

95

2009-00094

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Connie C. Marshall)
(Your Full Name))
COMPLAINANT)
VS. Michael Wilver, Barbara Huber &)
Insight Communications)
(Name of Utility))
DEFENDANT)

RECEIVED
FEB 27 2009
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Connie C. Marshall respectfully shows:
(Your Full Name)

(a) Connie C. Marshall
(Your Full Name)

1814 So. 23rd St - Louisville Ky 40210
(Your Address)

(b) Insight Communications
(Name of Utility)

Michael Wilver - Pres & CEO
810 7th Ave. - 41st Fl - New York N.Y. 10019
(Address of Utility)

(c) That: ① Insight Communications, Michael Wilver
(Describe here, attaching additional sheets if necessary, + BARBARA Huber

Did Illegally & Fraudulently charge
the specific act, fully and clearly, or facts that are the reason

Ms Connie Marshall For Telephone, Cable
and basis for the complaint.)

& Internet services that they did
not provide ② Knowingly Allow Ms.

Formal Complaint

Connie MARSHALL vs. Barbara Huber
Michael Wilner
INSIGHT COMMUNICATIONS

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Connie Marshall to be attacked numerous
times on her telephone ③ Commit Defamation
libel & slander ④ Illegally disconnect her service
on 1/30/09 and in 2006.

Wherefore, complainant asks 2,000,000.00 IN DAMAGES
(Specifically state the relief desired.)

& that her service be restored.

(See attached typed complaint)

Dated at Louisville, Kentucky, this 25 day
(Your City)

of February, 192009
(Month)

Connie Marshall
(Your Signature)

N/A
(Name and address of attorney, if any)

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

CONNIE MARSHALL

COMPLAINANT

VS.

MICHAEL WILNER
BARBARA HUBER
INSIGHT COMMUNICATIONS

DEFENDANT

COMPLAINT

Connie Marshall, Complainant states that Michael Wilner, Barbara Huber and Insight Communications did commit the following:

- 1) Illegally and fraudulently charge Ms. Marshall for telephone, cable and internet services that they did not provide.
- 2) Knowingly allow Ms. Marshall to be attacked numerous times on her telephone.
- 3) Knowingly commit defamation libel and slander by stating that Ms. Marshall was attempting to vex, harass and annoy Insight and their employees, when their own employees stated that there was a problem with Ms. Marshall's service. (See attached exhibits).
- 4) Illegally disconnect Ms. Marshall's service on January 30, 2009 when her bill was paid and not due to be paid again until February 13, 2009. Ms. Marshall states

that this is the second time Insight has illegally disconnected her service, as this was previously done in 2006.

In closing Ms. Marshall states that she is currently getting unemployment and can not afford any other communication services as she needed the package deal Insight provided and states that she is being singled out and discriminated against by Insight.

Ms. Marshall is requesting that her service be restored with credit and that she receive financial restitution in the amount of two million dollars (2,000,000.00) together with her cost herein expended and interest upon such judgment at the legal rate; and any and all other proper relief to which Ms. Marshall would appear to be entitled, as this is the second time Insight has committed these crimes against Ms. Marshall and there are other victims of Insight that will come forward and testify on Ms. Marshall's behalf.

Respectfully Submitted on February 25, 2009



Connie Marshall
1814 South 23rd Street / Louisville, Kentucky 40210
(502) 322-3449 Cell

Attachments -Exhibit A – Insight Communications Log (502) 690-3398
Exhibit B – Insight Communications Tele. Log (502) 384-8190
Exhibit C – Insight Communications Internet Log (502) 384-8190
Exhibit D – Insight Communications – 1/30/09 Disconnect Notice
Exhibit E – Insight Communications bill showing a zero bal. owed
Exhibit F – Insight Communications – 12/15/06 Disconnect Notice
Exhibit G and H – 2 cassette tapes of harassing communications

A

INSIGHT COMMUNICATIONS
(NEW SERVICE INSTALLED NOVEMBER 6, 2008)
SERVICE INCLUDES TELEPHONE (502) 690-3398, INTERNET AND CABLE

November 6, 2008

Service man came in, installed service, and left. Approximately 20 minutes after he left (around 12:40 p.m.) I received a telephone call and the lady stated that she was from Insight (sounded young and white). She told me that Insight was knocking at my door and gave me the address of 1002 East Caldwell she asked me if this was telephone number 690-3398 and I told her, "yes, but this is not 1002 East Caldwell and noone is knocking at my door. I further explained to her that Insight had already left." She hung up. (I learned later that the last name of the person at 1002 East Caldwell is "Craig".)

