

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE, MELANIE HALEY,)
AND THOMAS L. ROSE)
)
COMPLAINANTS)
)
v.) CASE NO. 96-052
)
GTE SOUTH INCORPORATED)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

GTE South Incorporated ("GTE South") is hereby notified that it has been named as defendant in a formal complaint filed on February 12, 1996, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, GTE South 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 1st day of March, 1996.

PUBLIC SERVICE COMMISSION

Linda K. Breathitt
Chairman

E. J. Hays
Vice Chairman

Robert M. Davis
Commissioner

ATTEST:

Don Mills
Executive Director

89

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARC G. ROSE
(Your Full Name) **COMPLAINANT**

VS.

G T E
(Name of Utility) **DEFENDANT**

RECEIVED

FEB 12 1996

PUBLIC SERVICE COMMISSION

96-052

C O M P L A I N T

The complaint of MARC G. ROSE respectfully shows:
(Your Full Name)

(a) MARC G. ROSE
(Your Full Name)

1251 TRENT BLVD. LEXINGTON KY 40517
(Your Address)

(b) G T E
(Name of Utility)

201 NORTH FRANKLIN ST. TAMPA FL 33601
(Address of Utility)

(c) That: MARC G. ROSE HAS NOT BEEN A CUSTOMER
(Describe here, attaching additional sheets if

OF GTE SINCE AT LEAST 1992. HOWEVER, IN FEBRUARY 1995
necessary, the specific act, fully and clearly, or facts

HE RECEIVED A "FINAL BILL" FROM GTE SHOWING HE HAD
that are the reason and basis for the complaint.)

MADE A \$75.00 PAYMENT IN JANUARY FOR TELEPHONE

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELANIE HALEY
(Your Full Name)
COMPLAINANT
VS.
G T E
(Name of Utility)
DEFENDANT

96-050²
RECEIVED
FEB 12 1996
PUBLIC SERVICE
COMMISSION

C O M P L A I N T

The complaint of MELANIE HALEY
(Your Full Name) respectfully shows:

(a) MELANIE HALEY
(Your Full Name)

1251 TRENT BLVD LEXINGTON KY 40517
(Your Address)

(b) G T E
(Name of Utility)

201 NORTH FRANKLIN ST TAMPA FL 33601
(Address of Utility)

(c) That: AFTER PROPERLY POSTING ALL MONTHLY PAYMENTS
(Describe here, attaching additional sheets if

IN 1993, 1994 AND JANUARY 1995 FOR TELEPHONE
necessary, the specific act, fully and clearly, or facts

NUMBER 606-271-3214, GTE BEGAN MISPOSTING
that are the reason and basis for the complaint.)

INVOICE PAYMENTS IN FEBRUARY 1995.

ALL PAYMENTS MADE BEFORE AND AFTER FEBRUARY 1995 EXACTLY CONFORMED TO THE PAYMENT INSTRUCTIONS STATED ON PAGE 2 OF THE STANDARD GTE MONTHLY INVOICE.

WHEN THE POSTING ERRORS BEGAN, WE MISTAKENLY ASSUMED IT WAS A ONE-TIME OCCURRENCE. HOWEVER, WHEN IT OCCURRED THE SECOND TIME, WE PROMPTLY NOTIFIED GTE BY CERTIFIED MAIL (AND NOTED THAT A SIMILAR PROBLEM HAD OCCURRED SEVERAL YEARS BEFORE). WE RECEIVED NO REPLY.

THE POSTING ERRORS (A TOTAL OF 8) CONTINUED THRU AUGUST 1995 WHEN, AT THE REQUEST OF GTE, WE STOPPED MAKING ADDITIONAL PAYMENTS. EACH TIME A POSTING ERROR OCCURRED, WE ADVISED GTE BY CERTIFIED MAIL AND REQUESTED CORRECTIVE ACTION. WE SENT ABOUT A DOZEN SUCH LETTERS, MAINLY TO TAMPA, BUT ALSO TO OTHER GTE OFFICES. AS OF FEBRUARY 1996, WE HAVE NOT RECEIVED A REPLY TO A SINGLE ONE OF THESE BILLING ERROR INQUIRES.

Formal Complaint

MELANIE HALEY

VS

G T E

(Your Name)

(Utility Name)

Page 2

Wherefore, complainant asks FOR A DETAILED EXPLANATION OF:
(Specifically state the

① WHY THE POSTING ERRORS OCCURRED WHEN PAYMENTS WERE MADE IN
relief desired.)

EXACT COMPLIANCE WITH GTE INSTRUCTIONS.

② WHY GTE HAS DECLINED TO REPLY TO ANY BILLING INQUIRES

RELATED TO THE MISPOSTING OF 1995 PAYMENTS FOR 606-271-3214

Dated at LEXINGTON, Kentucky, this 9TH day
(Your City)

of FEBRUARY, 1996.
(Month)

Melanie Haley
(Your Signature)

(Name and address of attorney, if any)

PUBLIC SERVICE COMMISSION
730 SCHENKEL LANE
FRANKFORT KY 40602

9 FEBRUARY 1996

RECEIVED

FEB 12 1996

PUBLIC SERVICE
COMMISSION

WE ARE MAKING ONE FINAL APPEAL IN THE HOPE THAT PSC WILL BE WILLING AND ABLE TO SEE THAT GTE ENDS ITS ABUSIVE BUSINESS PROCEDURES IN HANDLING SERVICE FOR TELEPHONE NUMBER [REDACTED] LOCATED AT 1251 TRENT BLVD. IN LEXINGTON.

ONE YEAR AGO THIS MONTH, FOR UNKNOWN REASONS, GTE BEGAN MISPOSTING PAYMENTS FOR 606-271-3214. THESE "MISPOSTED" PAYMENTS WERE SUBMITTED IN EXACTLY THE SAME MANNER AND FORM AS PAYMENTS MADE IN 1993 AND 1994 — ALL OF WHICH WERE PROPERLY POSTED BY GTE. THEREFORE, THE ONLY LOGICAL CONCLUSION IS THAT THE CAUSE OF THE ERRORS LIES WITHIN THE GTE ORGANIZATION AND OPERATIONS.

WHEN PAYMENT MISPOSTINGS BEGAN IN FEBRUARY 1995, WE NOTIFIED GTE. EACH TIME ADDITIONAL MISPOSTINGS (A TOTAL OF 8) OCCURRED, WE SO ADVISED GTE. AS OF THIS DATE IN FEBRUARY 1996, GTE HAS NOT RESPONDED TO A SINGLE ONE OF OUR BILLING INQUIRES.

AFTER MONTHS OF NO REPLIES TO OUR BILLING INQUIRES, WE TURNED TO THE BETTER BUSINESS BUREAU (BBB) FOR ASSISTANCE. BASED ON A LETTER THEY RECEIVED FROM GTE, BBB "SLAMMED THE DOOR IN OUR FACE". THAT GTE LETTER TO BBB WAS INACCURATE IN GENERAL AND ABSOLUTE LIES IN A SUBSTANTIAL PORTION.

WHEN BBB SHUT US OUT, WE TURNED TO PSC THRU THE 1-800 "HOTLINE," SINCE THEN, WE HAVE KEPT PSC FULLY ADVISED OF OUR PROBLEMS WITH GTE,

WE WANT TO MAKE IT VERY CLEAR (AS WE EXPRESSED TO GTE-MECHAMISVILLE IN OUR LETTER OF 17 JULY 95) THAT WE ARE NOT COMPLAINING ABOUT THE FACT THAT POSTING ERRORS HAVE OCCURRED, EVERYONE MAKE MISTAKES, AND WE ACCEPT THAT AS A "FACT OF LIFE." OUR COMPLAINT IS GTE'S REFUSAL TO REPLY TO OUR BILLING INQUIRES AND THEIR RESISTANCE TO ADDRESSING THE POSTING PROBLEM ITSELF WHICH APPEARS TO REPRESENT A SERIOUS FLAW IN GTE'S PAYMENT OPERATIONS

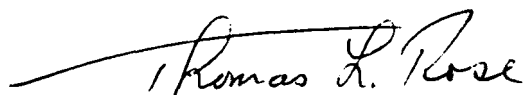
AS WE NOTED IN THE PRIOR PARAGRAPH, EVERYONE MAKES MISTAKES, AND THAT IS TRUE OF US ALSO. WE SINCERELY THOUGHT THAT OUR CALLS TO PSC AND THE WRITTEN MATERIALS WE TRANSMITTED BY MAIL REPRESENTED A "COMPLAINT." IT WAS NOT UNTIL OUR CALL TO YOUR "HOTLINE" IN THE THIRD WEEK OF JANUARY 1996 THAT WE LEARNED THAT OUR PRIOR COMMUNICATIONS WITH PSC DID NOT CONSISTUTE A COMPLAINT. IT THEN TOOK US SEVERAL WEEKS TO GET YOUR FORMAL DOCUMENTS THAT WOULD PERMIT US TO CORRECT OUR ERROR AND SUBMIT OUR COMPLAINT IN YOUR SPECIFIED FORM, WE APOLOGIZE FOR THE DELAY IN GETTING THIS MATTER BEFORE YOU PROPERLY AND HOPE OUR ERROR DOES NOT PREVENT YOU FROM AT LEAST LOOKING AT GTE'S PERFORMANCE IN THIS MATTER,

WE HAVE ENCLOSED TWO FORMAL COMPLAINTS, ONE IN THE NAME OF MELANIE HALEY REPRESENTING THE MISPOSTING OF PAYMENTS MADE FOR SERVICE FOR TELEPHONE [REDACTED]. THE SECOND IS IN THE NAME OF MARC G. ROSE FOR A NON-CUSTOMER OF GTE THAT HAS BEEN HARRASSED BY GTE FOR PAYMENTS FOR TELEPHONE SERVICE FOR [REDACTED]. WE BELIEVE THE FORMAL COMPLAINTS AND THE RESPECTIVE ATTACHED EXHIBITS CLEARLY DESCRIBE WHY IN OUR VIEW IS A DEPLORABLE PERFORMANCE BY GTE.

IN FAIRNESS, WE MUST ADD THAT WE HAVE ALREADY BEEN TOLD BY A "MR JOHNSON" (CONTACTED THRU THE "HOTLINE") THAT PSC CANNOT HELP WITH MARC ROSE'S PROBLEM AND THAT WE WOULD HAVE TO INITIATE LEGAL ACTION ON OUR OWN. SINCE WE NOW KNOW THAT THIS INFORMATION WAS PASSED TO US IN THE PERIOD WHEN WE HAD NOT REGISTERED A TRUE COMPLAINT BY PSC STANDARDS, WE HOPE YOU CAN ALTER YOUR STANCE AND NOW BE WILLING TO AT LEAST LOOK AT THIS SITUATION WITH THE COMPLAINT PRESENTED IN YOUR DESIGNATED FORMAT,

IT HAS BEEN OUR POLICY TO MAINTAIN A SIGNIFICANT CREDIT BALANCE ON OUR TELEPHONE ACCOUNT (AS WELL AS OUR OTHER UTILITIES). IN UNSOLICITED LETTERS WE RECEIVED IN SEPTEMBER AND OCTOBER 1995 (WHILE STILL RECEIVING NO REPLY TO OUR BILL INQUIRES), GTE REQUESTED THAT WE STOP MAKING PAYMENTS FOR TELEPHONE SERVICE. WITH GREAT RELUCTANCE, WE DECIDED TO HONOR THAT REQUEST. SO HAVING MADE NO PAYMENTS SINCE AUGUST 95, THERE HAS BEEN NO MISPOSTED CHECKS SINCE THEN. OBVIOUSLY THE ABSENCE OF MISPOSTED CHECKS IN THIS PERIOD, THEREFORE, SHOULD NOT BE USED AS "EVIDENCE" THAT THE FLAW IN GTE'S PAYMENT PROCEDURES HAS BEEN RESOLVED. (THE REQUEST ITSELF INDICATES THE FLAW IS SIGNIFICANT). BASED ON GTE'S PERFORMANCE OVER THE LAST 12 MONTHS, OUR COOPERATION HERE MIGHT WELL RESULT IN OUR PHONE SERVICE BEING DISCONNECTED FOR NON-PAYMENT.

