

TENNESSEE REGULATORY AUTHORITY

Deborah Taylor Tate, Chairman
Pat Miller, Director
Sara Kyle, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

RECEIVED
RON JONES

August 12, 2003

AUG 12 2003

Mr. Randall Kizer
619 County Road 298
Sweetwater, Tennessee 37874

TN REGULATORY AUTHORITY

TMS

RE: Request of ~~Randall~~ Kizer to have telephone number (865) 213-6381
grandfathered into the Loudon County Tariff Zone
Docket No. 03-00435

Dear Mr. Kizer:

Enclosed please find copies of documentation you requested from the Tennessee Regulatory Authority in your letter of July 9, 2003. In that letter you asked for the following:

A complete and exact copy of the information contained within or maintained by the Tennessee Regulatory Authority for file number RE: 03-0226 or any other documentation that contains the name Randall Kizer, Kim Kizer, or address 5439 Blue Springs Road, Sweetwater, TN 37874 or 619 County Road, Sweetwater, TN 37874.

Should you have any questions regarding this documentation please call me at 741-2904 x170.

Very truly yours,

J. Richard Collier

J. Richard Collier
General Counsel

cc: Guy M. Hicks, Esq.
BellSouth Telecommunications, Inc.
Docket File No. 03-00435

Enclosures

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

MEMORANDUM

TO: Robin Moore
BellSouth
333 Commerce St.
Room 22J93
Nashville, TN 37201
Fax: (615) 214-8857

OM: Eddie Roberson
Chief, Consumer Services Division

DATE: February 12, 2003

SUBJECT: File Number 03-0226
Randall Kizer

The enclosed is a complaint lodged against your company, which is self-explanatory. I would appreciate your investigation of the complaint and a prompt written reply to my office within ten (10) working days.

If you want to fax the response that number is 615-741-8953.

Thank you for your cooperation in this matter.

Enclosures

c: Jean Curran, Investigator

Consumer Complaint Questionnaire

RETURN TO
Tennessee Regulatory Authority
Consumer Services Division
460 James Robertson Parkway
Nashville, TN 37243-0505
Facsimile (615) 741-8953

WR - ~~2000~~ - JC
BellSouth
RECEIVED
CONSUMER SERVICES DIVISION

FEB 11 2003

TN REGULATORY AUTHORITY

03-0226

To complete this consumer complaint questionnaire by Internet, please visit our website at www.state.tn.us/tra. Under "Links" click on Consumer Services. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name Randall Kizer

Address [REDACTED]

City Sweetwater County _____ State TN ZIP 37874

Home Phone (865) 213-6381 Work/Contact Phone (865) 213-6381

E-mail Address randallkizer@yahoo.com

Is this complaint for your home or business phone number? Home (865) 213-6381
Write Phone # Here

What company is your complaint against? Bell South

Have you contacted the utility regarding your complaint? Yes - multiple times

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

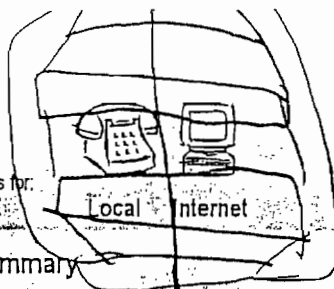
Approximately 9 years ago BellSouth changed our prefix from 337 to 213.
It was done throughout the community to allow us to phone to London and
surrounding area without charge. Thus making London a local exchange. In 1998
as a result of our 213 prefix our area code changed to 605.
From 1974 until December 2002 no long distance charges were incurred for
local calls. In December 2002 BellSouth began to charge with no notice or
reason. A review within the community determined that no other BellSouth customers
the 865-213 suffix & prefix have been charged for London calls. Just recently
a BellSouth repair person was informed of the issue. He confirmed that no more with
213 #'s were to be charged. At the time BellSouth made the change to 213 they notified
us in writing & informed us that London would be a local call. However BellSouth now
is having documentation of such an event. I know for certain that a subpoena
documentation or a regulatory demand letter requesting the document would be
of benefit to your review

RANDALL KIZER

Account Number

865 213-6381 003 1865

Your bill includes
BellSouth charges for:



Monthly Statement
as of December 4, 2002

Account Summary

	Amount
Previous Bill	\$64.22
Payments (Posted as of December 4)	-64.22
Balance	\$0.00

Questions? Call:

BellSouth

Automated Service System:

557-7777

PIN: 6076

Customer Service:

203-BELL

(203-2355)

Outside Calling Area:

1 800 203-2355

Repair:

557-6111

Online:

www.bellsouth.com/blsc

Other Companies

MCI WorldCom

1 800 444-3333

Current Charges Summary:

BellSouth

Local

(Page 3)

\$47.23

Internet

(Page 5)

17.21

Total BellSouth Charges

\$64.44

Other Companies

MCI WorldCom

(Page 6)

\$23.41

Total Other Companies' Charges

\$23.41

Total Current Charges (Due December 24)

\$87.85

Total Amount Due

\$87.85

IMPORTANT NOTICE

Late Charge Reminder - Page 2

If payment is received by Jan 3, the amount due is \$87.85. If payment is received after Jan 3, the amount due is \$89.21, which includes applicable taxes.

*** News You Can Use - Page 9 ***

Mailed in 7

*Bell South
payment
centers*

B 71.72

RANDALL KIZER
Account Number
865 213-6381 003 1865



BelSouth Local and
Local Toll Charges

Customer Service: 203-BELL

(203-255-5322)

Online: www.bellsouth.com/volsc

Monthly Service December 4 through January 3

Basic Services

1. Complete Choice® Plan

Quantity

Amount

\$29.00

You have selected the following Complete Choice™ Plan feature(s):

Telephone Line (Includes Touch-Tone Service)

Three-Way Calling

30 Code Speed Calling

8 Code Speed Calling

Call Forwarding

Call Waiting Deluxe

Call Selector (*61)

Repeat Dialing (*66)

Call Return (*69)

Call Tracing (*57)

Call Block (*60)

Caller ID Name and Number Delivery with

Anonymous Call Rejection

2. Federal Universal Service Charge

1

.48

This is a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.