November 6, 2008

Called Jackie Franks at 491-8381 and her husband answered the telephone, there was a reverberating sound on the phone like someone hitting on a piece of metal. Her husband could not hear me, he kept saying, "hello, hello." He hung up and I called right back, the reverberating sound was still on the telephone. Again, her husband could not hear me and kept saying, "hello, hello." He hung up and I called back a third time, this time he did not answer, so I left a message on voice mail.

November 6, 2008 – 11:15 a.m. Attacked on Phone

Talking to someone named John at the Kentucky Utility Commission (502) 564-3940, he refused to assist me and stated, "You are a Security Threat". Frequencies were coming through the telephone - while I was talking to John - caused pain, pressure in back of head.

November 6, 2008 - Attacked on Phone

Talking to friend, Louvelle on telephone, had to stop talking and told him that I was being attacked on the phone.

(Contacted police at 574-7111 on phone and spoke with Officer Hoover)

November 6, 2008 - Threatened

Tried to get on the internet and received a pop up box telling me, "I need to stop talking".

November 6, 2008

Received another pop up box telling me, "Helworm was sent to my computer, but was blocked."

November 9, 2008 – Threatened (around 5:11 p.m.)

Tried to get on the internet and received a pop up box telling me, "I need to stop talking".

(Contacted police on phone and spoke with Operator Bishop)

November 10, 2008 – between 8:30 a.m. – 11:00 a.m.

Insight Communications repairman came, said he heard echo on telephone. Stated that he did Insight's part, but he did not know what the echo was. He also called another repairman regarding the echo.

November 16, 2008 - Attacked

Talking to Belinda on telephone, Frequencies coming through telephone, caused pressure in back of head and headache.

Had several mild headaches throughout the day and then had a seizure, this time I could not catch myself from falling and I fell into the gate that encloses my two toy poodles. I sat on the floor for about 4 – 5 minutes on top of the broken gate. (felt eyes rolling to back of head)

(Contacted the police at 574-7111 and spoke with the Receptionist, Sherry, Sherry stated Major Gibson was not in and that is who I need to speak with.) Sherry connected me with Sargeant Johnson and he told me that they would not take a report regarding the attacks. I later spoke with Lieutenant Felty and was told that I need to contact the F.B.I. I told him that I knew through previous contact with them that the local F.B.I., my local police and my local United States Attorney David Huber are involved in what is happening to me and I fear for my life. **He told me to contact Homeland Security.**

HOMELAND SECURITY

November 2008

I called the Washington telephone number for Homeland Security (202) 282-8000 and a recording gave me 1-866-347-2423, I called that number and spoke with a woman that took my report. I did not receive a report number and I do not remember her I.D. number. I called right back and a male answered and gave me an I.D. number of “218”. I told him that when I called and spoke with the woman I did not receive a report number, he stated that I would not get one and cut the conversation short and hung up before I could ask any further questions. I fear for my life as eventually they are going to permanently destroy my health or kill me.

February 2009

I called the Washington telephone number for Homeland Security (202) 282-8000 and a recording gave me 1-866-347-2423 and ask about the previous complaint that I filed in November. I spoke with a woman that stated she would take the complaint again. I stated that I had not heard anything from anyone and she stated that if they did an investigation no one would get back with me. I told her that some of the things that were happening to me were only things that the F.B.I., Homeland Security or someone on that level would have knowledge of, (microwaving, sky cams, etc.). I told her that a false claim must have been filed. She asked for my name, address and telephone number and I gave it to her.

November 18, 2008 – (around 10:45 a.m.)

Turned on computer, to put in entries, United States Flag popped up at bottom of screen. I do not have the internet on this computer, as I have two computers.

November 19, 2008 – between 8:30 a.m. – 11:00 a.m.

Two Insight Communications repairmen came; one of them stated that he heard screeching on the line. He asked me if I had a fax machine. I told him I had two, but they are not connected. He said he did not know what the screeching noise was. He spoke with another Insight repairman who was having a problem with underwater sounds on the phone line at another location.