THANK YOU FOR ANY CONSIDERATION YOU MIGHT BE ABLE TO GIVE US,



THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

DETAILS OF COMPLAINT OF MELANIE HALEY

- EXHIBIT A — TYPICAL PAYMENT CHECKS FOR 1993 & 1994
(ALL PROPERLY POSTED BY GTE)
- EXHIBIT B — 1995 PAYMENT CHECK MISPOSTED BY GTE
(CHECKS THE SAME AS THOSE PROCESSED IN 1993/94)
- EXHIBIT C — LETTERS TO GTE REPORTING POSTING ERRORS
(NOT A SINGLE REPLY FROM GTE AS OF FEBRUARY 1996)
- EXHIBIT D — FILE OF COMPLAINT TO BETTER BUSINESS BUREAU
(BBB CONCLUDED COMPLAINT NOT VALID)
- EXHIBIT E — LETTERS TO GTE MECHANICSVILLE, VIRGINIA
(REGARDING THEIR LETTER TO BBB - NO REPLY)
- EXHIBIT F — LETTERS TO PUBLIC SERVICE COMMISSION
(INITIATED AFTER BBB "SLAMMED THE DOOR")
- EXHIBIT G — LETTERS FROM GTE REQUESTING STOP MONTHLY PAYMENTS
(UNSOLICITED LETTERS - NOT A REPLY TO OUR PRIOR LETTERS)

PLEASE NOTE THAT SOME LETTERS IN EXHIBITS REFER TO "ATTACHMENTS" WHICH HAVE NOT BEEN REPEATED SINCE THEY ARE ELSEWHERE IN THE FILE NOW BEING SUBMITTED. HOWEVER IF YOU FIND THE FULL ATTACHMENTS ARE REQUIRED, PLEASE ADVISE AND WE WILL PROMPTLY FORWARD

LIKEWISE, ONLY A FEW CERTIFIED MAIL RECEIPTS HAVE BEEN INCLUDED AS EXAMPLES, BUT ALL CAN BE PROVIDED IF NEEDED

THESE FOUR CHECKS AND INVOICES ARE
TYPICAL OF THE 2 YEAR PERIOD 1993-94.
(ALL PROPERLY POSTED BY GTE)

HOWEVER, COPIES OF ALL 24 CHECKS
CAN BE PROVIDED IF NEEDED



TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 8

BILL DATE

November 22, 1994

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing questions
1 800 483-3300

Previous charges	
Amount of last bill	CR \$ 187.51
Payment received. Thank you.	CR 70.00
Credit balance	CR \$ 257.51

To order GTE services
1 800 483-4300

Current charges	
GTE regulated services	\$ 50.79
MCI regulated services	94.87
Total current charges	\$ 145.66

Total amount due **CR \$ 111.85**
No payment necessary

THOMAS L. ROSE 6-91 [REDACTED] 0943
 OR GLENDA MUSSMAN
 1251 TRENT BLVD.
 LEXINGTON, KY 40517 73-308/839 0

1 November 1994

PAY TO THE ORDER OF GTE \$ 70⁰⁰

Seventy and ^{no}/₁₀₀ DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY

FOR [REDACTED] Thomas L. Rose

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TELEPHONE NUMBER

Customer ID

March 22, 1994

BILL DATE

PAGE 1 OF 8

BILLING SUMMARY

MELANIE HALEY

helpful numbers

GTE billing questions 76-6123

Previous charges	
Amount of last bill	CR \$ 300.90
Payment received. Thank you.	CR 45.00
Credit balance	CR \$ 345.90

To order GTE services 223-9422

Current charges	
GTE regulated services	\$ 62.75
MCI regulated services	55.88
Other regulated charges	1.41
Total current charges	\$ 120.04

Total amount due **CR \$ 225.86**
 No payment necessary

THOMAS L. ROSE 6-91
 OR GLENDA MUSSMAN
 1251 TRENT BLVD
 LEXINGTON, KY 40511

786
 73-308/839

PROCESSED February 19 94

PAY TO THE ORDER OF GTE \$ 45.00

Forty-five and no/100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY
 MAR 01 94

FOR Thomas L. Rose



TELEPHONE NUMBER

PAGE 1 OF 7

BILL DATE

November 1, 1993

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

For billing

Previous charges

Questions

Amount of last bill CR \$ 437.92

6-6123

Payment received. Thank you. CR 71.00

Credit balance CR \$ 508.92

To order GTE

Current charges

Services

GTE regulated services \$ 28.50

23-9422

MCI regulated services 23.62

Total current charges \$ 52.12

Total amount due CR \$ 456.80

No payment necessary

THOMAS L ROSE
OR GLENDA MUSSMAN
1251 TRENT BLVD
LEXINGTON, KY 40517

0667
73-308/839
0

5 October 19 93

PAY TO THE ORDER OF GTE 0667 104292 10 \$ 71.00

Seventy-one and no/100 DOLLARS

PEOPLES BANK & TRUST CO.
OWENTON, KENTUCKY

FOR Thomas L. Rose

⑈0000007100⑈



TELEPHONE NUMBER

BILL DATE

March 1, 1993

Page 1 OF 8

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing
 Questions 76-6123

Previous charges	
Amount of last bill	CR \$ 309.62
Payment received. Thank you.	CR 40.00
Credit balance	CR \$ 349.62

To order GTE
 services 223-9422

Current charges	
GTE regulated services	\$ 30.30
MCI regulated services	80.96
Total current charges	\$ 111.26

Total amount due CR \$ 238.36
 No payment necessary

THOMAS L. ROSE 8-91
 OR GLENDA MUSSMAN
 1251 TRENTON BLVD
 LEXINGTON, KY 40502

0513

73-308/839

31 January 19 93

PROCESSED

PAY TO THE ORDER OF G T

\$ 40.00

Forty and

FF918 93

no 100 DOLLARS

PEOPLES BANK & TRUST CO. TRUST COMPANY
 OWENTON, KENTUCKY

FOR

370 28 02-93
 Thomas L. Rose



PAGE 1 OF 6

TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

BILL DATE

February 22, 1995

Helpful numbers

GTE billing questions
1 800 483-3300

To order GTE services
1 800 483-4300

BILLING SUMMARY

MELANIE HALEY

Previous charges	
Amount of last bill	CR \$ 83.09
No payment received.	.00
Credit balance	CR \$ 83.09

Current charges	
GTE regulated services	\$ 33.44
MCI regulated services	.55
Total current charges	\$ 33.99

Total amount due	CR \$ 49.10
No payment necessary	

[REDACTED]		1584
THOMAS L. ROSE 07-90		
1251 TRENT BLVD.		
LEXINGTON, KY 40517	9 February 1995	73-11/421
PAY TO THE ORDER OF	G T E	\$ 75 ⁰⁰
	Seventy-five and	^{no} / ₁₀₀ DOLLARS
BANK ONE.		
Bank One, Lexington, NA Lexington, Kentucky 40507	[REDACTED]	ESSE 55021
MEMO		Thomas L. Rose
[REDACTED]		

(ALL CHECKS IN EXHIBIT B WERE MISPOSTED BY GTE)

THOMAS L ROSE 8-91
 OR GLENDA MUSSMAN
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

1009
 73-308/839

PAY TO THE ORDER OF GTE **PROCESSED** March 1995 \$ 80.00

Eighty and MAR 08 95 no 100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY
 PEOPLES BANK & TRUST COMPANY OWENTON, KENTUCKY

PAYMENT SENT VIA CERTIFIED MAIL 73-308
 FOR Thomas L. Rose

THOMAS L ROSE 8-91
 OR GLENDA MUSSMAN
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

1014
 73-308/839

PAY TO THE ORDER OF GTE **PROCESSED** 8 March 1995 \$ 35.00

thirty five and MAR 08 1995 no 100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY
 PEOPLES BANK & TRUST COMPANY OWENTON, KENTUCKY

PAYMENT SENT VIA CERTIFIED MAIL 73-308
 FOR Thomas L. Rose

THOMAS L ROSE 07-90
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

1607
 73-11/421

PAY TO THE ORDER OF GTE SOUTH **PROCESSED** 19 March 1995 \$ 40.00

Forty and MAR 19 1995 no 100 DOLLARS

BANK ONE.
 Bank One, Lexington, NA
 Lexington, Kentucky 40507

030330084 13 032899 5534
 FOR Thomas L. Rose

CK
1009

083000593
8/75

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

40000 040 1406936198 BARNETT JAX
800-5239498 > 063000047 <
45 254321 1586 03-07 JAX FL
45 254321 03-07 09290 06

134 00030 15 108 030795

CK
1014

083000593 1406936198 BARNETT JAX
8/75 800-5239498 > 063000047 <
45 092549 4872 03-16 JAX FL
45 092549 03-16 09290 06

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

016 00067 14 108 031695

CK
1607

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

40000 040 1406936198 BARNETT JAX
063000047 800-5239498 > 063000047 <
48 099017 3281 03-27 JAX FL
48 099017 03-27 09290 23

161 00096 12 108 032795

FRB CINCINNATI

03030004 03-28-95

DO NOT WRITE STAMP OR SIGN BELOW THIS LINE
REMOVED FOR FINANCIAL INSTITUTION USE

OR DEPOSIT ONLY
GTE-TELOPS
CMR

ENDORSE HERE

1626

THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

12 April 19 95 73-11/421

PAY TO THE ORDER OF GTE \$ 55⁰¹₀₁

Fifty-five and 100 DOLLARS

BANK ONE.
Bank One, Lexington, KY
Lexington, Kentucky 40507

MEMO CERT. MAIL w/R.R. Thomas L. Rose

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

40000 040 1406936198 BARNETT JAX
0630000047 800-5239498 0630000047
44 025686 3037 04-21 JAX FL
44 025686 04-21 09290 24
0742 11-504 042195

AP 95 24
- 042190417 - TRANSIT
BANK ONE LEXINGTON KY
LEX KY 40507 042060437
042190417 04-21-95

FOR DEPOSIT ONLY
GTE-TELECOM
CA

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE *

ENDORSE HERE

1636

THOMAS L ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

14 May 1995 73-11/421

PAY TO THE ORDER OF G T E \$ 40⁰¹

Forty and ⁰¹/₁₀₀ DOLLARS

BANK ONE.
Bank One, Lexington, VA
Lexington, Kentucky 40507

030277586 13 052495 1225

MEMO FOR MELANIE HALEY Thomas L. Rose

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

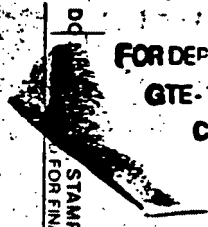
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063000047 800-5239498 063000047<
44 185752 2814 05-23 JAX FL
44 185752 05-23 09290 23

255 00950 15 117

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FRONTENNA

030277586 042000432
12 12 95



DO NOT STAMP OR SIGN BELOW THIS LINE FOR FINANCIAL INSTITUTION USE *

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

ENDORSE HERE

THOMAS L. ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

1669

21 June 1995

73-11/421

PAY TO THE ORDER OF

GTE South

\$ 32⁰⁰

Thirty-two and

^{no}/₁₀₀

DOLLARS

BANK ONE.