3. FCC Local Number Portability Line Charge - Line

1

.35

A charge to recover the cost of the technology that makes it possible to change your local telecommunications provider and keep the same telephone number.

4. Mileage - Zone (2) - tells

1

1.00

5. Emergency 911 Service

1

.55

Your local government asked you to pay a small charge each month to help provide for emergency service in your community.

6. FCC Charge for Network Access

1

6.00

A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.

Total Basic Services \$37.38

Optional Services

Quantity

7. Inside Wire Maintenance Service Plan

1

\$4.75

Total Optional Services \$4.75

Monthly Service December 4 through January 3 \$42.13

Other Charges and Credits

Amount

555-1212 QuikComplete™ Usage

8. 1 Call(s) at \$0.45 Each

\$.45

Total Other Charges and Credits \$.45

Call Detail

Direct Dialed Calls

Amount

Date

Place called

Number called

Rate*

Time

Min

9. 11/24

MARYVILLE TN

865 995-9887

HE

09:25PM

1

\$.13

Michael.S. Warren@bellsouth.com

RANDALL KIZER
Account Number
865 213-6381 003 1865



Local

**BellSouth Local and
Local Toll Charges
(continued)**

Customer Service: 203-BELL
(203-2355)
Online: www.bellsouth.com/blsc

Call Detail

Direct Dialed Calls							Amount
Date	Place called	Number called	Rate*	Time	Min		
Completed via BST QuikComplete SM							
Total Direct Dialed Calls							\$.13
Total Call Detail							\$.13

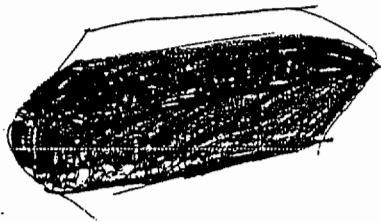
Taxes

	Amount
10. Federal Tax	\$1.11
11. State/Local Tax	3.41
Total Taxes	\$4.52
Total Local and Local Toll Charges	\$47.23

RANDALL KIZER
Account Number
865 213-6381.003 1865



Other Service Provider(s)	<u>Current Charges</u>	<u>Amount</u>
	Questions Concerning Internet Charges (190000)	
	Call Toll Free 1 800 203-BELL	
	865 213-6381	
	Charges for Nov 01, 2002 thru Nov 30, 2002	
	BellSouth Internet Charges	
	User ID: 4kizer	
	1. Internet Svc Unlimited Plan from Nov 01 thru Nov 30	19.85
	2. BellSouth(R) Solutions Savings	-5.00
	3. TN - STATE/LOCAL TAX	1.26
	Total BellSouth Internet Current Nonregulated Charges	16.11
	Questions Concerning Internet Charges (190005)	
	Call Toll Free 1 800 203-BELL	
	865 213-6381	
	Charges for Nov 01, 2002 thru Nov 30, 2002	
	Global Service Provider Charges	
	User ID: 4kizer	
	4. UUNET Monthly Service	1.10
	Charges from Nov 01 thru Nov 30	
	1 Users @ \$1.10 per User	
	Total UUNET Current Nonregulated Charges	1.10
	Total Other Service Provider(s) Charges	17.21




Shasha Baez
1-800-203-2355
Tarissa Reg-
865-213-6381

This portion of your bill is provided as a service to the above Other Service Provider(s).



RANDALL KIZER
Account Number
865 213-6381 003 1865

Detailed
Statement of
Charges
(continued)

For MCI WorldCom
Billing Questions,
call 1 800 444-3333
or visit Online 
Account Manager at:
www.mci.com/service

China Numbering Change

All telecommunication carriers are required to contribute to the Federal Universal Service Fund. MCI® collects its contribution to the fund in a Federal Universal Service Fee (FUSF). This fee, assessed on your state-to-state and international long distance calls, will change to 10.5% on January 1, 2003.

Effective January 1, 2003, the monthly fee you are charged to have your MCI® charges appear on your local phone bill will increase to \$2.50.

International card surcharge increase

Effective January 1, 2003, your per-call MCI® calling card surcharge for international terminations will change from \$4.50 to \$5.00.

Long Distance

Calls from 865-213-6381:

	Date	Place Called	Number Called	Rate*	Time	Min.	
5.	OCT 29	LOUDON	TN 865 458-6540	D	442PM	4	.28
6.	OCT 29	LOUDON	TN 865 458-8932	D	633PM	2	.14
7.	OCT 30	LOUDON	TN 865 458-6540	N	922PM	6	.42
8.	OCT 31	OAK RIDGE	TN 865 576-9202	D	403PM	1	.07
9.	NOV 1	LOUDON	TN 865 458-6540	D	138PM	5	.35
10.	NOV 1	LOUDON	TN 865 458-8932	D	524PM	3	.21
11.	NOV 2	DIR ASST	KY 606 555-1212	D	819AM	1	2.49
12.	NOV 2	LENOIRCITY	TN 865 988-6880	N	827AM	1	.07
13.	NOV 2	LENOIRCITY	TN 865 988-6880	N	830AM	1	.07
14.	NOV 2	LENOIRCITY	TN 865 988-8000	N	831AM	1	.07
15.	NOV 3	LOUDON	TN 865 458-6540	N	202PM	37	2.59
16.	NOV 4	LOUDON	TN 865 458-6554	D	532PM	1	.07
17.	NOV 4	LOUDON	TN 865 458-6540	D	533PM	1	.07
18.	NOV 8	OAK RIDGE	TN 865 576-9202	D	107PM	1	.07
19.	NOV 8	LOUDON	TN 865 458-6540	D	154PM	3	.21
20.	NOV 8	LOUDON	TN 865 458-6540	D	425PM	1	.07
21.	NOV 8	LOUDON	TN 865 458-6540	N	949PM	2	.14
22.	NOV 10	LOUDON	TN 865 458-6540	N	1229PM	1	.07
23.	NOV 10	LOUDON	TN 865 458-5559	N	1229PM	8	.56
24.	NOV 10	LOUDON	TN 865 458-6540	N	827PM	4	.28
25.	NOV 12	OAK RIDGE	TN 865 576-9202	D	348PM	1	.07
26.	NOV 12	LOUDON	TN 865 458-6540	D	400PM	18	1.26
27.	NOV 13	LOUDON	TN 865 458-8932	N	851PM	14	.98
28.	NOV 14	OAK RIDGE	TN 865 576-9202	D	440PM	1	.07
29.	NOV 15	OAK RIDGE	TN 865 576-9202	D	738AM	1	.07
30.	NOV 15	OAK RIDGE	TN 865 576-9202	D	904AM	1	.07
31.	NOV 15	OAK RIDGE	TN 865 576-9202	D	932AM	1	.07
32.	NOV 15	LOUDON	TN 865 458-8932	D	336PM	2	.14
33.	NOV 15	LOUDON	TN 865 458-6540	D	348PM	1	.07
34.	NOV 15	LOUDON	TN 865 458-6540	D	414PM	24	1.68
35.	NOV 17	LOUDON	TN 865 458-6540	N	824PM	4	.28
36.	NOV 19	OAK RIDGE	TN 865 576-9202	D	859AM	1	.07