November 23, 2008 (around that date)

Went to Burlington's in Indiana. Went into the dressing room to try on clothes. I had two (2) seizures and fell into the wall, but did not fall down on the floor. (felt eyes rolling to back of head)

November 24, 2008 – 7:00 a.m. – 8:00 a.m. - Destruction of Property

Scanner destroyed by corrupt officials. Received several messages on computer stating, “You need to stop talking.” Called 911 several times for assistance, but was not taken seriously by a female that kept answering and speaking to me in a derogatory manner and then kept calling me back on my phone (playing on the phone), each time I said, “hello” no one would be there. I then called on my cell phone to tell her to stop calling me and she said no one is calling you and I put the landline telephone up to the cell phone, so that she could hear the telephone ringing.

November 24, 2008 -- 7:30 a.m.

Called and asked for the female 911 operator's Supervisor, as I spoke with her several times and she was very rude. I spoke with Bobby Lowhorn, who stated that he was the Supervisor of Communications and then stated that he did not know who she was. Three of my files that I need for a court case were destroyed on my computer by the corrupt officials on my computer this morning. After the files were destroyed my Kaspersky Anti Virus box started continuously popping up and would not stop.

November 28, 2008 -- 9:09 a.m.

Turned on computer -- United States Flag at bottom of screen

November 28, 2008 -- 9:09 a.m. -- Destruction of Property

Tried to use scanner on printer and it has been scrambled by the corrupt officials, was unable to scan document regarding contacting Kentucky Attorney General's Office, I had to copy it on the copy machine.

November 28, 2008 -- 2:02 p.m. -- Destruction of Property

Turned on computer. Flag at bottom of computer. Computer had message, "Security Threat, Neutralize immediately." My copy machine is malfunctioning.

November thru December 2008

Pixels scattering on TV. TV beeping. On Channel 66 in the background you can see Channels KET I and KET II. You also see a white horizontal and vertical bar with little black squares inside the horizontal bar. This bar is in back of Channel 66 and you can see Channel KET I or KET II behind it.

December 11, 2008 or 12th -- 11:35 a.m. - Attacked

Called Chairyle Scott (another lady in Louisville, Ky. Being terrorized), frequency on telephone.

December 2008

Receiving numerous calls from Nurseline 978-901-1897. I do not know who these people are, each time they call I do not answer my telephone and the phone rings, but someone comes on my voice mail saying, "Hello, Hello," however I did not call them, they called me.

December (last of December or first part of January 2009)

Insight worked on computer problems with internet. Telephone was dead for two hours after that, I had to call them back to repair the telephone. They stated the problem was not in my house, later they repaired the problem from another location.

January 2009 -- (between 1st and the 8th)

Called Insight about problems with my computer, telephone and cable service. Some of the things they stated are as follows:

- 1) a provisioning problem (codes may be incorrect)
- 2) someone has been tampering with the lines
- 3) They could hear the echo on the phone, but they don't know what it is
- 4) They could hear screeching on the phone
- 5) A file transfer program could be sucking up your space on your hard drive

(note for the record a file transfer program has been downloaded on my computers by the corrupt officials)

B

NEW HOME ADDRESS, TELE # is still (502) 384-8190 -- Internet Insight

August 27, 2006 -- New Address

My mother passed away on August 22, 2006. I am now living in my mother's house located at 1814 South 23rd Street, Louisville, Kentucky 40210. My telephone number is still (502) 384-8190. My cell number is (502) 488-0415.

Even during the passing of my mother and my time of grief, I was still being severely harassed on my home phone, cell phones and office phone. Family could not reach me by telephone with funeral arrangements and when we called my telephone carrier they stated that it was a local problem in Kentucky with my telephone.

September 10, 2006 -- 9:00 p.m.

Talking to my niece, Debbie, telephone number (502) 778-8377. Telephone cut-off. Picked telephone up to call her back and the phone was dead. I was talking on my home phone and I called and reported this to Jerome (customer service for Insight Communications).

October 22, 2006 -- 2:10 p.m.

