an associated monthly charge of \$1.50 for Account Codes that utilize the Text enhancement functionality. If you are impacted by these pricing structure changes and have questions regarding these new charges, please visit our web site at [www.att.com/small\\_business](http://www.att.com/small_business) or call the number on the first page of your bill.

You can manage all of your ordering and billing inquiries with just a click. Visit us at [www.att.com/customer-care](http://www.att.com/customer-care) for details on AT&T on-line customer service.

*See next page for more news!*

Please make checks payable to AT&T and include your account number on payment.  
Make sure that the AT&T P.O. Box address is showing through the envelope window.  
AT&T will no longer reply to comments on this document. Submit correspondence to [www.att.com/bcs](http://www.att.com/bcs)

ROBERT STROTHER PSC  
 1025 DOVE RUN RD STE 302  
 LEXINGTON KY 40502-3588



Account Number	Bill Date	Payment Due Date
	AUG 16, 2002	SEP 16, 2002

**AT&T Business Service Global Business Advantage<sup>SM</sup>**

**Summary of Charges**

EXPLANATION	AMOUNT
<b>MONTHLY CHARGES</b>	
LONG DISTANCE SERVICE	
AT&T Business Service Global Business Advantage <sup>SM</sup>	\$5.00
Monthly Fee	5.00 <sup>R</sup>
Fee Waived	
<b>SUBTOTAL</b>	<b>\$0.00</b>
<b>USAGE CHARGES</b>	
LONG DISTANCE SERVICE	
OUTBOUND	
Usage Eligible For Discount	\$362.49
<b>SUBTOTAL</b>	<b>\$362.49</b>
<b>REGULATORY FEES</b>	
LONG DISTANCE SERVICE	
Universal Connectivity Charge	
Federal	\$33.36
Interstate/International	
Carrier Line Charge	
Federal	
3 Multi Line(s) At \$2.60	7.80
<b>SUBTOTAL</b>	<b>\$41.16</b>
<b>TAXES</b>	
LONG DISTANCE SERVICE	
Federal Tax	\$12.57
State Tax	25.15
MISCELLANEOUS SURCHARGES	8.91
MISCELLANEOUS SURCHARGES	1.33
MISCELLANEOUS SURCHARGES	3.92
SURCHARGE	0.58
Other Surcharge/Tax	0.70
<b>SUBTOTAL</b>	<b>\$53.16</b>
<b>TOTAL CURRENT CHARGES</b>	<b>\$456.81</b>

Account Number	Bill Date	Payment Due Date
	SEP 16, 2002	OCT 16, 2002



ROBERT STROTHER PSC  
1025 DOVE RUN RD STE 302  
LEXINGTON KY 40502-3588

**AT&T Business Service Global Business Advantage<sup>SM</sup>**  
**Summary of Charges**

EXPLANATION	AMOUNT
<b>USAGE CHARGES</b>	
<b>LONG DISTANCE SERVICE OUTBOUND</b>	
Usage Eligible For Discount	\$251.78
Usage Ineligible For Discount	3.98
<b>SUBTOTAL</b>	<b>\$255.76</b>
<b>REGULATORY FEES</b>	
<b>LONG DISTANCE SERVICE</b>	
Universal Connectivity Charge	
Federal Interstate/International	\$23.25
<b>SUBTOTAL</b>	<b>\$23.25</b>
<b>TAXES</b>	
<b>LONG DISTANCE SERVICE</b>	
Federal Tax	\$8.69
State Tax	17.37
MISCELLANEOUS SURCHARGES	6.21
MISCELLANEOUS SURCHARGES	0.93
MISCELLANEOUS SURCHARGES	2.73
Other Surcharge/Tax	0.42
SURCHARGE	0.24
<b>SUBTOTAL</b>	<b>\$36.59</b>
<b>TOTAL CURRENT CHARGES</b>	<b>\$315.60</b>