* Taxes and Rate Codes - Page 9



RANDALL KIZER
Account Number
865 213-6381 003 1865

< \$ 13.39 >

Account Number
865 213-6381 003 1865
Account Manager at
www.mci.com/service

Detailed
Statement of
Charges
(continued)

For MCI WorldCom
Billing Questions,
call 1 800 444-3333
or visit Online
Account Manager at:
www.mci.com/service



Long Distance

Calls from 865-213-6381:

	Date	Place Called	Number Called	Rate*	Time	Min.	
37.	NOV 19	OAK RIDGE	TN 865 576-9202	D	912AM	1	.07
38.	NOV 19	LOUDON	TN 865 458-8932	N	732PM	1	.07
39.	NOV 19	LOUDON	TN 865 458-8932	N	733PM	1	.07
40.	NOV 21	OAK RIDGE	TN 865 576-9202	D	137PM	1	.07
41.	NOV 21	LOUDON	TN 865 458-6540	D	659PM	11	.77
42.	NOV 22	OAK RIDGE	TN 865 576-9202	D	741AM	1	.07
43.	NOV 22	LOUDON	TN 865 458-6540	D	928AM	12	.84
44.	NOV 22	LOUDON	TN 865 458-6540	D	339PM	5	.35

Total Calls from 865-213-6381:

15.44

Total Long Distance 15.44

Card Calls

45. Calling Card Savings Plan 2.00
MCI Crd Calls for 8652136381: 01 RANDALL KIZER

	Date	Place Called	Number Called	Rate*	Time	Min.	
46.	NOV 15	W SWEETWTR	TN 865 213-6381	NC	858PM	8	1.20
		FR LEXINGTON	KY 859 231-9086				1.20

Total Card Calls 8652136381: 01 RANDALL KIZER

Total Card Calls 1.20

Other Fees

Effective January 1, 2003, MCI® will assess a monthly surcharge in order to recover costs the Company incurs with regard to Telecommunications Relay Service, national number portability, and federal regulatory fees. This surcharge, assessed on your state-to-state and international charges, is 0.55% per account per month.

47. Federal Universal Service Fee71
48. Billing Option Fee 1.50
Total Other Fees 2.21

MCI Legend

D = Peak
N = Off-Peak

* Taxes and Rate Codes - Page 3

This portion of your bill is provided as a service to MCI WorldCom.

RANDALL KIZER
Account Number
865 213-6381 003 1865

Your bill includes
BellSouth charges for:



Monthly Statement
as of January 4, 2003

Account Summary	Amount
Previous Bill	\$87.85
Adjustments (Page 4)	<-16.13>
Past Due (Please pay now)	\$71.72

Questions? Call:

BellSouth
Automated Service System: 557-7777
PIN: 6076
Customer Service: 1 877 678-BELL
(1 877 678-2355)
Outside Calling Area: 1 800 203-2355

Repair: 557-6111
Online: www.bellsouth.com/blsc

Other Companies
MCI WorldCom 1 800 444-3333

Current Charges Summary:

BellSouth	
Local (Page 3)	\$47.50
Internet (Page 5)	17.21
Total BellSouth Charges	\$64.71

Other Companies	
MCI WorldCom (Page 6)	\$33.74
Total Other Companies' Charges	\$33.74
Total Current Charges (Due January 24)	\$98.45

Total Amount Due (Past Due plus Current Charges) \$170.17

IMPORTANT NOTICE

Late Charge Reminder - Page 2
If payment is received by Feb 3, the
amount due is \$170.17. If payment is
received after Feb 3, the amount due is
\$172.79, which includes applicable taxes.

News You Can Use - Page 8



Please fold, tear here and return this portion with your payment

Pay Online! www.bellsouth.com/pay

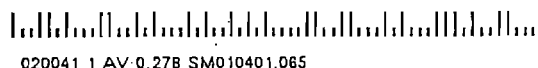
Account Number
865 213-6381 003 1865

Total Amount Due
By January 24
\$170.17

Amount Enclosed \$

- Please make
check payable
in U.S. funds to
BellSouth.
- Use back of
coupon for
change of
billing address.

P.O. Box 105503
Atlanta, GA
30348-5503



020041 1 AV 0.278 SM010401.065

RANDALL KIZER
619 COUNTY ROAD 298
SWEETWATER TN 37874-5132

- Pay Online!
www.bellsouth.com/pay

8659213638100318602049012601601000000000000071720000017017

Please use blue or black ink when making changes.

