

DAVID LEE OLIVER, DMD

1301 HOPKINSVILLE STREET

PRINCETON, KY 42445



RECEIVED

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PUBLIC SERVICE  
COMMISSION

February 1, 2026

Kentucky Public Service Commission

P.O. Box 615

211 Sower Blvd

Frankfort, KY 40602-0615

Public Service Commission,

Re: Complaint against AT&T unfair business practices

I am writing to inform you of a difficulty I am having with AT&T, and to hopefully enlist your assistance in resolving a payment of late fees to AT&T telecommunications for a cell phone bill. I contacted your agency approximately 10 years ago regarding another payment dispute during a crippling ice storm and your agency promptly interceded and resolved the issue in my favor. Thank you.

Firstly, at this time, The disputed account regards late fees charged to my account that I do not feel are warranted. To clarify, I renewed my cellular account last December because of a broken telephone issue. In getting a new phone, I had to upgrade and agree to a new contract. The new contract stated that I could qualify for a discounted monthly fee if I would agree to paperless billing and allow AT&T to automatically withdraw the debit from my bank account. I emphatically stated that I would not agree to allow AT&T to have drawing privileges to my bank account, and additionally, I wanted a paper bill monthly for my tax and business records. Thus, I had to pay extra for that by my understanding and I have been hacked by internet fraud two times and I did not want anyone in my account but me. I was told it would take one or two billing cycles for all this to occur. I had to contact AT&T several times to get my paper bills. Not only has that been difficult, but also many times the bill does not arrive in time to pay the bill without incurring late fees. Their due date does not allow for weekends or holidays. Matter of fact, the November bill arrived several days "after" the due date making late fees automatic. I contacted AT&T to tell them this but they just disregarded my explanation and said pay the bill on time. That provoked me to delete the late charges and inform them I would seek help from the Ky PSC. I did pay the bill but not the late fees. Several times this past year there have been times when the bill gives me less than three days to get the payment posted in time to arrive before the due date, and complicates using paid bill documents for tax preparation. In those instances, I

have payed several bills by credit card to avoid late fees and a mar on my payment record. It just isn't fair and they know they are too big to mess with.

As a practicing Dentist, I know that regular and timely payments are appreciated. I also know that AT&T gets a myriad of excuses for late and/or non-payment of services. In addition I regard my name and credit rating as very important to me. I am old enough to remember several years back when Congress took action with mostly insurance companies to make them send a notification and/or bill with several days prior to the due date in order for the customer to have a real chance to get their bill paid on time. I am forwarding a copy of this letter to my state Congressional Representatives for their evaluation and any other assistance you might feel is warranted.

As stated, I have paid my bills, but this month I notified AT&T that I was not voluntarily paying any late fees that are not of my ability to avoid. And I requested that these late fees be waived. Otherwise, I expect to be notified in time to pay the bill with a paper bill, NOT an internet notice as was agreed upon at the initial contract, and, that I am paying extra to receive and their delinquent delivery is making a built in failure and financial penalty by AT&T to perform to their contract.

Sincerely yours,

A handwritten signature in black ink that reads "David Lee Oliver, DMD". The signature is written in a cursive style with a large initial 'D'.

David Lee Oliver, DMD

Copy: Sen. Rand Paul

Hon. James Comer