Talking to grandchildren on home telephone, **Echo on phone.**

October 23, 2006 (between 2:00 am -- 6:00 am)

Could not get into Email. Computer would not take Email ID and Password. I called Insight repair and spoke with Mike, he stated that the problem was that someone had changed my Email ID from Connie.Marshall@insightbb.com to Conniemarshall@insightbb.com. I told him that I did not change it and apparently someone is stealing my identity to get into my Email. Mike stated that anyone could go under member services and figure out how to do this, I told him no one at my house would do this, as there are only two people living here and my brother does not use my computer. I ask to speak to a manager and was placed on hold and then disconnected.

October 23, 2006 (6:00 am)

I called Insight back, as I was disconnected. The person I got this time was Michael. I explained to him what Mike told me and he stated that Mike did not know what he was talking about and that I still had Connie.Marshall@insightbb.com but now I also had Conniemarshall@insightbb.com. I told him that I did not request two Email addresses and that I did not want to keep Conniemarshall@insightbb.com. I further told him that I had never heard of such a thing. I then asked to speak with a manager and he would not connect me to a manager. I was persistent and was connected to Gary Quick, who stated that he was a manager and had only been there for two months. I told him the problem was a very serious one and continuously asked for Barbara Huber, who I was told was the manager over the department and I have not been connected with her.

October 23, 2006 through November 3, 2006

I called Insight several days between October 23, 2006 and November 3, 2006 and was never connected with the Manager, Barbara Huber. I was always told that she was in a meeting. I left messages in her voice mail at telephone number 357-4686 and she would never return my calls.

October 23, 2006 through November 2, 2006

Spoke to several people at Insight Communications. Some of the names were James/Supervisor, Curtis, Aaron, Audrey/Generalist, Yonis and Charlotte. I continuously asked to speak with Barbara Huber, however I was constantly told that she was in a meeting or she was not at work.

October 25, 2006 -- Approximately 4:00 am - Destruction of Property

I was working in my computer and noticed and my hard drive started running continuously as if something was downloading. I was not online. I then noticed a file had been downloaded to my computer with the title of ~ **WrL0037.tmp mydocuments**. I called 911 and the call seemed to roll over to another line. I spoke with a dispatch person and told them that my identity was being stolen again and that I have been dealing with this severe harassment for over three (3) years.

I further told them that I have kept a very thorough log of all of it, which includes tapes, pictures, voice mail messages, and the different peoples names, and the different sounds, etc. on my telephones, computers, fax machines, etc. I noticed it started when I was a victim of a hate crime in Louisville Kentucky in May 2004 and could not get any assistance from anyone in Louisville, Kentucky, and therefore decided to file charges against all of the persons covering the crime. I further told them that the file that was sent to my computer would eventually start copying all of my files and then destroy my computer, as this has already previously been done. (see *June 8, 2005 on this log, under Harassing Communications). I told them to immediately send me an officer and that I do also fear for my life.

When I hung up the telephone and while I waited for the officer the ~ **WrL0037.tmp** started copying the file that I was working on, which was a lawsuit against the Commonwealth of Kentucky and several others regarding participating in or conspiracy to cover up crimes against children and participating in or conspiracy to cover up a hate crime. When I tried to delete the ~ **WrL0037.tmp** file, a window would pop up and the message I received was "Close any program that might be using the file and try again." I was preparing to file the lawsuit that day against the following:

Commonwealth of Kentucky

Scott Crawford Sutherland – State Atty General's Office/Special Prosecutions

Gregory Stumbo – State Attorney General

R. David Stengel – Commonwealth Attorney

Jefferson County Police Dept.

Lieutenant Linda Pettick/Jefferson County Police Dept.

Lieutenant Kathy Eigelbach/ St. Matthews Police Dept.

Chief Norman Mayer/St. Matthews Police Dept.

Judge Audra Eckerle/Jefferson County District Court

Judge Jerry Bowles/Jefferson County Family Court Judge

Irvin Maze/Jefferson County Attorney

Dennis O'Connor (Doc)/Jefferson County Attorney's Office

Richard O'Malley/Jefferson County Attorney's Office

Cabinet for Families and Children

Sky Tanghe/Child Protective Services/Cabinet for Families and Children

Mike Hartlage/Child Protective Services/Cabinet for Families and Children

I also noticed that many other ~ **WrL** files were being created, all ending in "my documents" and included the following ~ **WrL0037.tmp ~ WrL0281.tmp ~ WrL0539.tmp ~ WrL0673.tmp ~ WrL1230.tmp ~ WrL1554.tmp, ~ WrL1975.tmp ~ WrL2449.tmp ~ WrL2471.tmp**. When I tried to delete these files which were duplicates of my files I received an error message that would not allow me to delete the files. The Message further stated that "These files are being used by another person or program."