RANDALL KIZER
Account Number
865 213-6381 003 1865



BellSouth Local and Local Toll Charges

Customer Service: 1 877 678-BELL
(1 877 678-2355)
Online: www.bellsouth.com/blsc

Monthly Service January 4 through February 3

	Quantity	Amount
Basic Services		
1. Complete Choice® Plan	1	\$29.00
You have selected the following Complete Choice™ Plan feature(s):		
Telephone Line (Includes Touch-Tone Service)		
Three-Way Calling		
30 Code Speed Calling		
8 Code Speed Calling		
Call Forwarding		
Call Waiting Deluxe		
Call Selector (*61)		
Repeat Dialing (*66)		
Call Return (*69)		
Call Tracing (*57)		
Call Block (*60)		
Caller ID Name and Number Delivery with		
Anonymous Call Rejection		
2. Federal Universal Service Charge	1	.48
<i>This is a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.</i>		
3. FCC Local Number Portability Line Charge - Line	1	.35
<i>A charge to recover the cost of the technology that makes it possible to change your local telecommunications provider and keep the same telephone number.</i>		
4. Mileage - Zone	1	1.00
5. Emergency 911 Service	1	.55
<i>Your local government asked you to pay a small charge each month to help provide for emergency service in your community.</i>		
6. FCC Charge for Network Access	1	6.00
<i>A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.</i>		
Total Basic Services		\$37.38
Optional Services	Quantity	
7. Inside Wire Maintenance Service Plan	1	\$4.75
Total Optional Services		\$4.75
Monthly Service January 4 through February 3		\$42.13
Other Charges and Credits		Amount
8. Late Payment Charge		\$.88
Total Other Charges and Credits		\$.88
Taxes		Amount
9. Federal Tax		\$1.13
10. State/Local Tax		3.36
Total Taxes		\$4.49
Total Local and Local Toll Charges		\$47.50

RANDALL KIZER
Account Number
865 213-6381 003 1865



Detail of Adjustments

Listed below is a summary of the Adjustments, found on page 1 of the bill.
These adjustments are shown by date and the company making the adjustment.

<i>Date Adjusted</i>	<i>Company</i>	<i>Adjustment</i>
11. Dec 16, 2002	BELLSOUTH TELECOMMUNICATIONS.	-\$1.11
12. Dec 16, 2002	BELLSOUTH TELECOMMUNICATIONS.	-1.63
13. Dec 24, 2002	MCI WorldCom	-13.39
Total Adjustments		-\$16.13

RANDALL KIZER
Account Number
865 213-6381 003 1865




Other Service Provider(s)	<u>Current Charges</u>	<u>Amount</u>
	Questions Concerning Internet Charges (190000)	
	Call Toll Free 1 800 203-BELL	
	865 213-6381	
	Charges for Dec 01, 2002 thru Dec 31, 2002	
	BellSouth Internet Charges	
	User ID: 4kizer	
	1. Internet Svc Unlimited Plan from Dec 01 thru Dec 31	19.85
	2. BellSouth(R) Solutions Savings	-5.00
	3. TN - STATE/LOCAL TAX	1.26
	Total BellSouth Internet Current Nonregulated Charges	16.11
	Questions Concerning Internet Charges (190005)	
	Call Toll Free 1 800 203-BELL	
	865 213-6381	
	Charges for Dec 01, 2002 thru Dec 31, 2002	
	Global Service Provider Charges	
	User ID: 4kizer	
	4. UUNET Monthly Service	1.10
	Charges from Dec 01 thru Dec 31	
	1 Users @ \$1.10 per User	
	Total UUNET Current Nonregulated Charges	1.10
	Total Other Service Provider(s) Charges	17.21

This portion of your bill is provided as a service to the above Other Service Provider(s).



RANDALL KIZER
Account Number
865 213-6381 003 1865

Detailed
Statement of
Charges
(continued)

For MCI WorldCom
Billing Questions,
call 1 800 444-3333
or visit Online 
Account Manager at:
www.mci.com/service

Long Distance									
Calls from 865-213-6381:									
	Date	Place Called	Number Called	Rate*	Time	Min.			
20.	DEC 2	LOUDON	TN 865 458-6540	D	548PM	1			.07
21.	DEC 2	LOUDON	TN 865 458-6540	D	554PM	2			.14
22.	DEC 2	LOUDON	TN 865 458-6540	N	708PM	1			.07
23.	DEC 3	OAK RIDGE	TN 865 576-9202	D	325PM	1			.07
24.	DEC 4	LOUDON	TN 865 458-6540	D	746AM	20			1.40
25.	DEC 4	OAK RIDGE	TN 865 576-9202	D	807AM	1			.07
26.	DEC 4	OAK RIDGE	TN 865 576-9202	D	106PM	1			.07
27.	DEC 5	LOUDON	TN 865 458-6540	D	752AM	17			1.19
28.	DEC 5	OAK RIDGE	TN 865 576-9202	D	809AM	1			.07
29.	DEC 6	OAK RIDGE	TN 865 576-9588	N	605AM	1			.07
30.	DEC 6	LOUDON	TN 865 458-6540	D	939AM	8			.56
31.	DEC 8	LOUDON	TN 865 458-6540	N	418PM	7			.49
32.	DEC 9	LAS CRUCES	NM 505 522-9073	N	819PM	11			2.75
33.	DEC 10	LOUDON	TN 865 458-6540	D	228PM	16			1.12
34.	DEC 10	LOUDON	TN 865 458-6540	D	521PM	3			.21
35.	DEC 11	LOUDON	TN 865 458-6540	D	1204PM	44			3.08
36.	DEC 11	ATLANTA NE	GA 770 619-2950	D	415PM	9			2.25
37.	DEC 11	OAK RIDGE	TN 865 576-9202	D	425PM	1			.07
38.	DEC 12	LOUDON	TN 865 458-6540	D	1256PM	1			.07
39.	DEC 12	OAK RIDGE	TN 865 576-9202	D	1259PM	1			.07
40.	DEC 12	LENOIR CITY	TN 865 988-4195	D	558PM	1			.07
41.	DEC 13	OAK RIDGE	TN 865 576-9202	D	841AM	1			.07
42.	DEC 13	LOUDON	TN 865 458-6540	D	851AM	8			.56
43.	DEC 13	OAK RIDGE	TN 865 576-9202	D	1054AM	1			.07
44.	DEC 13	OAK RIDGE	TN 865 576-9202	D	1110AM	1			.07
45.	DEC 13	OAK RIDGE	TN 865 576-9202	D	1136AM	1			.07
46.	DEC 13	OAK RIDGE	TN 865 576-9202	D	326PM	2			.14
47.	DEC 16	LOUDON	TN 865 458-6540	N	747PM	2			.14
48.	DEC 17	LOUDON	TN 865 458-6540	D	432PM	8			.56
49.	DEC 17	LOUDON	TN 865 458-6540	N	750PM	4			.28
50.	DEC 18	OAK RIDGE	TN 865 576-9202	D	826AM	1			.07
51.	DEC 18	LOUDON	TN 865 458-6540	D	919AM	3			.21
52.	DEC 18	OAK RIDGE	TN 865 576-9202	D	1017AM	1			.07
53.	DEC 19	OAK RIDGE	TN 865 576-9202	D	1239PM	1			.07
54.	DEC 19	OAK RIDGE	TN 865 576-9202	D	1243PM	2			.14
55.	DEC 20	CHATTNOOGA	TN 423 400-9320	N	736PM	1			.10
56.	DEC 21	LOUDON	TN 865 458-6540	N	1102PM	1			.07
Total Calls from 865-213-6381:									25.68
Total Long Distance									25.68