Bank One, Lexington, NA
Lexington, Kentucky, 40507

030271992 13 052995 5193

MEMO FOR MELANIE HALEY

Thomas L. Rose

MP

SAFETY PAPER

SPECIAL
CHECK
WITHOUT
NAMES

WE ASSUME "MELANIE HALEY" WAS WRITTEN IN/CROSSED OUT
BY SOMEONE AT GTE

10-218-020

21-5/830

16 August 1995

PAY TO THE ORDER OF

GTE

\$ 35⁸¹

Thirty-five and

⁸¹/₁₀₀

DOLLARS

National City Bank

552117611

National City Bank, Kentucky

FOR

Thomas L. Rose

MELANIE HAWLEY

PHONE NUMBER [REDACTED]

LIST OF 1995 PHONE SERVICE PAYMENTS TO GTE
(AS OF 29 JULY 95)

PAYMENT CHECK			GTE ACTION		COMMENT
DATE	NUMBER	AMOUNT	PROPER	MIS-POSTED	
4 JAN	P-968	75 ⁰⁰	X		
9 FEB	BFS-1584	75 ⁰⁰		X	REFUND CHECK FOR \$75 ⁰⁰ SENT TO MARC G. ROSE
3 MAR	P-1009	80 ⁰⁰		X	
8 MAR	P-1014	35 ⁰⁰		X	
19 MAR	BFS-1607	40 ⁰⁰		X	
27 MAR	BFS-1614	30 ⁰⁰	X		
5 APR	BFS-1621	55 ⁰⁰	X		
12 APR	BFS-1626	55 ⁰¹		X	
19 APR	BFS-1627	35 ⁰⁰	X		
25 APR	P-1038	35 ⁰¹	X		
6 MAY	P-1047	40 ⁰⁰	X		
14 MAY	BFS-1636	40 ⁰¹		X	
8 JUN	BFS-1657	32 ⁰¹			STATUS UNKNOWN
21 JUN	BFS-1669	32 ⁰⁰		X	
27 JUN	BFS-1678	33 ⁰⁰			STATUS UNKNOWN
6 JUL	BPM-616	58 ⁰¹			STATUS UNKNOWN

* CHECK RETURNED BY GTE ON 28 JUNE - SENT BACK TO GTE ON 29 JUNE (DETAILS IN FILE)

SUMMARY

- (A) 6 CHECKS TOTALING \$270⁰¹ PROCESSED BY GTE AND PROPERLY POSTED
- (B) 1 CHECK IN AMT OF \$75⁰⁰ MISPOSTED AND THEN \$75⁰⁰ REFUND SENT TO THIRD PARTY
- (C) 6 CHECKS TOTALING \$282⁰³ MIS-POSTED, GTE RETAINING FUNDS
- (D) 3 CHECKS TOTALING \$123⁰² - STATUS UNKNOWN

Z 282 621 908



**Receipt for
Certified Mail**

No Insurance Coverage Provided
Do not use for International Mail
(See Reverse)

PS Form 3800, March 1993

Sent to	GTE TELEPHONE OPERATIONS
Street and No.	PO BOX 11328
P.O. State and ZIP Code	St. PETERSBURG FL 33733
Postage	\$ 3.20
Certified Fee	1.10
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	1.10
Return Receipt Showing to Whom, Date, and Addressee's Address	
TOTAL Postage & Fees	\$ 2.50
Postmark or Date	APR 13 1995

GTE
ST. PETERSBURG FL

EXHIBIT C - LETTERS TO GTE
REPORTING POSTING ERRORS

CUSTOMER SERVICE
MRS M. L. LEE

IN YOUR REPLY TO MY LAST INQUIRY, YOU CLOSED WITH "PLEASE CONTACT ME IF I MAY FURTHER ASSIST YOU". I WILL TAKE YOU UP ON THAT OFFER.

TO BE BRIEF AND TO THE POINT, I AM NOW BEING "HARASSED" BY GTE. AFTER MAKING IT DIFFICULT TO FIND OUT WHERE TO SEND PAYMENTS, GTE NOW WILL CASH THE PAYMENT CHECKS, BUT WITHOUT A CREDIT TO OUR BILL.

I HAVE ATTACHED PHOTO COPIES OF EXAMPLES FOR THE LAST TWO MONTHS. HOWEVER, THERE ARE MORE. I JUST DO NOT HAVE THE CANCELLED CHECKS AS YET, BUT THE BANK ASSURES ME THAT THEY HAVE BEEN CASHED. (YOU PROBABLY CAN LOOK IN YOUR "MAGIC COMPUTER" AND SEE THAT A SIMILAR THING HAPPENED SEVERAL YEARS AGO WHEN WE STATED GETTING "PAST DUE" NOTICES ALTHOUGH OUR ACCOUNT HAD A CREDIT BALANCE OF SEVERAL HUNDRED DOLLARS)

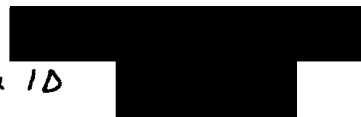
THIS ALSO HAPPENED A FEW YEARS EARLIER.

IT WAS THESE TWO PRIOR CASES THAT PROMPTED US TO CAREFULLY DOCUMENT THE CURRENT CASE

I DO NOT UNDERSTAND WHY GTE IS DOING THIS. I AM CERTAINLY NOT LOOKING FOR TROUBLE. HOWEVER, UNLESS YOU OR SOMEONE IN GTE CAN END THIS HARASSMENT, I FEEL I WILL HAVE NO CHOICE BUT TO TAKE THE MATTER TO THE PUBLIC SERVICE COMMISSION

Thomas L. Rose
THOMAS L. ROSE

CUSTOMER ID





TELEPHONE NUMBER

Customer ID

PAGE 1 OF 6

BILL DATE

February 22, 1995

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing questions
1 800 483-3300

Previous charges	
Amount of last bill	CR \$ 83.09
No payment received.	.00
Credit balance	CR \$ 83.09

To order GTE services
1 800 483-4300

Current charges	
GTE regulated services	\$ 33.44
MCI regulated services	.55
Total current charges	\$ 33.99

Total amount due	CR \$ 49.10
No payment necessary	

THOMAS L. ROSE 07-90 1251 TRENT BLVD. LEXINGTON, KY 40517		1584
PAY TO THE ORDER OF <u>G T E</u>		<u>9 February 1995</u> 73-11/421
<u>Seventy-five and</u>		<u>\$ 75⁰⁰</u>
BANK ONE. Bank One, Lexington, NA Lexington, Kentucky 40507		DOLLARS
MEMO _____		<u>Thomas L. Rose</u>



TELEPHONE NUMBER

Customer ID

PAGE 1 OF 6

BILL DATE

March 22, 1995

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing questions
1 800 483-3300

Previous charges	
Amount of last bill	CR \$ 49.10
No payment received.	.00
Credit balance	CR \$ 49.10

To order GTE services
1 800 483-4300

Current charges	
GTE regulated services	\$ 28.54
MCI regulated services	1.78
Total current charges	\$ 30.32

Total amount due **CR \$ 18.78**
No payment necessary

THOMAS L. ROSE 691- [REDACTED]
OR GLENDA MUSSMAN
1251 TRENT BLVD.
LEXINGTON, KY. 40517

1009
73-308/839
0

3 March 1995

PAY TO THE ORDER OF GTE \$ 80.00

Eighty and no 100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY

PAYMENT SENT VIA CERTIFIED MAIL

Thomas L. Rose

©Circle America® Quicksilver® Safety Yellow WYE

8 MAY 95

GTE SOUTH
PO Box 31122
TAMPA FL 33631-3122

REF:

CUSTOMER I.D.

ATTACHED ARE PHOTO COPIES OF 3 CHECKS
FOR REF. ACCOUNT THAT YOU RECEIVED AND PROCESSED,
HOWEVER, THE PAYMENTS WERE NOT REFLECTED
ON EITHER MY APRIL OR MAY INVOICE.

PLEASE BE CERTAIN THESE PAYMENTS
ARE RECORDED ON MY JUNE 95 BILL.

I THANK YOU

Melanie Haley
MELANIE HALEY

THOMAS L. ROSE 6-91 [REDACTED] 1009
 OR GLENDA MUSSMAN
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE **PROCESSED** March 1995 73-308/839 0

Eighty and no 100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY
 PEOPLES BANK & TRUST COMPANY OWENTON, KENTUCKY

PAYMENT SENT VIA CERTIFIED MAIL 7-308 Thomas L. Rose

Guard® Safety Yellow WYE

THOMAS L. ROSE 6-91 [REDACTED] 1014
 OR GLENDA MUSSMAN
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE **PROCESSED** 8 March 1995 73-308/839 0

Forty five and no 100 DOLLARS

PEOPLES BANK & TRUST CO. OWENTON, KENTUCKY

FOR 73-308 73-933 Thomas L. Rose

© Clavin American Guard® Safety Yellow WYE

THOMAS L. ROSE 07-90 [REDACTED] 1607
 1251 TRENT BLVD.
 LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE SOUTH 19 March 1995 73-11/421

Forty and no 100 DOLLARS

BANK ONE.
 Bank One, Lexington, NA
 Lexington, Kentucky 40507

MEMO 030330084 13 032299 5533 Thomas L. Rose

© 1995 BANK ONE SAFETY PAPER

CK
1009

083000593
03/08/95

40000 040 1406936198 BARNETT JAX
800-5239498 > 063000047 <
45 254321 1586 03-07 JAX FL
45 254321 03-07 09290 06

134 00030 15 108 030795

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

CK
1014

083000590 1406936198 BARNETT JAX
03/07/95 800-5239498 > 063000047 <
45 092549 4872 03-16 JAX FL
45 092549 03-16 09290 06

016 00067 14 108 031695

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

CK
1607

40000 040 1406936198 BARNETT JAX
063000047 800-5239498 > 063000047 <
48 099017 3281 03-27 JAX FL
48 099017 03-27 09290 23

161 00096 12 108 032795

HR 8528

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC
CINCINNATI, OH 45200-3282
03-28-95

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
REMOVED FOR FINANCIAL INSTITUTION USE *

ENDORSE HERE

20 MAY 95

GTE SOUTH
PO Box 31122
TAMPA FL 33631-3122

REF:

[REDACTED]
CUSTOMER I.D. [REDACTED]

ON 8 MAY, I SENT YOU PHOTO COPIES OF 3 CHECKS THAT YOU PROCESSED FOR PAYMENT BUT DID NOT CREDIT TO MY ACCOUNT.

I NOW FIND THAT YOU PROCESSED ANOTHER CHECK THAT ALSO WAS NOT CREDITED ON MY LAST BILL. A PHOTO COPY OF THIS LATEST CHECK IS ATTACHED. PLEASE NOTE THAT MY PAYMENT CHECKS NOW INDICATE NOT ONLY MY PHONE NUMBER BUT ALSO MY CUSTOMER I.D. NUMBER.

IF YOU HAVE A SPECIFIC REASON FOR NOT POSTING THESE CHECKS TO MY ACCOUNT, I WOULD VERY MUCH APPRECIATE IT IF YOU WOULD SHARE THAT INFORMATION WITH ME,

THANK YOU
Melanie Haley
MELANIE HALEY

NOTE THIS
ABOUT 2 MOS.
BEFORE GTE'S
LETTER
TO BBB

THOMAS L ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

1626

12 April 19 95

73-11/421

PAY TO THE
ORDER OF

GTE

\$ 55 ⁰¹/₁₀₀

Fifty-five and

100 DOLLARS

BANK ONE.

Bank One, Lexington, MA
Lexington, Kentucky 40507

MEMO CERT. MAIL w/R.R.

Thomas L. Rose

*FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

FOR DEPOSIT ONLY

GTE-TELE

CAR

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE *

ENDORSE HERE

40000 040 1406936198 BARNETT JAX
063000047 800-5239498 063000047
44 025686 3037 04-21 JAX FL
44 025686 04-21 09290 24
00742 11 504 042195

AP '95 24

042100117
BANK ONE LEXINGTON MA
LEX KY 40507
042000437
042100117 04-24-95

30872562

17 JUNE 95

GTE SOUTH
P O Box 31122
TAMPA FL 33631-3122

REF: [REDACTED]

CUSTOMER I.D. [REDACTED]

IN THE PAST TWO MONTHS, I HAVE INFORMED YOU OF 4 OF MY PAYMENT CHECKS THAT YOU DID NOT CREDIT TO MY ACCOUNT. I INCLUDED PHOTO COPIES OF THOSE CHECKS FOR YOUR USE/REVIEW.

IN THE BANK STATEMENT THAT ARRIVED TODAY, WE FIND THERE IS ANOTHER CHECK IN THAT SAME CATEGORY — YOU CASHED IT, BUT DID NOT CREDIT MY ACCOUNT, (PHOTO COPY OF CHECK ATTACHED)

WHEN I MAIL A PAYMENT, I INCLUDE YOUR PAYMENT INVOICE STUB AND SHOW MY PHONE NUMBER ON THE CHECK. SINCE THESE "POSTING PROBLEMS" STARTED, I ALSO SHOW MY CUSTOMER I.D. NO. ON THE CHECK. ~~NOW I EVEN MAKE A NOTATION "FOR MELANIE HALEY"~~ I SIMPLY DO NOT KNOW WHAT MORE I CAN DO.

Melanie Haley
MELANIE HALEY

COPY:

BETTER BUSINESS BUREAU
LEXINGTON KENTUCKY

1636

THOMAS L ROSE 07-80
1251 TRENT BLVD.
LEXINGTON, KY 40517

73-11/421

14 May 1995

PAY TO THE ORDER OF G T E \$ 40⁰¹

Forty and 01
100 DOLLARS

BANKEONE.
Bank One, Lexington, NA
Lexington, Kentucky 40507

MEMO FOR MELANIE HALEY

Thomas L. Rose

030277586 13 052495 1225

* FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

40000 040 1406936198 BARNETT JAX
063000047 800-5239498 063000047<
44 185752 2814 05-23 JAX FL
44 185752 05-23 09290 23

255 00950 15 117

MY '95 24

030277586 042000437

05-24-95

END USE HERE

FOR DEPOSIT ONLY
GTE-TELOPS
CMR

STAMP OR SIGN BELOW THIS LINE
FOR FINANCIAL INSTITUTION USE *

Is your RETURN ADDRESS completed on the reverse side?