October 25, 2006 – approximately 5:30 am – Louisville Metro Police Dept.

The policeman arrived and his name was David Mcgala. I asked for a card and he stated that he did not have one. I showed him the files and he watched what was going on in my computer. He saw the duplicate files under the heading of ~ **WrL** and I showed him the original file that the duplicate was copying. He did not take a report, but he told me he would give the information to John Polin in the 2nd District and that he was an officer that handled the types of problems that I was having. David Mcgala

may have also told me that he had not been on the police force very long. (not sure). He was slim, white and young.

October 26 (not sure of date)

I could not get into my files on my computer. I called the police. They sent a police office out and he took a report. There was a lot of static on my tele. line. When the police officer left. I tried to get into my files again and noticed that the downloaded ~ **WrL** files were deleting themselves from my computer, in other words the file names were still there but the duplicates were now missing. I also noticed that only one file was now left in my computer and when I tried to open it I received the following messages:

Windows – Delayed Write Failed Windows was unable to save all the data for the file
\\ **WRD2826.tmp**. The data has been lost. This error may be caused by a failure of your
computer hardware or network connection. Please try to save this file elsewhere.

November 1, 2006

Picked up my telephone and the telephone was dead.

November 1, 2006 - Attacked

Some type of signal is being sent to my telephone, I cannot hear it but I can feel it. It hurts my ears and is causing me to get a headache when I am on the telephone making it almost impossible for me to stay on the telephone. I do not normally get headaches. The signal coming through my telephone is causing so much discomfort that I cannot hold the telephone up to my ear, it feels as if it is electrical.

November 2, 2006 – 9:10 a.m.

I called a family member at (502) 366-8109, when I hung up the phone rang back to me and was dead.

November 12, 2006

I have not been allowed access to my Email since approximately October 21, 2006 and still cannot get into my Email.

November 15, 2006 (between 6:00 p.m. – 8:00 p.m.) **Louisville Metro Police Dept.**

Called the Louisville Metro Police Dept. to find out when the Detective would be assigned to my case. They told me to call back tomorrow. Approximately five minutes after I hung up there were three police officers at my door. I asked them why they were there, as I did not call for a police car. One police officer came inside; I did not see a badge. I ask him why the other two policeman were standing on the porch and that I did not want police just standing on my porch. The officer that came in stated they were training someone, so that is why two of them stayed outside.

November 16, 2006 (approximately 10:00 am – 11:00 a.m.) **Louisville Metro Police Dept.**

I spoke with Detective Polin (502) 574-2478 and he stated that he was not the person that would handle my case. He referred me to Melissa Mottley (502) 574-7045. When I called Ms. Mottley, I was told that she was on Maternity leave and I was transferred to Detective Andy Abbott. I told Detective Andy Abbott about everything that had been going on and he told me a detective would call me.

Approximately 5 minutes later there were two policeman “bamming” on my door. They banged on the front door and the back door so loudly that I am sure people a city block away could hear them. The female officer walked up and down the street in front of my house and I heard her say, “Well she called us.” As I did not call for a police officer I called Andy Abbott and asked why I had policeman “bamming” on my door, as if I were a criminal and they were going to drag me out of my house. At first he acted as if he did not know what was going on and then he admitted that he sent the policeman to my house. He then stated, “Open the door and let them in Ms. Marshall.” I told him I was not and I knew what was going on, as I know that they are trying to silence me regarding the overwhelming

amount of evidence I have regarding the corruption in my state. I found out from the dispatcher that the Unit # for the police that came to my house were Unit #224B and Unit #226B. They would not give me those police officers names. I also spoke with a Sgt. Wilkerson, who stated someone would be assigned to my case, however I have not been contacted.