57. Calling Card Savings Plan 2.00

Other Fees

58. Federal Universal Service Fee84
59. Billing Option Fee 1.50
Total Other Fees 2.34

MCI Legend

D = Peak
N = Off-Peak

* Taxes and Rate Codes - Page 9

This portion of your bill is provided as a service to MCI WorldCom.

**** Transmit Conf. Report ****

P.1

Feb 13 2003 14:57

Telephone Number	Mode	Start	Time	Page	Result	Note
[E] BELLSOUTH	NORMAL	13,14:50	6'45"	16	O K	

TENNESSEE REGULATORY AUTHORITY



Sara Kyle, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Ron Jones, Director

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

MEMORANDUM

TO: Robin Moore
BellSouth
333 Commerce St.
Room 22J93
Nashville, TN 37201
Fax: (615) 214-8857

FROM: Eddie Roberson
Chief, Consumer Services Division

DATE: February 12, 2003

SUBJECT: File Number 03-0226
Randall Kizer

The enclosed is a complaint lodged against your company, which is self-explanatory. I would appreciate your investigation of the complaint and a prompt written reply to my office within ten (10) working days.

If you want to fax the response that number is 615-741-8953.

Thank you for your cooperation in this matter.

Enclosures

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

February 13, 2003

Mr. Randall Kizer
619 County Road 298
Sweetwater, TN 37874

Dear Mr. Kizer:

The Tennessee Regulatory Authority ("TRA") has received your complaint against BellSouth. I have been assigned as the TRA investigator to your complaint.

A copy of your complaint has been forwarded to BellSouth with instructions that they provide the TRA a written reply to each issue outlined in your complaint. In accordance with TRA regulations, the company has up to ten (10) working days to respond. After obtaining the company's response, I will contact you to inform you of the company's position. In the meantime, if you have any additional information concerning your complaint that you feel would be beneficial to my investigation or if you have any questions, please feel free to call me at 1-800-342-8359 extension 195 during normal business hours.

Thank you for allowing the TRA to assist you with your problem. I will keep you advised of our progress to resolve your dispute with BellSouth.

Sincerely,

Jean Curran

Jean Curran
Consumer Services
jean.curran@state.tn.us

c: File 03-0226

Ginger Stephens - 03-0226 Randall Kizer

9C 03-0226

From: "Moore, Robin" <Robin.Moore@BellSouth.com>
To: "jean.curran@state.tn.us" <jean.curran@state.tn.us>
Date: 2/26/2003 11:03 AM
Subject: 03-0226 Randall Kizer
CC: ginger.stephens <ginger.stephens@state.tn.us>

Jean:

A review of the customer's records show a records order was done on 10-11-02 changing the customer's address from 5439 Blue Springs Road to 619 County Rd 298. This order also changed his TAR code from Loudon to McMinn. This is why the customer is now being charged for calls to Loudon. A search of the customer's address - both old and new - via Mapquest shows the old address to be in Loudon County and the new address to be in McMinn.

We have attempted to reach the customer to determine why his address was changed to see if it was a result of the customer being told by county officials that this was now his correct address. Also, we need to determine where he is physically located, in McMinn County or Loudon County. If he is in McMinn County, we must change his telephone number because the current number he has was created only for Loudon County residents only. The previous address we had according to our address records was in Loudon County. However, his new address per our records is in McMinn County.

The West Sweetwater exchange was created for Loudon County residents only to provide them with Metro Area Calling into Knox County as well as Loudon County. Customers who live in McMinn County, (Sweetwater exchange) are NOT entitled to such extended calling area. By allowing a McMinn County resident to have a West Sweetwater number would be a tariff violation.