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- 1. Addressee's Address
- 2. Restricted Delivery

Consult postmaster for fee.

3. Article Addressed to:

GTE SOUTH
 PO Box 31122
 TAMPA FL 33631-3122

4a. Article Number
 2 217 092 486

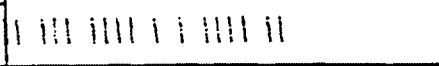
- 4b. Service Type
- Registered Insured
 - Certified COD
 - Express Mail Return Receipt for Merchandise

7. Date of Delivery
 07-03-95

5. Signature (Addressee)

8. Addressee's Address (Only if requested and fee is paid)

6. Signature (Agent)



Thank you for using Return Receipt Service.

29 JUN 95

GTE SOUTH
PO BOX 31122
TAMPA FL 33631 - 3122

REF: [REDACTED]

CUSTOMER I.D. [REDACTED]

THE PROBLEM OF INCORRECT OR NON-POSTING OF OUR PAYMENTS HAS BEEN GOING ON FOR MONTHS. YOUR PHONE CALL YESTERDAY, THE FIRST RESPONSE TO OUR INQUIRIES, ADVISED THAT OUR PROBLEMS WOULD BE RESOLVED IF WE WOULD ONLY PUT THE CUSTOMER I.D. NO. ON OUR PAYMENT CHECKS. WE THANK YOU FOR THIS VALUABLE INFORMATION.

NOW WE HAVE ONE OTHER REQUEST. WOULD YOU PLEASE PASS THE SAME INFORMATION TO YOUR OWN EMPLOYEES.

THE DAY WE RECEIVED YOUR PHONE CALL, WE ALSO RECEIVED YOUR LETTER RETURNING ONE OF OUR RECENT PAYMENTS. NOW WE ARE RETURNING THAT LETTER TO YOU "IN TOTO". AS YOU CAN SEE, THE LETTER (NOTICE OF CHECK RETURN) ASKS FOR:

- (1) AREA CODE AND TELEPHONE NUMBER
- (2) THE NAME TO WHICH THE ACCOUNT IS LISTED.

(PLEASE NOTE IT DOES NOT ASK FOR "CUSTOMER I.D. NO.")

AS YOU CAN PLAINLY SEE, ATTACHED TO THE "NOTICE" IS OUR CHECK AND THE GTE PROVIDED PAYMENT STUB WHICH CLEARLY SHOW THE REQUESTED INFORMATION — PLUS THE CUSTOMER I.D. NO.

THE PERSON WHO RETURNED OUR PAYMENT CHECK IS OBVIOUSLY NOT IN CONTACT WITH THE PERSON WHO CALLED TO GIVE US THE ABOVE NOTED ADVICE.

THERE IS ONE PARTICULAR POINT THAT I WANT TO MAKE VERY CLEAR, IN EVERY CASE - REPEAT - IN EVERY CASE WE HAVE RETURNED THE GTE PROVIDED PAYMENT STUB WITH OUR PAYMENT CHECK. YOUR PAYMENT INSTRUCTIONS ON THE TOP LEFT OF PAGE 2 OF YOUR MONTHLY BILL STATES, "INCLUDE THE PAYMENT STUB TO ENSURE PROPER CREDIT." (UNDERScore ADDED). IF YOU CANNOT, USE THIS PAYMENT STUB TO OBTAIN THE INFORMATION YOU NEED FOR PROPER POSTING, YOU HAVE A SERIOUS SERIOUS FLAW IN YOUR SYSTEM.

I AM ALSO ENCLOSING A COPY OF MY LETTER TO YOU DATED 17 JUNE 95 WHICH SPECIFICALLY RELATES TO THE "DEFECTS" IN YOUR "NOTICE". AS I CONCLUDED THAT LETTER, I STATE AGAIN — I SIMPLY DO NOT KNOW WHAT MORE I CAN DO.

Melanie Haley
MELANIE HALEY

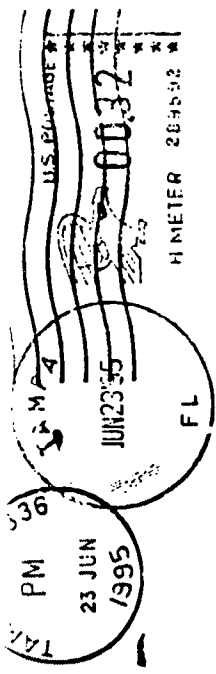
COPY:

BETTER BUSINESS BUREAU
LEXINGTON, KENTUCKY



South Area

610 Morgan Street
Post Office Box 110, MC 49
Tampa, Florida 33601-0110



Thomas Rose
1251 Trent Blvd.
Lexington KY 40517

40517/3368

THOMAS L. ROSE 07:90 1251 TRENT BLVD. LEXINGTON, KY 40517	CUSTOMER ID [REDACTED]	1657
PAY TO THE ORDER OF GTE	8 June 1995	73-11/421
Thirty-two and 01/100 DOLLARS	\$ 32.01	
BANKEONE. Bank One, Lexington, VA Lexington, Kentucky 40507	MEMO MELANIE HALEY	
	THOMAS L. ROSE	

20 JULY 95

GTE SOUTH

PO Box 31122

TAMPA FL 33631-3122

REF: [REDACTED]

CUSTOMER I.D. [REDACTED]

ON 8 MAY, 20 MAY, & 17 JUNE, I SENT YOU PHOTO COPIES OF 5 CHECKS THAT GTE CASHED BUT DID NOT POST TO MY ACCOUNT. IN THE LATTER TWO LETTERS, I EXPLAINED THAT IN VIEW OF THE NEW (NEW "4 MONTHS AGO") "POSTING PROBLEMS", I NOW SHOW MY CUSTOMER ID No. ON THE CHECK AND MARK THE CHECK "FOR MELANIE HALEY." YOU, OF COURSE, DID NOT ANSWER THE LETTERS, BUT I CAN TELL BY MY MONTHLY BILL THAT NONE OF THE "MISSING CHECKS" HAVE BEEN POSTED TO MY ACCOUNT,

BUT

ON 28 JUNE WE RECEIVED A PHONE CALL FROM SOMEONE AT GTE STATING, IN EFFECT, THAT IF WE WOULD JUST SHOW THE CUSTOMER I.D. No. ON THE PAYMENT CHECK (WHICH WE WERE ALREADY DOING). "OUR PROBLEMS WOULD BE SOLVED!"

THEN ON 13 JULY WE RECEIVED A LETTER FROM YOUR MECHANICSVILLE OFFICE (VIA THE LEXINGTON BBB) INDICATING OUR PROBLEMS WOULD BE OVER IF WE WOULD ONLY SHOW MY NAME ON THE CHECK (WHICH WE WERE ALREADY DOING)?

NOW, BY FOLLOWING THESE TWO PIECES OF "SAGE ADVICE", THERE WILL BE NO MORE "POSTING PROBLEMS" — RIGHT? WRONG!

IN TODAY'S MAIL, WE RECEIVED ANOTHER CANCELLED CHECK FROM THE BANK THAT GTE HAS CASHED, BUT DID NOT POST TO MY ACCOUNT.

(THIS BRINGS THE TOTAL AMOUNT FOR THESE "MIS-POSTED CHECKS" TO ABOUT \$300. DO YOU HAVE A "TARGET AMOUNT" THAT YOU ARE TRYING FOR? HOW DOES A THOUSAND DOLLARS SOUND?)

BUT BACK TO THIS CHECK — AND WHAT A "SURPRISE!"

THE "MIS-POSTED CHECK" SHOWS (IN ADDITION TO THE AREA CODE/PHONE No.) MY CUSTOMER ID No. AND IS MARKED "FOR MELANIE HALEY" (SEE ATTACHED PHOTO COPY)

MAYBE IN PLACE OF CALLING 1251 TRENT AND SENDING LETTERS TO BBB, YOU SHOULD JUST WRITE AND PHONE YOUR EMPLOYEES THAT POST INCOMING PAYMENTS

I HAVE GIVEN UP ON GETTING ANY ANSWERS TO MY PRIOR LETTERS
— SO I WILL RESTRICT MY ONE QUESTION TO CHECK NO 1664
DATED 21 JUNE 95, CASHED BY GTE ON 27 JUNE 95.

WHEN ARE YOU GOING TO POST IT TO MY ACCOUNT?

THERE IS ONE POSITIVE ASPECT OF THIS LATEST "INCIDENT",
NAMELY — NO ONE CAN ACCUSE GTE OF BEING LAZY!
— BECAUSE IT TAKES HARD WORK TO MIS-POST
A CHECK THAT CARRIES AS MUCH IDENTIFICATION
AS THIS LATEST ONE.

THANK YOU FOR THE CONTINUING SERVICE

Melanie Haley
MELANIE HALEY

COPY:

BETTER BUSINESS BUREAU
LEXINGTON KY.

RETAINED COPY FOR
PUBLIC SERVICE COMMISSION

THOMAS L ROSE 07-90
1251 TRENT BLVD.
LEXINGTON, KY 40517

1669

21 June 1995 73-11/421

PAY TO THE ORDER OF

GTE South

\$ 32⁰⁰

Thirty-two and

no/100 DOLLARS

BANK ONE.

Bank One, Lexington, NA
Lexington, Kentucky 40507

030271992 13 052595

MEMO FOR MELANIE HALEY

Thomas L. Rose

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

40000 040 1406936198 BARNETT JAY
063000047 800-5239498 063000047
43 191922 3799 06-27 JAX FL
43 191922 06-27 09290 23

FRB CINCINNATI

030271992 042000047

FOR DEPOSIT ONLY

GTE FLOPS

CMR

DO NOT WRITE IN STAMP OR SIGN BELOW THIS LINE
OR FINANCIAL INSTITUTION USE *

ENDORSE HERE

11 AUGUST 95

GTE
 P O Box 24898
 TAMPA FL 33623-4898

RE: [REDACTED]

MY AUGUST BILL SHOWED TWO "PAYMENT ADJUSTMENTS", ONE FOR \$32⁰⁰ AND THE OTHER FOR \$40⁰¹.

ATTACHED IS A LIST OF MY 1995 PAYMENT CHECKS AND INDICATES THE 7 THAT YOU HAVE "MIS-POSTED" TO DATE. I ASSUME YOUR "PAYMENT ADJUSTMENTS" REPRESENT CREDIT FOR THE TWO MOST RECENT "MIS-POSTED" CHECKS. IS THIS ASSUMPTION CORRECT?

I RECOGNIZE FROM EXPERIENCE THAT IT IS CONTRARY TO GTE POLICY FOR YOUR OFFICE TO SEND A REPLY TO MY LETTER, BUT COULD YOU JUST MARK THE REPLY FORM ON THE ATTACHED PHOTO COPY OF THIS LETTER AND RETURN IT TO ME IN THE ENCLOSED STAMPED SELF-ADDRESSED ENVELOPE?

THANK YOU.