December 18, 2006 -- (approximately 5:30 p.m

Arrived home from work and my home tele, computer and cable was disconnected. When I called Insight because my bill was paid they would not talk to me and told me to contact the Public Service Commission. When I called them they stated Insight mailed me a certified letter. I picked up the letter and it was very derogatory and *there was no signature*. The letter stated that they were denying me service and did not state a legitimate reason. Also my L.G.&E was disconnected. I called LG&E and I was told that even though I payed my bill and called in my receipt number they turned me off because I did not call back to make payment arrangements and that I had to pay \$130.00 dollars (in that price range, not sure* see L.G.& E section on this log) to have my service turned back on.

Destruction of Property (tried to scan in November 2008 to add to log)

Tried to use scanner on printer and it has been scrambled by the corrupt officials, was unable to scan document regarding Insight, I had to copy it on the copy machine

Insert Insight Letter

MY TELE. COMPANY-INSIGHT COMMUNICATIONS (502) 384-8190 Internet Insight

Sept. or October 2005 (approximately)

I decided to purchase Insight as my home cable, telephone and internet service. My home telephone number is (502) 384-8190.

October 18, 2005

Between 4:00 – 5:00 am, Could not send Emails. I was trying to send them to CBS and NBC and miscellaneous other places.

October 18, 2005

MSIE Browser Test – Failed

October 18, 2005 – 8:45 am

Was talking to Heather at Insight Broadband, very Loud **Echo** on telephone. Also talked to Derwin, Tier II Technical Support, for Insight Broadband.

October 23, 2005 – 3:30 am – 4:00 am

A message started going across the faces of the people on television and stated the following. ‘A required weekly test has been issued, please tune to 96 for complete details.’ I called Insight Communications to ask why the messages were going across the faces of the people instead of being at the top of the screen. I spoke with Steve at Insight Communications at 4:15 am and he stated that two or three channels were doing that and they don’t know why. Steve stated, “The channels are 82 and 33, I mean 34”

November 19, 2005 – 8:00 am

Fax would not go through, spoke with someone at Insight Communications name Jerome.

November 15, 2005 – 1:40 a.m.

I talked to Brenda at Insight Communications (Cable). **Echo on telephone.**

November 15, 2005 – 9:00 a.m.

Cable called and left message. I picked up the telephone later and it rang back to Insight Communications without me dialing them. They were supposed to come to repair my telephone between 8:30 a.m. – 11:30 a.m., however they did not show up.

November 19, 2005 – 12:10 pm

Tried to send fax and it would not go through, got customer service rep with Insight Communications and was disconnected. When I tried to send fax I kept getting Bell South and fast busy. **Bell South is not my telephone provider.**

December 28, 2005 - 8:11 am

Call from 866-275-4852 Tele rang, picked up phone and kept saying, “Hello, Hello, Hello” no one says anything. When I try to call this number back phone is dead and I get fast busy, or I get message that says, “We’re sorry all circuits are busy now will you please try your call a little bit later.”

December 28, 2005 – 7:39 pm

Call from 866-656-8186 Tele rang, picked up phone and kept saying, “Hello, Hello, Hello” noone says anything. When I try to call this number back phone is dead and get fast busy, or I get message that says, “We’re sorry all circuit are busy now will you please try you call a little bit later.”

January 7, 2006 – 10:00 – 10:10 am

Picked up telephone, phone dead

January 31, 2006 – between 12:00 Noon – 12:10 pm

Talking to Peggy at telephone number (502) 777-5136 on my home phone. Telephone cut-off.

January 31, 2006 – 12:10 pm

Called and talked to Heather at Insight Communications to report telephone cutting off

February 28, 2006 – 6:00 pm

Picked up telephone, phone dead, I called Insight Communications. I do not remember who I spoke with, but I think one of the people I spoke with was Angela. I was told that Joan Sacharnoski sent me a letter on February 22, 2006; however I had not received it.

March 3, 2006 – 8:30 a.m.

Called 513-564-7032 **Echo on Phone**

March 7, 2006

I received and unsigned letter from Joan Sacharnoski's on approximately March 6, 2006. The letter was very derogatory and equivalent to defamation libel. Joan also telephoned me at (502)772-2633, which is a small office entitled, "Justice for All Citizens." I am sending this letter to the Corporate Office of Insight Communications and the FCC, and I also plan to file a complaint regarding the content of the letter.