Once we have made contact with the customer and determined if his physical address is in fact in McMinn County, we will make the necessary corrections to his account. I will provide you with a final response once this matter has been resolved.

thanks
rpm

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

TENNESSEE REGULATORY AUTHORITY

Jean Curran - FW: 03-0226 Randall Kizer



From: Sara Kyle, Chairman
 Deborah Taylor Tate, Director
 Pat Miller, Director
 To: "Moore, Robin" <Robin.Moore@bellsouth.com>
 "jean.curran@state.tn.us" <jean.curran@STATE.TN.US>
 Date: 8/17/03 12:51 PM

460 James Robertson Parkway
 Nashville, Tennessee 37243-0505

Subject: FW: 03-0226 Randall Kizer
 CC: "ginger.stephens@state.tn.us" <ginger.stephens@STATE.TN.US>

BellSouth spoke with Ms. Kizer on 2/28/03 to advise her when 911 changed her address she went from Loudon County to McMinn county, and unless Loudon County can provide her with paperwork showing her home is physically in Loudon County not only will she be charged toll calls to Loudon County from McMinn county, in addition her phone number would change also to a McMinn county exchange. Ms. Kizer advised she would check and contact us again on 3/3/03 to see if Loudon County will furnish paperwork.

Ms. Kizer called BellSouth back on 3/3/03 to advise us she would be going to the Loudon County courthouse on 3/05/03 to see about getting proof she lives in Loudon County.

After not hearing back from the customer, BellSouth called Ms. Kizer on 3/14/03 and advised her we would be changing her phone number per tariff. Ms. Kizer has still never gone to the courthouse to get paperwork showing she resides in Loudon County.

Per customer's request, on 03-17-03 copies of tariff boundary maps for Sweetwater & West Sweetwater were mailed to the customer.

Customer is very dis-satisfied with the outcome. However, unless the customer can provide us with proof from Loudon County E911 that their residence is located in Loudon County, we can no longer provide them with a West Sweetwater number.

thanks
 rpm

-----Original Message-----

From: Moore, Robin
 Sent: Wednesday, February 26, 2003 11:03 AM
 To: 'jean.curran@state.tn.us'
 Cc: ginger stephens
 Subject: 03-0226 Randall Kizer

Jean:

A review of the customer's records show a records order was done on 10-11-02 changing the customer's address from 5439 Blue Springs Road to 619 County Rd 298. This order also changed his TAR code from Loudon to McMinn. This is why the customer is now being charged for calls to Loudon. A search of the customer's address - both old and new - via Mapquest shows the old address to be in Loudon County and the new address to be in McMinn.

We have attempted to reach the customer to determine why his address was changed to see if it was a result of the customer being told by county officials that this was now his correct address. Also, we need to determine where is he physically located, in McMinn County or Loudon County. If he is in McMinn County, we must change his telephone number because the current number he has was created only for Loudon County residents only. The previous address we had according to our address records was in Loudon County. However, his new address per our records is in McMinn County.

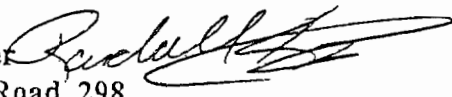
Telephone (615) 741-2904, Toll-Free 1-800-342-8359, Facsimile (615) 741-8953
www.state.tn.us/tra

March 26, 2003

RECEIVED
CONSUMER SERVICES DIVISION
APR 01 2003

TN REGULATORY AUTHORITY

To: Ms. Gene Curran
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN. 37343-0505

From: Randall Kizer 
619 County Road, 298
Sweetwater, TN. 37874

Subject: West Sweetwater telephone exchange for telephone number (865) 213-6381
(TRA Case Number 03-0226)

Ms. Curran

Pursuant to our conversation on March 20, 2003, I have included the following documentation for your review: Maps/Grid provided by Bellsouth identifying the 213 calling area (Exhibit 1), an aerial ORTHO-mapping photograph provided by the Loudon County Tax assessors' office (Exhibit 2), Documentation from the United States Department of Agricultural, Farm Service Agency, for Loudon County (Exhibit 3). All three of these documents identify my residence as being within the purview of Loudon County.

I have identified for your convenience my residence on both the Bellsouth map and the ORTHO map. As I explained in my original complaint, as well as to Bellsouth, the county line literally runs through my property and/or the property from which my residence was derived. The documentation from the ASCS office identifies that I receive services from government/county services provided by Loudon County. Loudon County has identified our address within the system as 5439 Blue Springs Road, Sweetwater, TN.

At the time that I was originally contacted by Bellsouth, after filing the TRA complaint, we were told that we simply needed to show that our home and or property were partially located in Loudon County. I have fulfilled this request. However; this information was not obtained at the time of the original request due to work schedules and child sickness. On approximately March 2, 2003, Mr. Joe Thatcher, Bellsouth, Kennesaw, Georgia advised my wife, Kim Kizer that the case was being closed and no action was going to be taken. As a result we did not pursue the documentation. On March 14, 2003, Mr. Thatcher recontacted Kim and informed her that our phone number would be changed in ten minutes. At this time we pled with Mr. Thatcher to give us relief and set a timeframe for us to receive the needed documentation to resolve the issue. This did not occur. Our number was changed, to make matters worse a recording was placed on our number stating "The line is being checked for problems". We immediately recontacted Mr. Thatcher and advised him of this issue. We were told at that time that there were

problems in the area and repair services had been contacted. We then contacted our local repair personnel who informed us that no problems existed in the area. This situation caused us great problems in that I was in the midst of negotiating a business deal valued at thousands of dollars. After repeated calls to Mr. Thatcher he then informed us that the wrong recording had been put on the line and that there were no problems in the area and it would be straightened out and the correct recording identifying the number change would be placed on the phone. This finally occurred at approximately 9:00 pm on March 14, 2003.

As noted in my original complaint at no time did I solicit Bellsouth for neither the number change from 337 to 213 nor area code from 423 to 865 this was done automatically. Since this has been in place for approximately 8 years my number is distributed nationwide to those whom I do business with and it would cause be great financial harm if my number is not restored. I feel that I have provided information and documentation to fulfill my burden of proof whereby my number could and should remain/changed back to (865) 213-6381.

Please feel free to contact me for any additional information you may need at (865) 576-9202. Your assistance in this matter is very much appreciated.