Melanie Haley
 MELANIE HALEY

COPY:
 PUBLIC SERVICE COMMISSION
 FRANKFORT KENTUCKY

GTE REPLY

REGARDING THE PAYMENT ADJUSTMENTS ON YOUR AUGUST 95 BILL:

- YOUR ASSUMPTION IS CORRECT
- YOUR ASSUMPTION IS NOT CORRECT

BY: _____

GTE

DATE _____

MELANIE HALEY

PHONE NUMBER [REDACTED]

LIST OF 1995 PHONE SERVICE PAYMENTS TO GTE
(AS OF 29 JULY 95)

<u>PAYMENT CHECK</u>			<u>GTE ACTION</u>		<u>COMMENT</u>
<u>DATE</u>	<u>NUMBER</u>	<u>AMOUNT</u>	<u>PROPER</u>	<u>MIS-POSTED</u>	
JAN	P-963	75 ⁰⁰	X		
FEB	BFS-1584	75 ⁰⁰		X	REFUND CHECK FOR \$75 ⁰⁰ SENT TO MARC G. ROSE
MAR	P-1039	90 ⁰⁰		X	
MAR	P-1014	35 ⁰⁰		X	
MAR	BFS-1607	40 ⁰⁰		X	
7 MAR	BFS-1614	30 ⁰⁰	X		
3 APR	BFS-1621	55 ⁰⁰	X		
2 APR	BFS-1626	55 ⁰¹		X	
9 APR	BFS-1627	35 ⁰⁰	X		
15 APR	P-1038	35 ⁰¹	X		
6 MAY	P-1047	40 ⁰⁰	X		
14 MAY	BFS-1636	40 ⁰¹		X	
8 JUN	BFS-1657	32 ⁰¹			STATUS UNKNOWN
21 JUN	BFS-1669	32 ⁰⁰		X	
27 JUN	BFS-1678	33 ⁰⁰			STATUS UNKNOWN
6 JUL	BPM-616	58 ⁰¹			STATUS UNKNOWN

* CHECK RETURNED BY GTE ON 28 JUNE - SENT BACK TO GTE ON 29 JUNE (DETAILS IN FILE)

SUMMARY

- (A) 6 CHECKS TOTALING \$270⁰¹ PROCESSED BY GTE AND PROPERLY POSTED
- (B) 1 CHECK IN AMT OF \$75⁰⁰ MISPOSTED AND THEN \$75⁰⁰ REFUND SENT TO THIRD PARTY
- (C) 6 CHECKS TOTALING \$282⁰² MIS-POSTED, GTE RETAINING FUNDS
- (D) 3 CHECKS TOTALING \$123⁰² - STATUS UNKNOWN

AS I NOTED ON THE PRIOR PAGE, I DID UNDERSTAND YOUR RED AND BLUE "HIGHLIGHTS". HOWEVER, YOU DID NOT HIGHLIGHT THE PAYMENT ADJUSTMENT. THERE IS NO DETAIL, SO I CAN ONLY GUESS WHERE IT CAME FROM. IT SO HAPPENS THAT GTE "MISPOSTED THREE OF MY PAYMENT CHECKS IN MARCH 95. THOSE THREE TOTALLED \$155 (THE SAME AMOUNT AS THE PAYMENT ADJUSTMENT), SO I ASSUME THE PAYMENT ADJUSTMENT CORRECTS THOSE "MIS-POSTINGS". AM I RIGHT?

IF YOU CAN CLARIFY THAT PAYMENT ADJUSTMENT, MAYBE YOU COULD ALSO PROVIDE THE SAME TYPE OF INFORMATION ABOUT THE PAYMENT ADJUSTMENT ON THE PRIOR MONTH BILL. ATTACHED IS A COPY OF MY LETTER DATED 11 AUGUST 95 MAKING SUCH AN INQUIRY. TRUE TO FORM, I HAVE RECEIVED NO REPLY.

JUST FOR THE RECORD, IF I AM CORRECT ABOUT THE MEANING OF THESE "PAYMENT ADJUSTMENTS", YOU HAVE CREDITED MY ACCOUNT FOR ALL THE CHECKS MISPOSTED IN THE FIRST HALF OF 1995 EXCEPT CHECK NO 1626, DATED 12 APRIL 95 IN THE AMOUNT OF \$55.01.

PLEASE NOTE THAT IN THE PRIOR PARAGRAPH, I REFERRED TO CHECKS "MIS-POSTED" IN THE FIRST HALF OF 1995. — AND THIS BRINGS ME TO ANOTHER ENTRY ON MY TELEPHONE BILL THAT YOU FAILED TO HIGHLIGHT. — NAMELY "NO PAYMENT RECEIVED". (I HAVE BEEN A LITTLE SLOW REPLYING TO YOUR LETTER BECAUSE WE WERE WAITING FOR CANCELED CHECKS FROM THE BANK). ATTACHED IS A PHOTO COPY OF MY AUGUST PAYMENT CHECK DATED 16 AUGUST 95 AND CASHED BY GTE, SO WE HAVE A NEW START FOR "MIS-POSTED CHECKS IN THE SECOND HALF OF 1995.

AGAIN, AS I HAVE DONE IN 5 OR 6 OF MY PRIOR LETTERS, I WANT TO POINT OUT THAT EVERY PAYMENT CHECK THAT I HAVE SENT SHOWS THE AREA CODE AND PHONE NUMBER. IN EVERY ^{CASE} THE CHECK HAS BEEN MAILED WITH THE GTE PROVIDED PAYMENT STUB. THIS EXACTLY COMPLIES WITH THE INSTRUCTIONS YOU SHOW ON PAGE 2 OF YOUR CUSTOMER'S MONTHLY INVOICE. IF YOU ARE UNABLE TO MAKE CORRECT POSTINGS WITH THE PROPER INFORMATION ON THE PAYMENT CHECK AND WITH AN ENCLOSED PAYMENT STUB, THEN YOU HAVE A SERIOUS, SERIOUS FLAW IN YOUR SYSTEM (A POINT I HAVE ALSO NOTED IN 5 OR 6 OF MY PRIOR LETTERS.)

10-218-020
KY ~~XXXXXXXXXX~~

10-218-020

21-5/830

16 August 1995

PAY TO THE ORDER OF GTF

\$ 35 ⁸¹/₁₀₀

Thirty-five and

81 DOLLARS

National City Bank

552117611

National City Bank, Kentucky

FOR

Romas L. Rose

© HARLAND 1993



CUSTOMER COMPLAINT

C 032463

IMPORTANT! COMPLETE ALL 4 SECTIONS - WRITE FIRMLY

1	DATE PROBLEM OCCURRED DEC 94 TO PRESENT	DATE(S) YOU COMPLAINED TO CO. DEC 94, FEB, APR & MAY 95	TO WHOM BILLING OFFICE	PROD. OR SERVICE INVOLVED MONTHLY PHONE BILL
	BRAND NAME OR MFG. N. A.	MODEL NAME OR NO. N. A.	DATE PURCHASED N. A.	ORDER, CONTRACT, ACCT. OR POLICY NO. PHONE NO [REDACTED]
AMOUNT INVOLVED \$ PRESENT ABOUT \$200		NAME OF SALESPERSON N. A.	IF ADVERTISING INVOLVED, WHERE/WHEN N. A.	

2	COMPANY PHONE NO.	CUSTOMER HOME PHONE NO.	CUSTOMER WORK PHONE NO.
COMPANY • NAME • ADDRESS • CITY • STATE • ZIP GTE SOUTH P O Box 31122 TAMPA FL 33631-3122		CUSTOMER • NAME • ADDRESS • CITY • STATE • ZIP MELANIE HALEY 1251 TRENT BLVD LEXINGTON KY 40517	

3 WHAT IS YOUR COMPLAINT? (Also be sure to enclose photocopies of contracts, receipts, cancelled checks or other relevant documents):

DETAILS AS NOTED IN ATTACHED COPIES

① GENERAL - A "PAYMENT MAILING ADDRESS" IS NOT INCLUDED WITH EACH MONTHLY INVOICE

② SPECIFIC - PAYMENT CHECKS ARE BEING RECEIVED AND CASHED BY GTE BUT NOT POSTED TO THE PHONE ACCOUNT FOR WHICH THEY WERE SUBMITTED ——— EVEN WHEN THE CUSTOMER I.D. NUMBER IS INDICATED ON THE PAYMENT CHECK

4 What settlement would you consider fair?

① INCLUDE A "PAYMENT MAILING ADDRESS" WITH EACH INVOICE

② CREDIT PHONE ACCOUNT FOR CHECKS ALREADY RECEIVED BUT NOT PROPERLY POSTED

③ APPLY FUTURE PAYMENT CHECKS TO CURRENT PHONE NUMBER AS NOTED ON CHECK

Your Signature: **Melanie Haley** Date: **10 JUN 95**

ATTENTION CUSTOMER - DO NOT WRITE BELOW THIS LINE

TO THE COMPANY: AS A CONVENIENCE YOU MAY USE THIS FORM TO NOTIFY THE BBB OF YOUR POSITION OR ACTION TAKEN WITH REGARD TO YOUR CUSTOMER'S COMPLAINT.

ACTION HAS BEEN TAKEN _____ DATE _____ ACTION WILL BE TAKEN _____ DATE _____ OTHER (See Below)

(BBB ADDRESS)
**BBB of Central & Eastern Kentucky, Inc.
410 West Vine Street
Lexington, Kentucky 40507-1616**

Explanation: _____

Signature _____ Title _____ Date _____

FOR BBB USE

REC'D.	BY	PRESENTED	FOLLOW UP	VERIF.	T.O.B.	COMP. TYPE	RESOL.	CLOSED BY	DATE
--------	----	-----------	-----------	--------	--------	------------	--------	-----------	------

COMMENTS:

28 JUN 95

B B B

REF C 032463

FYI - AS PER YOUR INSTRUCTIONS

THIS IS THE
PHONE CALL
GTE REFERRED
TO IN THEIR
LETTER OF 5 JULY
TO BBB.

AT 0905 AM TODAY, RECEIVED
A PHONE CALL FROM GTE.

CALLER STATED "CALLING ABOUT
LETTER TO BBB". FURTHER
STATED "YOU ONLY NEED TO PUT
CUSTOMER ID NO. ON PAYMENT CHECKS
AND THEY WILL BE POSTED TO
CORRECT ACCOUNT"

M. H.

P.S. WE WILL ACCEPT NO MORE
PHONE MESSAGES FROM GTE

6 JULY 95

BBB

REF C 032463

FYI

HERE ARE PHOTO COPIES
OF OUR CURRENT MONTH PAYMENT
STUB AND PAYMENT CHECK
THAT WE HAVE SENT TO GTE.

IF THEY RETURN THIS
CHECK, WE GIVE UP!

M. H.

THIS IS THE
AREA CODE
& PHONE NO.

TELEPHONE NUMBER NON-PUBLISHED



It's our
privilege to
serve you.

MELANIE HALEY ← THE CUSTOMER ID IS

1251 TRENT BLVD
LEXINGTON, KY 40517-3368



THIS IS
THE CUSTOMER

ALSO ENCLOSED - CHECK No 616 For \$58.01

GTE : PLEASE READ THIS - CUSTOMER MELANIE HALEY

MARC G. ROSE 2-93 I.D. No. [REDACTED] 616
 THOMAS L. ROSE AREA CODE/APPEND [REDACTED]
 1251 TRENT BLVD. PH. [REDACTED] 6 July 1995 73-111/421
 LEXINGTON, KY 40517

PAY TO THE ORDER OF GTE SOUTH \$ 58.01
Fifty-eight and 01/100 DOLLARS

BANK ONE.
 Bank One, Lexington, NA
 Lexington, Kentucky 40507

MEMO
 [REDACTED]

Thomas L. Rose

9 JULY 95

B. B. B

REF C 032463

WE MUST SOUND LIKE A "BROKEN RECORD", BUT —
THEY DID IT AGAIN!

ALTHOUGH GTE HAS BEEN NOTIFIED AT LEAST 4 TIMES
THAT MARC G. ROSE DOES NOT HAVE AN ACCOUNT WITH THEM,
THEY STILL POSTED OUR LAST JUNE PAYMENT CHECK TO "HIS
ACCOUNT" — SEE ATTACHED "FINAL BILL" WHICH ARRIVED
YESTERDAY (SATURDAY 8 JULY). NEEDLESS TO SAY THAT CHECK
DID CLEARLY SHOW THE CUSTOMER I.D. NO OF MELANIE HALEY,
NOT M. G. R.'S.

M. H.

BETTER BUSINESS BUREAU®

Serving 64 Counties in Central & Eastern Kentucky



Better Business Bureau
of Central & Eastern Kentucky, Inc.
410 West Vine Street
Lexington, Kentucky 40507-1616

July 12, 1995

Ms. Melanie Haley
1251 Trent Blvd.
Lexington, KY 40517

RE: GTE South

Dear Ms. Haley:

Enclosed you will find the company's response to your dispute. Please take a few moments to review their comments and complete the questions on the reverse of this letter.

Please understand that we are closing your dispute at this time and cannot further pursue this issue. We ask for your comments so that we may accurately reflect the outcome of your dispute in the company's file. As we report on a company's dispute activity for a three year period, please return your completed form within 14 calendar days.

Thank you for using BBB Dispute Conciliation. This free service is made possible by the support of local businesses and consumers in the interest of maintaining an ethical marketplace.

Sincerely,

A handwritten signature in cursive script that reads "Scott S. Shellhouse".