March 10, 2006 – 7:53 a.m.

Peggy sent me an Email but I cannot get into my Email.

April 12, 2006 – 4:05 p.m.

The last number that called your phone was 000-000-0000

April 17, 2006 – 7:48 p.m.

New York Times called regarding advertising and tried to send me an Email. I talked to Detra. **Echo on Telephone.**

April 21, 2006 – 9:23 a.m.

A woman from MCI called and stated, "I have on here that someone accepted calls from Houston. Did you accept calls from Houston? Is 384-8190 your number? I stated, "384-8190 is my number, but I did not accept calls from Houston."

April 2006 (not sure of date) between 4:00 am – 5:00 am

Computer not working cannot get on line.

April 2006 – 6:00 am

Talked to Nathan at Insight.

June 2, 2006 – 7:48 p.m.

Talking to Cheap Trips.com. **Echo on telephone.**

June 2, 2006 – 7:55 p.m.

Called Insight Communications, (502) 357-4400. Talked to Greg. **Echo on telephone.**

June 5, 2006 – 3:20 p.m.

Called 800-795-0469 from my cell phone 502-488-0415. **Echo on telephone.**

June 6, 2006 – 6:54 p.m.

I called 499-5249 to talk with Pena Cobble from my telephone number 502-384-8190. **Echo on the telephone.** She heard the echo and I heard the echo.

June 7, 2006 – 8:00 a.m.

Echo on telephone

July 5, 2006 – 6:50 p.m.

Hang up call. I said "Hello." They held the telephone and did not say anything.



Even better.

January 26, 2009

Connie Marshall
1814 S 23RD ST
LOUISVILLE KY 40210-2154

ACCOUNT DISCONNECT NOTICE

Re: Disconnection Notice -- Account # 189527-03

Please be advised that based upon our records, Insight had terminated your previous Account 189527-02 per the attached letter that was sent to you last fall. It was recently brought to our attention that you opened another Insight account and again continue to intentionally attempt to vex, harass and annoy Insight and our employees by purposefully disturbing, irritating and interrupting our operations through your actions.

Therefore, Insight Communications has again elected to exercise our rights to immediately terminate all services on your account. While your telephone service has been disconnected, Insight Phone will ensure 911 access is available until 02/13/2009 while you select a new local service provider.

If for any reason you disagree with these actions, you have the right to appeal to your state regulatory authority by calling the appropriate number listed below.

Kentucky Public Service Commission
730 Schenkel Lane
PO BOX 615
Frankfort, KY 40602

1-800-772-4636 or 502-564-3940 (press 1 when you hear the recording)
Business hours: Monday through Friday, 8:00 AM – 5:00 PM

Hearing/Speech impaired:
1-800-648-6056 (TDD only)
1-800-648-6057 (voice only)

You may also fax correspondences to: 502-564-1582

Insight Communications sincerely regrets that we will not be able to provide you with our services any longer. Please be advised that you are still responsible to return equipment and pay any outstanding debts owed to the company.





ACCOUNT # 10250189527-03

DUE DATE: 02/13/09

BALANCE DUE: \$127.79

Billing Date: January 23, 2009
Service Address: 1814 S 23rd St, Louisville KY 40210

Questions about Your Statement?
Call Customer Service:
(502)357-4400

YOUR ACCOUNT SUMMARY

Previous Activity

Previous Balance 115.71
Payment Received 01/13/09 - Thank You 115.71 CR
Balance as of 01/22/09 \$0.00

NEW CHARGES

Cable Services 40.00
High Speed Internet Services 49.00
Phone Services 26.25
SUBTOTAL NEW CHARGES \$115.25
Taxes and Fees \$12.54
TOTAL BALANCE DUE \$127.79

Thank you for paying your bill promptly.

continued

(Details on following pages)



P O Box 197909
Louisville KY 40259-7909

HAS YOUR INFORMATION CHANGED?
CHECK HERE AND SEE BACK

2675 2 AV 0.449
*****AUTO**SCH 5-DIGIT 40203 009372 4802



CONNIE MARSHALL
1814 S 23RD ST
LOUISVILLE KY 40210-2154

DETACH AND RETURN WITH PAYMENT:

Table with columns: ACCOUNT #, DUE DATE, BALANCE DUE. Values: 10250189527-03, 02 13 09, \$127.79

Please make your check payable to Insight Communications.
Please do not include any other correspondence with your payment.