Cc: Congressman John Duncan

TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION
(615) 741-3939 EXTENSION 195

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
Robin Moore	Jean Curran
COMPANY:	PHONE NUMBER:
BellSouth	(615) 741-3939 EXT. 195
FAX NUMBER:	DATE:
	4-1-03
PHONE NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER:
	6
FILE NUMBER:	RE:
03-0226	Randall Kinzer

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Attached is the map, paperwork etc. for Mr. Kinzer's file.
Just let me know the results.



My Barn

London County

Ortho # 53072



Church

My House
and.
Driveway

South Central Bell
Telephone Company
TENNESSEE
DeWitt Ezell
President-Tennessee

RATE AND SERVICE AREAS

TPSC Tariff M
WEST SWEETWATER, TENN.
Original Sheet

Issued: August 23, 1994

Effective: September 23, 1994

BASE RATE AREA, ZONE RATE
AND EXCHANGE SERVICE AREA MAP

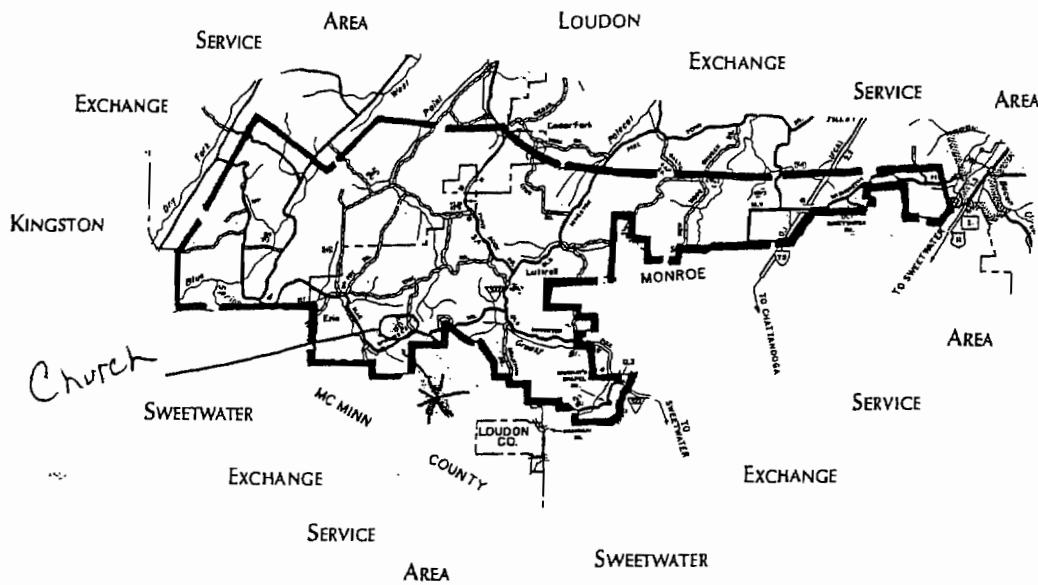


Exhibit #1

ENTIRE EXCHANGE IN ZONE 1

--- COUNTY LINE

— EXCHANGE SERVICE AREA BOUNDARY

OPERATOR: Name & Address	FARMLAND	CROPLAND	DCP CROPLAND	EFF DCP CROPLAND	DBL CROPPED ACRES	FARM DESCRIPTION	STATUS
D LORETTA KIZER 622 COUNTY ROAD 298 SWEETWATER	115.0	84.7	84.7	84.7	.0	2000 DIV FSN 1391	ACTIVE
		423-337-5434					
	TN	37874	5131				

ARMS ASSOC. WITH OP: NONE

OTHER PRODUCERS ASSOCIATED WITH FARM:
ANDALL KIZER

CRP Cropland: .0 CRP MPL: .0

CRP Contract No.:

ECON. REF. NO.: B00030

FAV/WR HISTORY: N

No. of Tracts: 1

TRACT NO.: 10204

Year: 2003

RIA RANGE UNIT NO.:

FARMLAND	CROPLAND	DCP CROPLAND	CRP CROPLAND ACRES	WBP ACRES	WRP ACRES	STATE CONSRV	OTHER CONSRV	EFF DCP CROPLAND	CRP MPL ACRES
115.0	84.7	84.7	.0	.0	.0	.0	.0	84.7	.0

Photo Grid Descr: A11/3A

HEL 027 A027 WL CW FW PC AH MW PCW HG RW CWTE CWNA
Y N N N N N

OWNER 1 - D LORETTA KIZER

Nancy H. Braaseth 03/19/03

Exhibit:

Farm Records 105-LOUDON
Other Producers Screen

Selection MIDUOT02
Version: AE67 03/17/2003 10:58 Term W3

Farm Number 3673
Operator D LORETTA KIZER

Line #	Name	ID Number
1	RANDALL KIZER	414-06-5611 S

Cmd5=Complete Transaction Cmd16=Add Cmd24=Delete

Line Number

03-0226
JCRECEIVED
CONSUMER SERVICES DIVISION

MAY 08 2003

TN REGULATORY AUTHORITY

TO: Gene Curran
Tennessee Regulatory Authority

From: Randall Kizer

Subject: Case No. 03-0226

Note: Gene here is the documentation we have discussed I hope that this completes the loop and my number is now restored to (865) 213-6381. Thank you for your assistance in this matter. If you need to discuss this with me I can be reached at (865) 576-9202.

Put file # on cd
saved 5/9/03
went to get conf & it was gone.

**LOUDON COUNTY EMERGENCY COMMUNICATIONS DISTRICT (E-911)
12680 HIGHWAY 11 WEST, SUITE 4
LENOIR CITY, TN 37771**

4/28/2003

Kizer Residence,

I have sent the proper paper work to BellSouth to route your 911 calls to the Loudon County E-911 Center.

I apologize for the delay in getting this letter out to you. If you have any questions please give me a call.