Scott Shellhouse
Trade Specialist

I WILL STATE UNDER OATH THAT
MS KNIGHT (OR ANYONE ELSE FROM GTE)
DID NOT TALK WITH ME IN 60 DAYS PRIOR
TO 5 JULY 95. I WOULD AGREE TO TAKE
A LIE-DETECTOR TEST TO SUPPORT THIS
STATEMENT.

ON 28 JUN 95 WE DID GET A CALL
FROM GTE AS WE REPORTED TO BBB
BY LETTER OF SAME DATE. MY SON
TOOK THIS CALL AND WHEN CALLER TOLD
HIM OUR PROBLEMS WOULD BE SOLVED
IF WE JUST SHOW CUSTOMER I.D. NO
ON CHECKS, HE SLAMMED DOWN THE
RECEIVER KNOWING WE WERE ALREADY
DOING THIS. — CERTAINLY, HE SHOULD
NOT HAVE CUT OFF THE CALLER IN THIS MANNER,
BUT BY SAME TOKEN, THE CALLER SHOULD NOT
HAVE REPORTED "MR ROSE WAS SATISFIED..."

Thomas L. Rose

9 FEB 96



GTE Telephone Operations

9380 Walnut Grove Road
P.O. Box 900
Mechanicsville, VA 23111
804 779-4000
Fax: 804 779-3339

July 5, 1995

Ms. Tammy L. Gentry
Trade Specialist
Better Business Bureau
of Central & Eastern Kentucky, Inc.
410 West Vine Street
Lexington, Kentucky 40507-1616

Dear Ms. Gentry:

Ms. Meg Haight asked me to respond to your letter dated June 21, 1995, regarding the Melanie Haley/Thomas Rose telephone account.

GTE's Executive Assistant, Ms. Knight contacted Mr. Rose and explained to him that because of a credit balance on his old account, GTE does not provide a return address on the account statement. (Mr. Rose and Ms. Haley are roommates. They had the account taken out of his name and put in her name using the same telephone number.) Ms. Knight further explained that because he had credit on his final bill, GTE does not include a return envelope because there is no money owed by the customer.

Ms. Knight related to Mr. Rose that the reason for the misapplied payment is because his checks have his name on them only, with no mention of Ms. Haley's name, therefore, the payments were applied to his final bill resulting in additional credit while the current bill was becoming delinquent. She also asked Mr. Rose to include Ms. Haley's name on his checks when paying the bill. Mr. Rose understands the explanation and agreed to add Ms. Haley's name on his check.

Listed below are the issues Ms. Haley considered as a fair settlement:

1. Include a "payment mailing address" with each invoice.
2. Credit the phone account for checks already received but not properly posted.
3. Apply future payment checks to the current phone number as noted on the check.

Ms. Tammy Gentry
July 5, 1995
Page 2

The current telephone account is in good standing and Ms. Haley/Mr. Rose owe nothing. Ms. Knight apologized for the confusion and Mr. Rose was satisfied with the action taken.

We trust the above information satisfies your inquiry. If you have further questions, please do not hesitate to contact me at 1-800-483-7988.

Sincerely,



Pamela C. Butler
Coordinator,
Customer Relations

17 JULY 95

BETTER BUSINESS BUREAU
410 WEST VINE STREET
LEXINGTON KY 40507

REF: CUSTOMER COMPLAINT - C 032463

WE RECEIVED YOUR LETTER OF 12 JULY 95 TELLING US THAT "WE ARE CLOSING (UNDERSCORE ADDED) YOUR DISPUTE AT THIS TIME." THIS SEEMS TO IMPLY THAT SOMETHING HAS BEEN "SETTLED" — OR AT LEAST SOMETHING ACCOMPLISHED. HOWEVER, IN FACT, WHEN YOU TAKE YOUR REPLY IN CONJUNCTION WITH YOUR COMPLAINT FORM INSTRUCTIONS THIS "DOESN'T SAY WHAT IT MEANS OR MEANS WHAT IT SAYS"

IN EARLY JUNE, CAREFULLY FOLLOWING YOUR INSTRUCTIONS, WE FILED A COMPLAINT WHICH, IN BRIEF, STATED THAT GTE HAD CASHED ABOUT \$200 OF OUR PAYMENT CHECKS BUT DID NOT POST THEM TO MY ACCOUNT. STILL FOLLOWING YOUR INSTRUCTIONS, WE CAREFULLY KEPT YOU INFORMED IN WRITING (NEVER ONCE HAVE WE CALLED YOU BY PHONE) EACH TIME WE RECEIVED ANY COMMUNICATION FROM GTE. THE NET RESULT OF THIS INFORMATION ADVISED YOU THAT GTE HAS NOW CASHED ABOUT \$300 OF OUR PAYMENT CHECKS BUT DID NOT POST TO MY ACCOUNT.

WITH THIS "DETERIORATED CONDITION", WE RECEIVED YOUR "CLOSE OUT" LETTER WITH AN ENCLOSED LETTER FROM GTE. IGNORING THE OBVIOUS FACTUAL ERRORS IN THE GTE LETTER, IT SHOULD BE CLEAR TO ANYONE THAT GTE MAKES NO STATEMENT ABOUT THE STATUS OF THE "MIS-POSTED" PAYMENTS NOR IF OR WHEN SUCH PAYMENTS WILL BE POSTED TO MY ACCOUNT. SO WE ASK YOU, HOW CAN YOU SAY "... WE ARE CLOSING YOUR DISPUTE, ..." ?

AN "ETHICAL MARKETPLACE" MUST BE BUILT ON A FOUNDATION OF HONESTY. IF YOU STATE "THERE IS NOTHING MORE WE CAN DO TO HELP YOU", WE WOULD HAVE NO BASIS FOR CRITICIZING YOUR TERMINATION OF A FREE SERVICE. YOU WOULD HAVE PROVIDED AN HONEST ANSWER. IT IS EXTREMELY DISAPPOINTING THAT YOU CHOSE AN ALTERNATIVE.

WE EXPECT NO MORE FROM YOU AND WILL NOW TURN TO THE PUBLIC SERVICE COMMISSION (PSC). HOWEVER, SINCE YOU SAY YOU "REPORT ON A COMPANY'S DISPUTE ACTIVITY FOR A THREE YEAR PERIOD...", WE WILL KEEP YOU ADVISED OF OUR RECOVERY EFFORTS IN THE HOPE THAT YOU CAN USE THE INFORMATION TO BENEFIT SOME OTHER GTE CUSTOMER(S).

MELANIE HALEY

RETAINED COPY
FOR PSC

IF YOU PREACH IT
YOU SHOULD PRACTICE IT

Businesses advertise in order to prosper. But they don't have to misrepresent the truth. If you ever come across an advertisement that doesn't say what it means or mean what it says, call 259-1008.

The Truth in Advertising Plan is a joint venture of the Better Business Bureau and the Lexington Advertising Club.



TRUTH IN
ADVERTISING
PLAN



AND NOT JUST LIMITED TO ADVERTISING

Is your RETURN ADDRESS completed on the reverse side?

SENDER:

- Complete items 1 and/or 2 for additional services.
- Complete items 3, and 4a & b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- 1. Addressee's Address
 - 2. Restricted Delivery
- Consult postmaster for fee.

3. Article Addressed to:

GTE TELEPHONE OPERATIONS
 9380 WALNUT GROVE ROAD
 PO Box 900
 MECHANICSVILLE VA 23103

4a. Article Number

2-217-091-572

4b. Service Type

- Registered Insured
- Certified COD
- Express Mail Return Receipt for Merchandise

7. Date of Delivery

JUL 7 1995
 MECHANICSVILLE VA

5. Signature (Addressee)

Linda Britton

6. Signature (Agent)

8. Addressee's Address (Only if requested and fee is paid)

Thank you for using Return Receipt Service.

17 JULY 95

Ms PAMELA C. BUTLER
COORDINATOR, CUSTOMER RELATIONS
9380 WALNUT GROVE ROAD
P. O. BOX 900
MECHANICSVILLE, VA: 23111

REF: [REDACTED]

CUSTOMER ID No [REDACTED]

DEAR Ms. BUTLER

THE BETTER BUSINESS BUREAU (BBB) OF LEVINGTON SENT ME A COPY OF YOUR LETTER REGARDING THE COMPLAINT ABOUT "MIS-POSTING" OUR PAYMENT CHECKS! SINCE BBB HAS "CLOSED THEIR FILE" I THOUGHT I SHOULD WRITE YOU DIRECT. I DONT SEE HOW IT CAN HURT SINCE IT CERTAINLY HAS DONE NO GOOD AT ALL TO WRITE YOUR TAMPA OFFICE,

FIRST, LET ME CLEAR UP ONE IMPORTANT POINT ABOUT PAGE 2 OF YOUR LETTER. WE WANT NO APOLOGIZES. MISTAKES HAPPEN, WE CAN ACCEPT THAT. WE JUST WANT SOMETHING DONE TO CORRECT THE POSTING ERRORS THAT HAVE ALREADY OCCURRED AND TO SEE THAT THEY DO NOT REPEAT IN THE FUTURE.

READING YOUR LETTER, IT SEEMS OBVIOUS THAT YOU DID NOT HAVE ACCESS TO MY LETTERS THAT I HAVE SENT TO GTE OVER THE PAST SEVERAL MONTHS. ENCLOSED ARE COPIES OF SOME OF THOSE LETTERS (NONE OF WHICH HAVE BEEN ANSWERED BY YOUR TAMPA OFFICE.)

WITH THESE LETTERS IN HAND, I BELIEVE YOU WOULD HAVE TO AGREE THAT YOUR LETTER IS "NON-RESPONSIVE". WHAT WE WANT ARE THE THREE THINGS LISTED AT THE BOTTOM OF THE FIRST PAGE OF YOUR LETTER. YOUR LETTER LISTED THE POINTS, BUT DID NOT RESPOND TO ANY OF THEM.

YOUR FIRST MAJOR PARAGRAPH GOT OFF ON "FINAL BILLS". WE HAVE NOT RAISED THAT POINT. WHAT WE HAVE STATED IS THAT YOUR REGULAR MONTHLY INVOICE DOES NOT SHOW A PAYMENT MAILING ADDRESS. (APPARENTLY BECAUSE WE MAINTAIN A CREDIT BALANCE)

THE NEXT PARAGRAPH TELLS US TO PUT "NAMES" ON THE PAYMENT CHECKS
PLEASE LOOK AT THE ATTACHED PHOTO COPIES OF MY LETTERS WHICH
CLEARLY SHOWS WE HAVE BEEN DOING THAT FOR MONTHS. HOWEVER, THIS
RAISES A KEY ISSUE, EVERY PAYMENT CHECK THAT WE HAVE
SENT WAS ACCOMPANIED BY A PAYMENT STUB AS PER PAYMENT INSTRUCTIONS
ON PAGE 2 OF YOUR MONTHLY INVOICE. IF YOU CANNOT USE THE PAYMENT STUB
TO OBTAIN THE INFORMATION YOU NEED FOR PROPER POSTING, YOU HAVE A
SERIOUS SERIOUS FLAW IN YOUR SYSTEM.

NOW I MUST ASK WHY THE NAME OF MARC G ROSE HAS BEEN
"RE-ASSOCIATED" WITH THE TELEPHONE NUMBER 606-271-3214. IT HAS BEEN YEARS
SINCE THE PHONE WAS IN HIS NAME. — GOING BACK TO AT LEAST 1992. TO ILLUSTRATE
THAT POINT, I HAVE ENCLOSED COPIES OF MY PAYMENT CHECKS FOR MAR & NOV 93 AND
MAR & NOV 94 TO SHOW THEY WERE RECEIVED BY GTE AND PROPERLY POSTED.
THE SAME IS TRUE FOR ALL THE OTHER CHECKS IN 1993 & 1994. NOW, HOWEVER,
THESE SAME CHECKS HAVE BECOME A "PROBLEM" IN 1995. AS SOON AS IT FIRST
OCCURRED, WE POLITELY AND QUICKLY ADVISED YOU. TO THIS DAY, WE
HAVE NOT RECEIVED A REPLY. WILL YOU SENT US ONE NOW?

