

Eriny Smith

RECEIVED

FEB 17 2009

PUBLIC SERVICE COMMISSION



NCB Realtors
312 Lake Street
Fulton, Kentucky 42041
Phone (270) 472-0555 Fax (270) 472-1768
Email Address: ncbr@bellsouth.net

2009-0070

Fax Cover Sheet

Date: 2-16-09

To: *KY Public Service Commission*

FAX: *502 564-3460*

1 of 5 pages

Cover Message *Complaint & Request*

Please deliver to the above as soon as possible!

NCB REALTORS
312 LAKE STREET, P.O. BOX 1322
FULTON, KENTUCKY 42041
PHONE (270) 472-0555
FAX (270) 472-1768

NELDA BUSHART, BROKR
EMAIL ncbr@bellsouth.net
CELL (731) 335-4770

February 16, 2009

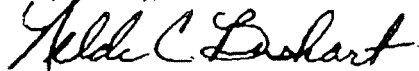
Kentucky Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602-0165

Commissioners,

Please find enclosed a copy of the letter I submit monthly along with payment to AT&T for my home and office services. When the local mayor provided a complaint form and suggested that citizens file an official complaint to the KY Public Service Commission, I was eager to do so in hopes that this would get the attention and results I have failed to get. I feel my letter and the complaint adequately state the problem. I feel the problem is deserving of your attention.

Thanks in advance for any assistance you may offer.

Respectfully,



Nelda C. Bushart

NCB REALTORS
312 LAKE STREET
FULTON, KY 42041
PHONE (270) 472-0555
EMAIL ncbr@bellsouth.net

WARD & NELDA BUSHART
5645 COUNTRY CLUB ROAD
SOUTH FULTON, TN 38257
PHONE (731) 479-9044
EMAIL neldabushart@bellsouth.net

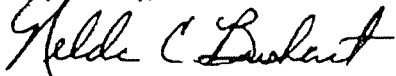
To Whom It May Concern:

Please find enclosed two checks, one for my office service and the other for my home service. For all practical purposes, the amount submitted for my cell service is a donation. I receive very few calls via my cell phone and those I do receive go to voice mail and are delivered 24 to 48 hours later.

I have spent hours with customer service requesting advice on how to solve this problem. My phone has been reinstated countless times, all to no avail.

Please understand that my cell phone is not only a convenience but a requirement for my business. I chose AT&T for my cellular service hoping there was some advantage to having home and business phone, internet and cell service through the nation's largest provider. Needless to say, I am sadly disappointed.

Respectfully,


Nelda C. Bushart

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Fulton Kentucky News

Your Community News First ---2-0-9-0-243

Front Page

Opinion

Letters to the Editor

Local Obituaries

Engagements & Weddings

Birth Announcements

Sports

Fulton Police News

Fulton County Sheriff

Recipe Vault

Classified Ads

School News

Senior Citizens Center

Local Weather

Military News

Fulton County Military

Birthdays & Anniversaries

"Everyday Psychology"

Upcoming Events

Church News

Pets - Lost and Found

Community Photos

CROSSWORDS

Payroll Databases

Formal Complaint Form

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Nelda C. Bushart)
(Your Full Name))

COMPLAINANT)

VS.)

AT&T)
(Name of Utility))

DEFENDANT)

COMPLAINT

The complaint of Nelda C. Bushart respectfully shows:
(Your Full Name)

a) Nelda C. Bushart
(Your Full Name)

(Your Address) 5645 Country Club Road
South Fulton, TN 38257

(b) AT&T
(Name of Utility) 312 Lake Street
Fulton, KY 42041

(Address of Utility)

(c) That: ① Poor, inadequate service at all times
(Describe here, attaching additional sheets if necessary,

& lack of service during times of
the specific act, fully and clearly, or facts that are the reason
inclement weather. ② Indifference of
and basis for the complaint.)



Continued on Next Page

Formal Complaint

Nelda C. Bushart vs. AT&T

Page 2 of 2

AT&T customer service representatives
to request for assistance, ③ Long waits
to speak to customer service representatives,
④ High charges for poor service.

Wherefore, complainant asks _____
 (Specifically state the relief desired.)

Dated at Fulton, Kentucky, this 16th d
 (Your City)
 of February, 2009
 (Month)

Nelda C. Bushart
 (Your Signature)

 (Name and address of attorney, if

7 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.