**Summary of Usage by Call Type**

CALL TYPE	NUMBER OF CALLS	DURATION (hh:mm:ss)	USAGE INELIGIBLE FOR DISCOUNT	USAGE ELIGIBLE FOR DISCOUNT	DISCOUNT AMOUNT	POST DISCOUNT AMOUNT
<b>LONG DISTANCE SWITCHED OUTBOUND</b>						
<b>DIRECT DIAL</b>						
Interstate	181	4:45:00		\$242.15		\$242.15
In-State	35	52:00		9.63		9.63
<b>DIRECTORY ASSIST</b>						
In-State	2		3.98			
<b>TOTAL</b>	<b>218</b>	<b>5:37:00</b>	<b>\$3.98</b>	<b>\$251.78</b>	<b>\$0.00</b>	<b>\$251.78</b>

Account Number	Bill Date	Payment Due Date
	SEP 16, 2002	OCT 16, 2002



ROBERT STROTHER PSC  
1025 DOVE RUN RD STE 302  
LEXINGTON KY 40502-3588

Subaccount: 730 335 6144 002

**&T Business Service Global Business Advantage<sup>SM</sup>**

**Call Detail**

ITEM	DATE	TIME (hh:mm:ss)	PLACE	AREA CODE/NUMBER	DURATION (hh:mm:ss)	CALL TYPE	TIME OF DAY	POST DISCOUNT AMOUNT
BILLED NUMBER: 859 268-9264								
LONG DISTANCE SERVICE								
ELIGIBLE FOR DISCOUNT								
INTERSTATE DIRECT DIALED								
1	8/19/02	11:59:09A	TO RALEIGH	NC 919 782-1611	1:00	DDC	PEAK	0.84
2	8/20/02	9:34:28A	TO BARRINGTON	IL 847 382-7359	2:00	DDC	PEAK	1.69
3	8/20/02	10:10:19A	TO MINNEAPOLS	MN 612 607-7467	1:00	DDC	PEAK	0.84
4	8/20/02	1:57:56P	TO RALEIGH	NC 919 782-1611	1:00	DDC	PEAK	0.84
5	8/21/02	10:26:56A	TO MINNEAPOLS	MN 612 607-7467	1:00	DDC	PEAK	0.84
6	8/22/02	10:07:17A	TO MINNEAPOLS	MN 952 820-2618	1:00	DDC	PEAK	0.84
7	8/22/02	4:33:50P	TO BARBOURSVL	WV 304 733-5086	5:00	DDC	PEAK	4.22
8	8/23/02	10:07:05A	TO OKLA CITY	OK 405 325-4799	2:00	DDC	PEAK	1.69
9	8/23/02	10:11:01A	TO DAYTON	OH 937 910-1584	1:00	DDC	PEAK	0.84
10	8/23/02	3:00:00P	TO GREENSBORO	NC 336 545-1992	1:00	DDC	PEAK	0.84
11	8/23/02	3:10:40P	TO GREENSBORO	NC 336 545-5565	2:00	DDC	PEAK	1.69
12	8/23/02	3:36:14P	TO GREENSBORO	NC 336 545-5565	1:00	DDC	PEAK	0.84
13	8/23/02	4:58:53P	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	PEAK	1.69
14	8/23/02	4:58:53P	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	OPEAK	1.69
15	8/23/02	5:21:27P	TO BIRMINGHAM	AL 205 951-4143	4:00	DDC	OPEAK	3.38
16	8/26/02	10:00:10A	TO SEATTLE	WA 206 628-9719	2:00	DDC	PEAK	1.69
17	8/26/02	10:02:26A	TO FRAMINGHAM	MA 508 962-3565	6:00	DDC	PEAK	5.07
18	8/26/02	11:02:49A	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	PEAK	1.69
19	8/27/02	8:55:29A	TO RALEIGH	NC 919 782-1611	5:00	DDC	PEAK	4.22
20	8/27/02	11:45:36A	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	PEAK	1.69
21	8/28/02	5:53:27P	TO BARBOURSVL	WV 304 733-5086	1:00	DDC	OPEAK	0.84
22	8/29/02	12:27:59P	TO DAYTON	OH 937 910-1584	1:00	DDC	PEAK	0.84
23	8/29/02	12:53:18P	TO FREDERICK	MD 301 696-4583	1:00	DDC	PEAK	0.84
24	8/30/02	9:56:12A	TO GREENVILLE	SC 864 271-1449	2:00	DDC	PEAK	1.69
25	8/30/02	9:58:55A	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	PEAK	1.69
26	8/30/02	2:17:50P	TO MINNEAPOLS	MN 763 525-3714	1:00	DDC	PEAK	0.84
27	9/03/02	11:45:48A	TO SCOTSLUFF	NE 308 220-2725	3:00	DDC	PEAK	2.76
28	9/03/02	3:41:12P	TO WILMINGTON	DE 302 433-8000	1:00	DDC	PEAK	0.92
29	9/03/02	4:06:20P	TO BARBOURSVL	WV 304 733-5086	2:00	DDC	PEAK	1.84
30	9/03/02	5:00:31P	TO NO PHOENIX	AZ 602 221-3276	2:00	DDC	OPEAK	1.84
31	9/03/02	5:10:57P	TO NO PHOENIX	AZ 602 221-3276	2:00	DDC	OPEAK	1.84