AMOUNT ENCLOSED
\$.

Insight
P O Box 740273
Cincinnati OH 45274-0273

0002675



F

Insight

December 15, 2006

Connie Marshall
1814 S 23RD ST
LOUISVILLE KY 40210-2154

ACCOUNT DISCONNECT NOTICE

Re: Disconnection Notice – Account # **189527-02**

Please be advised that based upon our records, Insight has determined that you are continuing to intentionally attempt to vex, harass and annoy Insight and our employees by purposefully disturbing, irritating and interrupting our operations through your actions.

Therefore, Insight Communications has elected to exercise our rights to immediately terminate all services on your account. While your telephone service has been disconnected, Insight Phone will ensure 911 access is available until January 15, 2007 while you select a new local service provider.

If for any reason you disagree with these actions, you have the right to appeal to your state regulatory authority by calling the appropriate number listed below.

Kentucky Public Service Commission
730 Schenkel Lane
PO BOX 615
Frankfort, KY 40602

1-800-772-4636 or 502-564-3940 (press 1 when you hear the recording)
Business hours: Monday through Friday, 8:00 AM – 5:00 PM

Hearing/Speech impaired:
1-800-648-6056 (TDD only)
1-800-648-6057 (voice only)

You may also fax correspondences to: 502-564-1582

Insight Communications sincerely regrets that we will not be able to provide you with our services any longer. Please be advised that you are still responsible to return equipment and pay any outstanding debts owed to the company.

Before the Public Service Commission

Connie Marshall
(Insert name of complainant)

Complainant

Michael Wilber - Barbara Huber
Insight Communications
(Insert name of each defendant)

Defendant

No. _____

(To be inserted by
the secretary)

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 Louisville, Kentucky, this 25 day
of Feb, 192009.

Connie Marshall
(Name of each complainant)

N/A
(Name and address of attorney,
if any)

NARRATION OF TAPE *CH*

The Following is a brief synopsis of some of the things that you will hear on the 90 minute tape. Each section of the tape is narrated:

Side One

- 1) Echo on telephone
- 2) Static on telephone
- 3) Other Noises on telephone
- 4) AOL would not disconnect
- 5) FBI's tape recording device getting stuck
- 6) Bell South, Corporate, Security and Local Executive telling me not to call them for repair and denying the tap.
- 7) MCI – telling me my social does not match my credit file

This side also includes other noises and voice mail messages.

Side Two

- 1) My office phone noises 449-7073
- 2) My office phone noises 449-3912
- 3) AT&T Customer Service
- 4) AT&T telling me that my office phone is not their line or my line and they don't know who it belongs to, even though my bill comes from them and I am paying them.
- 5) F.B.I. rerouted call
- 6) Conversation regarding someone names T. Spears that ordered and canceled my lines for my office, he did not work for AT&T and did not work for me
- 7) AT&T – They would call me twice in the same day changing my number for my office. One call would say my office number was 449-1533 and in the same day another person would call and say my office number was 449-3912.
- 8) Knights of St John Apt. regarding my telephone number
- 9) BB&T (there is also an additional tape regarding BB&T keeping my three old accounts and my new account on the telephone even though I told them that identity theft was being committed.)

This side also includes other noises and voice mail messages.

Submitted By

Connie Marshall
(502) 774-4305

P.S. – Additional tapes are available with other taped conversations and messages. There are also pictures, and documents from some of the offices on the attached log.

I have now been terrorized and tortured for four (4) years.

NARRATION OF TAPE - J G & H

The Following is a brief synopsis of some of the things that you will hear on the 90 minute tape. Each section of the tape is narrated:

Side One

- 1) Echo on telephone
- 2) Static on telephone
- 3) Other Noises on telephone
- 4) AOL would not disconnect
- 5) FBI's tape recording device getting stuck
- 6) Bell South, Corporate, Security and Local Executive telling me not to call them for repair and denying the tap.
- 7) MCI – telling me my social does not match my credit file

This side also includes other noises and voice mail messages.

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- 4) AT&T telling me that my office phone is not their line or my line and they don't know who it belongs to, even though my bill comes from them and I am paying them.
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