IN CLOSING, I HAVE ONE FRIENDLY BUT FIRM SUGGESTION FOR YOU
PERSONALLY, DO NOT REPEAT THAT ERRONEOUS AND LIBELOUS REMARK
ABOUT "MR ROSE AND MS HALEY ARE ROOMMATES." FOR THE RECORD, THE
PHONE WAS CHANGED TO MY NAME TO COMPENSATE FOR ANOTHER
"QUESTIONABLE" PERFORMANCE BY GTE. WE CHOSE TO LET THE
ISSUE DIE THERE. HOWEVER, IF YOU WANT TO REVIVE IT, WE ARE
PREPARED TO TAKE IT TO THE PUBLIC SERVICE COMMISSION (PSC).

THANK YOU.

Melanie Haley
MELANIE HALEY

COPY
BETTER BUSINESS BUREAU
LEXINGTON KY

RETAINED COPY FOR
PUBLIC SERVICE COMMISSION

21 JULY 95

Ms. PAMELA C. BUTLER
COORDINATOR, CUSTOMER RELATIONS
9380 WALNUT GROVE ROAD
PO BOX 900
MECHANICSVILLE VA 23111

REF: [REDACTED]

CUSTOMER ID No [REDACTED]

DEAR Ms BUTLER:

IN VIEW OF THE "SOLUTION LETTER" YOU SENT TO THE LEXINGTON BBB, I THINK YOU SHOULD AT LEAST HAVE SOME INTEREST IN THE ATTACHED PHOTO COPY OF THE LETTER THAT I SENT TO YOUR TAMPA OFFICE YESTERDAY.

BASED ON PRIOR PERFORMANCE, I WILL RECEIVE NO REPLY FROM YOUR TAMPA OFFICE. THEREFORE, WOULD YOU BE WILLING TO ANSWER MY "ONE QUESTION" THAT I ASKED IN THE TAMPA LETTER?

THANK YOU

Melanie Haley

MELANIE HALEY

24 July 95

MS. PAMELA C. BUTLER
COORDINATOR, CUSTOMER RELATIONS
PO Box 900
MECHANICSVILLE VA 23111

REF: [REDACTED]

DEAR MS BUTLER,

MORE "GAME PLAYING" WITH MY PHONE NUMBER
BY YOUR TAMPA OFFICE — USING YOUR COLLECTION
SERVICE AS A "WEAPON" AND MARC G. ROSE
AS THE "TARGET"

CAN'T ANYONE IN GTE GET TAMPA
"ON THE BALL"? WHEN YOU START MESSING
UP SOMEONE'S CREDIT RECORD FALSELY,
THIS IS GOING FAR BEYOND THE "FUNNY" STAGE.

THANK YOU

Melanie Haley

MELANIE HALEY

AS NOTED ON THE
INDEX OF EXHIBITS
WE HAVE NOT INCLUDED
THE ATTACHMENTS TO
THE REFERENCE LETTERS
SINCE SUCH MATERIALS
ARE ELSEWHERE IN THE
FILES HEREWITH SUBMITTED.

HOWEVER, IF ATTACHMENTS
ARE NEEDED, PLEASE
ADVISE AND WE WILL
PROMPTLY FORWARD SAME

25 JULY 95

PUBLIC SERVICE COMMISSION
PO 615
FRANKFORT KY 40602

MS. JUDY GAY

THANK YOU FOR PROVIDING A MAILING ADDRESS
TO WHICH WE COULD FORWARD DETAILS OF OUR
PROBLEM - CORRECTION, PROBLEMS - WITH GTE.

IT WILL TAKE A DAY OR TWO TO ASSEMBLE AND PHOTO COPY
THE ENTIRE FILE. IN THE MEANTIME, HERE ARE A
FEW "RETAINED COPIES" WE WERE HOLDING UNTIL
WE OBTAINED YOUR MAILING ADDRESS.

THANKS AGAIN

THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON KY 40517

27 JULY 95

PUBLIC SERVICE COMMISSION
PO BOX 615
FRANKFORT KY 40602

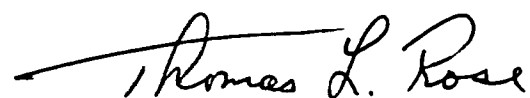
MS. JUDY GAY

HERE IS THE "PAST DUE NOTICE" THAT PROMPTED MY CALL TO YOU. WE HAVE INCLUDED PHOTO COPIES OF OUR REPLIES TO DATE.

I AM NOT SURE IF PSC IS PERMITTED TO HELP WITH A PROBLEM FOCUSED ON ONE INDIVIDUAL, BUT IF YOU ARE, WE WOULD CERTAINLY APPRECIATE YOUR HELP ON THIS ONE. IF GTE PUTS A "BLACK MARK" INTO "THE SYSTEM" AGAINST ONE MARC G. ROSE, FALSE AS IT MAY BE, THE LORD AND ALL HIS ANGELS WOULD NOT BE ABLE TO COMPLETELY REMOVE "THE STAIN" ON HIS CREDIT RECORD.

THIS IS THE LAST "PIECE" OF THE PAST PROBLEMS THAT I WILL BE SENDING TO YOU. THE COMPLETE FILE HAS BEEN MAILED UNDER SEPARATE COVER. HOWEVER, UNLESS YOU ADVISE OTHERWISE, WE WILL FORWARD TO YOU A COPY OF ANY NEW RELEVANT MATERIALS THAT WE RECEIVE FROM OR SEND TO GTE.

THANKS VERY MUCH FOR REVIEWING OUR PROBLEMS WITH GTE



THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

27 JULY 95

PUBLIC SERVICE COMMISSION
PO BOX 615
FRANKFORT KY 40602

MS. JUDY GAY

HERE IS THE COMPLETE FILE THAT WE HAVE ASSEMBLED SINCE DECEMBER 94 WHEN GTE STOPPED INCLUDING A PAYMENT MAILING ADDRESS WITH THEIR MONTHLY INVOICE. (A POLICY WHICH WE BELIEVE SHOULD BE CHANGED).

THEY STARTED MIS-POSTING OUR CHECKS IN FEBRUARY 95, THE FILE SHOWS OUR ATTEMPTS TO RESOLVE THIS PROBLEM — WHICH IS STILL ON-GOING. GTE MIS-POSTED THE LAST CHECK AS RECENT AS 27 JUNE. OF COURSE, WE DO NOT HAVE OUR GTE BILL AND OUR BANK STATEMENT FOR THE LAST 30 DAYS, SO THERE MAY BE (PROBABLY WILL BE) AN EVEN MORE RECENT CASE.

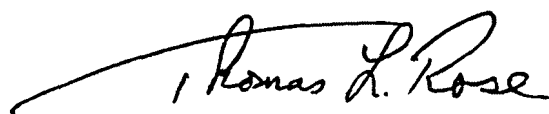
WHEN YOU LOOK AT THE FILE, YOU PROBABLY WILL WONDER "WHY DOES THIS FILE ONLY SHOW OUTGOING MAIL FROM 1251 TRENT BLVD. AND NOTHING COMING IN FROM GTE". IF I WAS READING THIS FILE FOR THE FIRST TIME, I WOULD WONDER THAT TOO. NO, THE FILE HAS NOT BEEN "EDITED". THE SIMPLE ANSWER IS "THERE AIN'T NO REPLIES FROM GTE" (WITH ONE NOTABLE EXCEPTION DATED 1 MARCH 95 — COPY INCLUDED)

THE BETTER BUSINESS BUREAU APPARENTLY THINKS THAT WE HAVE NO PROBLEMS WITH GTE. (THEY HAVE "CLOSED THE DISPUTE" — THEIR WORDS) HOWEVER, WE BELIEVE THIS SITUATION IS VERY REAL AND ON-GOING. SINCE IT JUST INVOLVED MONEY, WE HAVE NOT WORRIED MUCH ABOUT IT. (THE TOTAL OF MIS-POSTED CHECKS IS ABOUT \$400 TO \$500 — THE TOTAL INCREASES EACH MONTH). HOWEVER, SINCE THIS FALSE ATTACK ON THE CREDIT RECORD OF MARC G. ROSE, WE ARE VERY CONCERNED.

ANOTHER MAJOR CONCERN, WHICH WE BELIEVE MAY ALSO BE A GENERAL CONCERN TO PSC, IS THAT EACH OF THESE "MIS-POSTED" CHECKS WAS ACCOMPANIED BY THE GTE-PROVIDED PAYMENT STUB AS PER THE PAYMENT INSTRUCTIONS ON PAGE 2 OF THE MONTHLY INVOICE, OUR CHECKS CLEARLY INDICATED THE AREA CODE AND TELEPHONE NUMBER. (LATER WE ADDED THE "CUSTOMER ID No" AND "CUSTOMER NAME" ON THE CHECKS — BUT THAT DID NOT STOP THE "MIS-POSTING"). THUS THE CONCERN IS THAT IF GTE CANNOT PROPERLY POST A CHECK WITH THE INFORMATION FROM THE PAYMENT STUB THAT THEY PROVIDED, THEN THEY HAVE A SERIOUS SERIOUS FLAW IN THEIR SYSTEM.

IN VIEW OF THE NEGATIVE RESULTS OF OUR EFFORTS, WE HAVE GIVEN UP ON MARKING INFORMATION ON OUR PAYMENT CHECKS (MEANING — "EXTRA INFORMATION"). OUR BANK HAS PROVIDED US WITH NEW CHECKS THAT HAVE NO NAMES PRINTED ON THEM. WE WILL USE THESE CHECKS FOR FUTURE PAYMENTS. WE WILL SHOW THE AREA CODE AND PHONE NUMBER AND MAIL THE CHECK WITH THE GTE PROVIDED PAYMENT STUB — AS PER THE GTE PAYMENT INSTRUCTIONS THAT APPLY TO ALL CUSTOMERS SERVED BY GTE SOUTH. WE CAN DO NO MORE, OUR ONLY REAL LONG-TERM HOPE IS THAT YOU, THE PSC, CAN GET GTE TO PROPERLY POST OUR PAYMENT CHECKS.

THANK YOU FOR REVIEWING OUR PROBLEMS WITH GTE



THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

30 JULY 95

PUBLIC SERVICE COMMISSION
P O BOX 615
FRANKFORT KY 40602

Ms. JUDY GAY


I THOUGHT THE ATTACHED CHART MAY BE OF SOME ASSISTANCE TO YOU IN LOOKING AT OUR PROBLEMS WITH GTE.

ONE REASON I PREPARED THIS CHART WAS TO SEE IF I COULD DETECT A "PATTERN" IN THE MIS-POSTINGS. I CANNOT. I CONCLUDE THAT GTE IS NOT PREJUDICE. THEY MIS-POST WITHOUT REGARD TO DATE, AMOUNT OR CHECK ACCOUNT.

HOWEVER, THE MAIN REASON I PREPARED THIS IS BECAUSE I THINK SOMEDAY GTE WILL START RETURNING THE FUNDS THEY HAVE MIS-POSTED. BASED ON PAST EXPERIENCE, THEY WILL PROVIDE LITTLE OR NO DETAIL REGARDING THE SOURCE OF THEIR "CREDITS". THIS CHART SHOULD HELP US TO "PLAY SHERLOCK HOLMES" IN DETERMINING WHICH CHECK AMOUNTS ARE BEING RETURNED.