TOTAL INTERSTATE DIRECT DIALED \$53.07

**IN-STATE LONG DISTANCE DIRECT DIALED**

32	8/19/02	5:39:58P	TO LOUISVILLE	KY 502 448-0457	1:00	DDC	OPEAK	0.16
33	8/20/02	11:46:35A	TO LOUISVILLE	KY 502 581-7991	1:00	DDC	PEAK	0.19
34	8/20/02	1:48:29P	TO LOUISVILLE	KY 502 451-3230	1:00	DDC	PEAK	0.19
35	8/20/02	1:49:33P	TO LOUISVILLE	KY 502 693-1558	1:00	DDC	PEAK	0.19
36	8/21/02	9:14:09A	TO LOUISVILLE	KY 502 254-3318	1:00	DDC	PEAK	0.19
37	8/21/02	10:03:01A	TO JAMESTOWN	KY 270 343-3707	1:00	DDC	PEAK	0.19
38	8/21/02	3:17:21P	TO LOUISVILLE	KY 502 581-7991	1:00	DDC	PEAK	0.19
39	8/21/02	5:40:52P	TO LOUISVILLE	KY 502 581-7991	1:00	DDC	OPEAK	0.16
40	8/23/02	12:19:27P	TO LAWRENCEBG	KY 502 839-7222	4:00	DDC	PEAK	0.74
41	8/28/02	2:47:04P	TO LAKESIDEPK	KY 859 426-2172	1:00	DDC	PEAK	0.19
42	8/29/02	1:21:55P	TO OWENSBORO	KY 270 689-8286	2:00	DDC	PEAK	0.37
43	8/29/02	2:43:34P	TO HODGENVL	KY 270 358-3187	2:00	DDC	PEAK	0.37

TOTAL IN-STATE LONG DISTANCE DIRECT DIALED \$3.13

SUBTOTAL FOR 859 268-9264 \$56.20

STROTHER & SHADWICK, P.S.C.  
ATTORNEYS AT LAW  
1025 DOVE RUN ROAD  
SUITE 101  
LEXINGTON, KY 40502

C.T. CORPORATION SYSTEMS  
C/O AT&T CORPORATION  
KY HOME LIFE BUILDING  
LOUISVILLE, KY 40202

September 9, 2002

Dear Gentlemen:

It has come to my attention this week that my law firm has for over the last six years been paying a rate of eighty-nine cents a minute for long distance service. It is my understanding that the present rate is seven point five cents a minute.