WHICH
HAS TURNED
OUT TO BE
EXACTLY
THE CASE

THANKS FOR YOUR ASSISTANCE


Thomas L. Rose

THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

MELANIE HALEY

PHONE NUMBER [REDACTED]

LIST OF 1995 PHONE SERVICE PAYMENTS TO GTE
(AS OF 29 JULY 95)

<u>PAYMENT CHECK</u>			<u>GTE ACTION</u>		<u>COMMENT</u>
<u>DATE</u>	<u>NUMBER</u>	<u>AMOUNT</u>	<u>PROPER</u>	<u>MIS-POSTED</u>	
4 JAN	P-968	75 ⁰⁰	X		
9 FEB	BFS-1584	75 ⁰⁰		X	REFUND CHECK FOR \$75 ⁰⁰ SENT TO MARC G. ROSE
3 MAR	P-1009	80 ⁰⁰		X	
8 MAR	P-1014	35 ⁰⁰		X	
19 MAR	BFS-1607	40 ⁰⁰		X	
27 MAR	BFS-1614	30 ⁰⁰	X		
5 APR	BFS-1621	55 ⁰⁰	X		
12 APR	BFS-1626	55 ⁰¹		X	
19 APR	BFS-1627	35 ⁰⁰	X		
25 APR	P-1038	35 ⁰¹	X		
6 MAY	P-1047	40 ⁰⁰	X		
14 MAY	BFS-1636	40 ⁰¹		X	
* 8 JUN	BFS-1657	32 ⁰¹			STATUS UNKNOWN
21 JUN	BFS-1669	32 ⁰⁰		X	
27 JUN	BFS-1678	33 ⁰⁰			STATUS UNKNOWN
6 JUL	BPM-616	58 ⁰¹			STATUS UNKNOWN

* CHECK RETURNED BY GTE ON 28 JUNE - SENT BACK TO GTE ON 29 JUNE (DETAILS IN FILE)

SUMMARY

- (A) 6 CHECKS TOTALING \$270⁰¹ PROCESSED BY GTE AND PROPERLY POSTED
- (B) 1 CHECK IN AMT OF \$75⁰⁰ MISPOSTED AND THEN \$75⁰⁰ REFUND SENT TO THIRD PARTY
- (C) 6 CHECKS TOTALING \$282⁰² MIS-POSTED, GTE RETAINING FUNDS
- (D) 3 CHECKS TOTALING \$123⁰² - STATUS UNKNOWN

7 AUG 95

PUBLIC SERVICE COMMISSION
PO Box 615
FRANKFORT KY 40602

MS. JUDY GAY

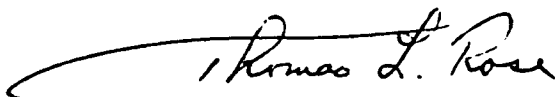
I BELIEVE THE ATTACHED WILL SPEAK FOR ITSELF.

THE GTE HERSHEY OFFICE PROMPTLY
RESPONDED AND CORRECTED THE "PAST DUE" MISTAKE.

HOWEVER, IT LOOKS LIKE GTE - TAMPA IS
JUST NOT SATISFIED WITH 8 MONTHS OF HARASSMENT,
APPARENTLY THEY ARE USING THEIR DURHAM OFFICE
TO START ANOTHER CYCLE OF SUCH ACTIONS.

WE WOULD CERTAINLY APPRECIATE ANYTHING
PSC COULD DO TO GET GTE TO END THE
"POOR BUSINESS PERFORMANCE" THEY HAVE SHOWN US IN 1995.

THANK YOU FOR YOUR ASSISTANCE


THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON KY 40517

7 SEPTEMBER 95

PUBLIC SERVICE COMMISSION
P O Box 615
FRANKFORT KY 40602

MS. JUDY GAY;

I CALLED YOUR OFFICE AND WAS INFORMED THAT YOU WERE ON VACATION, I WILL CALL AGAIN ABOUT WEDNESDAY OF NEXT WEEK SINCE I CERTAINLY DO NOT WANT TO BOTHER YOU ON THE FIRST DAY THAT YOU RETURN TO YOUR OFFICE.

AS YOU CAN SEE BY ATTACHED, GTE IS MAINTAINING ITS STANDARD PERFORMANCE FOR 1995.

AS YOU KNOW, GTE NOW HAS HAD SOME OF OUR PAYMENTS FOR OVER SIX MONTHS THAT IT REFUSES TO ACCOUNT FOR. TO ME, THIS SEEMS TO BORDER ON OUTRIGHT THEFT. HOWEVER, WE ARE PREPARED TO JUST "WRITE OFF" THE MONEY — BUT THE HARRASSING ATTACKS ON MY SON'S CREDIT RATING ARE ANOTHER MATTER ENTIRELY.

WHEN I CALL YOU, I WILL BE BASICALLY REQUESTING YOUR ADVICE ON A SINGLE TWO OPTION QUESTION:

NO < CAN WE REASONABLY EXPECT THE PSC TO BE ABLE TO END GTE'S HARRASSMENT OF MARC ROSE

OR

YES < DO YOU SUGGEST THAT WE INITIATE LEGAL ACTION ON OUR OWN?

I HOPE YOU WILL BE ABLE TO OFFER A REPLY/SUGGESTION TO MY QUESTION.

THANKS AGAIN FOR REVIEWING OUR PROBLEMS WITH GTE

Thomas L. Rose
THOMAS L. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

WHEN WE CALLED, MS GAY REFERRED US TO MR JONSEN WHO SAID IN EFFECT

CERTIFIED MAIL - RETURN RECEIPT

6 SEPTEMBER 1995

GTE
PO Box 24898
TAMPA FL 33623-4898

IN MARCH, APRIL, MAY, JUNE, JULY AND AUGUST OF THIS YEAR, I RECEIVED A "FINAL BILL" FROM YOU. IN EACH CASE, I PROMPTLY NOTIFIED YOU BY CERTIFIED MAIL THAT:

- ① I DO NOT HAVE A PHONE
- ② I AM NOT A GTE CUSTOMER
- ③ I HAVE NOT MADE ANY PAYMENTS TO GTE IN 1995

TODAY, I RECEIVED ANOTHER "FINAL BILL" SHOWING:

- ① I OWE A "PAST DUE" AMOUNT OF \$36.20
- ② I MADE AN AUGUST PAYMENT OF \$35.81

TO SET THE RECORD STRAIGHT:

- ① I DO NOT OWE GTE ANYTHING (FOR THE RECORD - AGAIN - I HAVE NOT BEEN A GTE CUSTOMER SINCE 1992)
- ② I DID NOT MAKE A PAYMENT TO GTE IN AUGUST - NOR ANY TIME IN 1993, 1994 OR 1995.

I HAVE WORKED HARD TO MAINTAIN A PERFECT CREDIT RATING IN THE BUSINESS WORLD. NOW YOU ARE DESTROYING THAT RATING USING FALSE INFORMATION. YOUR REPEATED HARASSMENT ACTIONS WITH UNTRUE STATEMENTS ATTACKING MY CREDIT RECORD IS CAUSING ME EXTREME EMOTIONAL ANGUISH. I BEG YOU TO STOP INFLECTING THIS MENTAL PAIN.

MARC G. ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517

CC PUBLIC SERVICE COMMISSION
FRANKFORT, KENTUCKY

NO PHONE



TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 4

BILL DATE

August 25, 1995

Helpful numbers

BILLING SUMMARY

MARC G ROSE

GTE billing questions
1 800 483-3300

<u>Previous charges</u>	
Amount of last bill	\$ 72.01
Payment received. Thank you.	CR 35.81
Amount past due	\$ 36.20

GTE repair call
Customer Care
1 800 483-1000

<u>Current charges</u>	
Total current charges	\$.00
Total amount due	\$ 36.20
Please pay upon receipt	

- FINAL BILL -
Subject to immediate
referral for collection
and credit reporting.

To order GTE services
1 800 483-4300


Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210*HBRZZ
00001434 7K0000010091
20-KY
[REDACTED]

TELEPHONE NUMBER

NON-PUBLISHED

Please pay  this amount.

Total amount due	\$ 36.20
Please pay upon receipt	

It's our
privilege to
serve you.

MARC G ROSE
1251 TRENT BLVD
LEXINGTON, KY 40517-3368

GTE South
P.O. Box 31122
Tampa, FL
33631-3122



6 OCTOBER 95

GTE

PO Box 24898

TAMPA FL 33623-4898

I LAST WROTE TO YOU ON 6 SEPTEMBER 95. RATHER THAN REPENT THE INFORMATION THEREIN, I HAVE ATTACHED A COPY OF THAT LETTER.

I HAVE BEGGED (LITERALLY, NOT FIGURATIVELY) THAT YOU STOP HARASSING ME WITH "FINAL BILLS" AND DEMANDS FOR PAYMENT OF BILLS THAT I DO NOT OWE. YOU HAVE RESPONDED WITH ANOTHER "FINAL BILL" THAT I RECEIVED IN TODAY'S MAIL.

IT IS NOW ALL TOO OBVIOUS THAT YOU HAVE NO INTENTION OF ENDING THESE UNJUST ACTIONS. FRANKLY, I CAN NO LONGER ENDURE THE MENTAL STRAIN YOU ARE CAUSING. THEREFORE, I AM ASKING MY ATTORNEY TO INITIATE LEGAL ACTION AGAINST GTE.

HITLER HAD HIS STORM TROOPERS. GTE HAS ITS "FINAL BILLS".

WITH DISGUST

Marc G. Rose

MARC G. ROSE

1251 TRENT BLVD.

LEXINGTON, KY 40517

NO PHONE

CC. PUBLIC SERVICE COMMISSION
FRANKFORT, KENTUCKY

BETTER BUSINESS BUREAU
LEXINGTON KENTUCKY

COPY - CERTIFIED MAIL, RETURN RECEIPT

MS. N. KNIGHT

GTE EXECUTIVE ASSISTANT

ONE TAMPA CITY CENTER

201 NORTH FRANKLIN ST.

TAMPA FL 33601-0110



GTE Telephone Operations

One Tampa City Center
201 North Franklin Street
Tampa, FL 33601-0110

September 7, 1995

Ms. Melanie Haley
1251 Trent Blvd
Lexington, Ky. 40517-3368

Dear Ms. Haley:

Enclosed please find your August 22, 1995 telephone bill.

Please note the highlighted areas. The pink areas are credit balances. The blue area notes what the current charges are.

Please do not send a payment on this account as there is not an amount owing at this time due to the transfer of payments from the other account which is final at this time.

I encourage you to retain this letter for your files, but please do not send a payment.

I will send you the telephone bill each month and let you know when you will need to send a payment. By doing this we will be able to stop activity on the Marc Rose account, which is finalized, and that account will drop out of the billing system so your payments will no longer misapply to that account.

Should you have any questions please call me collect at 1-813-224-4199 from 8:30 a.m. thru 4:30 p.m., Monday thru Friday.

Sincerely,


Ms. N. Knight
GTE Executive Assistant



TELEPHONE NUMBER [REDACTED] Customer ID [REDACTED]
 BILL DATE August 22, 1995

PAGE 1 OF 8

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing questions
 1 800 483-3300

Previous charges
 Amount of last bill CR \$ 216.20
 No payment received. .00
 Total adjustments CR 155.00
 Credit balance [REDACTED]

GTE repair call
 Customer Care
 1 800 483-1000

Current charges
 GTE regulated services \$ 31.73
 MCI regulated services 4.56
 Total current charges \$ 36.29

Total amount due [REDACTED]
 No payment necessary

To order GTE services
 1 800 483-4300

210*HBRZX
 00000402 2K0000003465
 21 KY
 [REDACTED]

TELEPHONE NUMBER NON-PUBLISHED

It's our privilege to serve you.

MELANIE HALEY
 1251 TRENT BLVD
 LEXINGTON, KY 40517-3368
 [Barcode]



GTE Telephone Operations

One Tampa City Center
201 North Franklin Street
Tampa, FL 33601-0110

October 10, 1995

Ms. Melanie Haley
1251 Trent Blvd
Lexington, Ky. 40517-3368

Dear Ms. Haley:

Enclosed please find your September 22, 1995 telephone bill.

Please note the highlighted areas. The pink areas are credit balances. The blue area notes what the current charges are.

Please do not send a payment on this account as there is not an amount owing at this time due to the transfer of payments from the other account which is final at this time.

I encourage you to retain this letter for your files, but please do not send a payment.

I will send you the telephone bill each month and let you know when you will need to send a payment. By doing this we will be able to stop activity on the Marc Rose account, which is finalized, and that account will drop out of the billing system so your payments will no longer misapply to that account.

Should you have any questions please call me collect at 1-813-224-4199 from 8:30 a.m. thru 4:30 p.m., Monday thru Friday.

Sincerely,


Ms. N. Knight
GTE Executive Assistant



TELEPHONE NUMBER [REDACTED]

Customer ID [REDACTED]

PAGE 1 OF 8

BILL DATE

September 22, 1995

Helpful numbers

BILLING SUMMARY

MELANIE HALEY

GTE billing questions
1 800 483-3300

Previous charges

Amount of last bill [REDACTED]
No payment received. .00
Total adjustments [REDACTED]
Credit balance [REDACTED]

GTE repair call
Customer Care
1 800 483-1000

Current charges

GTE regulated services \$ 28.90
MCI regulated services 10.52
Total current charges \$ 39.42

Total amount due [REDACTED]
No payment necessary

To order GTE services
1 800 483-4300

210*HBRZX
00000383 2K0000002983
20-KY

TELEPHONE NUMBER

NON-PUBLISHED

*It's our
privilege to
serve you.*

MELANIE HALEY
1251 TRENT BLVD
LEXINGTON, KY 40517-3368
|||||