This difference in rates is unconscionable and can not be justified by AT&T. Through advertising, phone solicitation and representation a reasonable person could assume that rates were standard and competitive. The differential in the rates is 1000%.

The policy of AT&T has cost my firm thousands of dollars and leaves me furious over the situation; to the point where I will commence legal proceedings on my own behalf or perhaps a class action if suitable reimbursement is not forthcoming. If this is not fraudulent, then it is certainly borderline.

If you have any questions or comments, please advise.

Sincerely,

ROBERT S. STROTHER  
ATTORNEY AT LAW



**STROTHER & SHADWICK, P.S.C.**  
ATTORNEYS AT LAW

1025 Dove Run Road • Suite 101  
Lexington • KY 40502

Tele: (859) 266-4300  
FAX: (859) 268-9268

C. T. CORPORATION SYSTEMS  
C/O AT&T CORPORATION  
KY HOME LIFE BUILDING  
LOUISVILLE, KY 40202

September 16, 2002

Dear Gentlemen:

It has come to my attention this week that my law firm has for over the last six years been paying a rate of eighty-nine cents a minute for long distance service. It is my understanding that the present rate is seven point five cents a minute.

*This difference in rates is unconscionable and can not be justified by AT&T. Through advertising, phone solicitation and representation a reasonable person could assume that rates were standard and competitive. The differential in the rates is 1000%.*

The policy of AT&T has cost my firm thousands of dollars and leaves me furious over the situation; to the point where I will commence legal proceedings on my own behalf or perhaps a class action if suitable reimbursement is not forthcoming. If this is not fraudulent, then it is certainly borderline.

If you have any questions or comments, please advise.

Sincerely,



ROBERT S. STROTHER  
ATTORNEY AT LAW



1040 Sierra Drive  
Suite 400  
Greenwood, IN 46143

October 31, 2002

Robert S. Strother  
Strother & Shadwick  
1025 Dove Run Rd.  
Suite 101  
Lexington, KY. 40502

Reference Case Number: 88971      Dated: 10/22/2002

Dear Mr. Strother:

The AT&T Executive Offices did receive a request from you. AT&T strives to meet the concerns of all customers, and we would like to thank you for taking the time to contact us.

Several attempts to reach you by telephone have been unsuccessful. After reviewing your request, we can issue a credit of 6 months for the re-rate of the bills. I cannot adjust for 6 years. This is against policy. After reviewing the old bill, you did not call us when the rates went up. The plan you were on had discounts that expired unless the discounts were renewed. It is illegal for AT&T to add programs on the customer's bills without the customer's permission.

In the future, should you have any further concerns, you may visit our AT&T online website: [www.att.com/customercare](http://www.att.com/customercare), or contact us at our email address: [attbill@att.com](mailto:attbill@att.com)  
Or call us at 1-800-222-0400.

Sincerely,

A handwritten signature in cursive script that reads "Dolores Wren".

Dolores Wren  
AT&T Executive Appeals Investigator



ECRC  
One AT&T Way  
Bedminster, NJ 07951

April 1, 2003

Robert S. Strother  
Strother & Shadwick  
1025 Dove Run Rd  
Suite 101  
Lexington, KY 40502

The AT&T Executive Offices did receive a request from you. AT&T strives to meet the concerns of all customers, and we would like to thank you for taking the time to contact us. After reviewing your request, I was able to take the following action. I sent your request for 15,000.00 to the legal department for review. The legal department denied your request. If you want to pursue this further, and want to make this a legal action, you can send the proper paperwork to the AT&T legal department. The address is One AT&T Way, Bedminster NJ.

In the future, should you have any further concerns, you may visit our AT&T online website [www.att.com/customer-care](http://www.att.com/customer-care), contact us at our email address: [attbill@att.com](mailto:attbill@att.com) or call us at 1-800-222-0400.

Thank you for the opportunity to serve you better!

Sincerely,

*Dolores A Wren*

Dolores Wren  
AT&T Executive Appeals Investigator

177  
325  
0445