Thank you,



Darrell Roddy
Mapping and Addressing Manager

05/08/2003 15:42 4233379382

WILSAU DRUGS

E911 Inquiry

NF-1473
(2-82)

Maintenance Ledger Attached <input type="checkbox"/> Yes <input type="checkbox"/> No	
READ Name <u>Louisa County TN</u>	System Name <u>Louisa Co E911</u>
Date Of Call <u> </u>	Time Of Call <u> </u>
Did You Transfer Call? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, To: <u> </u>	Serial # <u> </u>
Did You Receive Transfer? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes, From: <u> </u>	Operator <u>DLR</u>
ANI TN <u>423-337-0620</u>	ALI TN <u> </u>

Database Reason For Inquiry (Check All Boxes That Apply, Complete Form And Provide Form To 911 Coordinator.)

1. ☐ ALI Record Not Found (Display Shows Record Not Found)
 2. ☐ Wrong ALI Display Of:

☐ Name Displayed R. Zes Residence
☐ Address
☐ Location
☒ Community
☒ ESN

Should Be

Louisa County Road 298

Shelbyville
141

3. ☒ Mistrans ESN Displayed UNKNOWN
 4. ☐ Other

Comments

Repair Reason For Inquiry (Check All Boxes That Apply, Report To Repair And Provide Form To 911 Coordinator For Records Only.)

Trouble Ticket Number

- ☐ ANI Display
☐ No ANI
☐ Wrong ANI Should Be
☐ ANI Failure (911-0000 Or 000-0000)
☐ Anonymous Call
☐ No ALI Display
☐ Spurious Call (Caller Didn't Dial 911 - Stale On Line)
☐ Other

Comments

For Telco Use Only

- Action: ☐ Trouble Cleared As Of
☐ Investigation Completed. No Action Required As Of
☐ Trouble Referred To Repair On

- ☐ Trouble Referred To ICO
 On
☐ Trouble Referred To Other
 On

Comments

05/08/2003 15:42 4233379382

WILSAU DRUGS

14 004
PAGE 03



E911 MSAG Ledger

JUL 2 1970
- (10-02)

Date 4/11/03	Country/City/Parish Louisiana, Gretna, LA	Serial Number
Telephone Company Name BellSouth	Authorized By Darren R. [Signature]	
Purpose Of Ledger	<input checked="" type="checkbox"/> Insert _____ <input type="checkbox"/> Change _____ <input type="checkbox"/> Delete _____	
Comments		

[illegible][illegible]

For BOC Use ▶ (Indicate Dates)	Received	Input To NSAG	Input To PREMIS	
	Returned To NSAG (If Appropriate)		Returned To County/City/Parish	Clerk's Initials
For NSAG Use ▶ (Indicate Dates)	Received	Returned To BOC		Clerk's Initials

*Input Not Required By County/City/Parish

TENNESSEE REGULATORY AUTHORITY

Jean Curran - RE: Randall Kizer



From: Sara Kyle, Chairman
 Deborah Taylor Tate, Director
 Pat Miller, Director
 Ron Moore, Director
 To: "Robin Moore, Robin" <Robin.Moore@BellSouth.com>
 "Jean Curran" <Jean.Curran@state.tn.us>
 Date: 4/3/03 3:47 PM

460 James Robertson Parkway
 Nashville, Tennessee 37243-0505

Subject: RE: Randall Kizer

Yep and I tried to call you yesterday. What he provided you still doesn't indicate that his RESIDENCE is in Loudon County. What he has provided is something from the ASCS office stating that they have a FARM in Loudon County. We never disputed that. What we asked him for was something from the Loudon County E911 board advising us that he is in fact in their county and that they will provide services to him. We load our database based on what the E911 boards send us as addresses being in their county.

Also, the rep that worked on this tried his best to get this information from the customer. Ms. Kizer kept telling him she hadn't had time to get it yet. He finally had to take some type of action because she would never provide this information to him.

If he will get us a statement from the Loudon E911 Board that their residence is located in Loudon County and that they will provide him with 911 services, and they send BellSouth notification that his assigned address is in fact within their county, then we have no problem changing everything back the way it was. That is all we asked from him to begin with. He never sent us anything.

rpm

-----Original Message-----

From: Jean Curran [mailto:Jean.Curran@state.tn.us]
 Sent: Thursday, April 03, 2003 3:41 PM
 To: Robin.Moore@bellsouth.com
 Subject: Randall Kizer

I have been meaning to ask you did you receive the maps, etc for Mr. Kizer. I expect a call for him soon.

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

TENNESSEE REGULATORY AUTHORITY
Jean Curran - RE: Conference call

From: "Moore, Robin" <Robin.Moore@bellsouth.com>
To: "Jean Curran" <Jean.Curran@state.tn.us>
Date: 5/27/03 1:31 PM



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Subject: RE: Conference call

I will be available to be on a conference call at that time. Here's the contact people for each County:

Darrell Roddy - Loudon County 865 986-8911

Kim Shamblin - McMinn County 423 745-7698

Are you or Mr. Kizer going to contact Mr. Roddy and Ms. Shamblin to see if this is okay with them? I think BellSouth and "bugged" them enough. Maybe if it came from the TRA, then Mr. Roddy would call you back, since he doesn't return our calls very well.

thanks
rpm

-----Original Message-----

From: Jean Curran [mailto:Jean.Curran@state.tn.us]
Sent: Thursday, May 22, 2003 10:36 AM
To: Robin.Moore@bellsouth.com
Subject: Conference call

Mr. Kinzer contacted me and said he could not understand why Mr. Roddy would say what he did. I asked him if he would like to do a conference call, he would. I set it for Wednesday afternoon at 1:00pm our time. I thought this would give you time to reach McMinn and Loudon County E-911.
If this time is not good just let me know on Tuesday, I will be in the office.

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

TRANSMISSION VERIFICATION REPORT

TIME : 05/21/2003 12:20
NAME : TRA CONSUMER SERVICE
FAX : 615-741-8953
TEL : 6157418953
SER.# : BROM2J872143

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

05/21 12:17
914237441607
00:03:09
04
OK
STANDARD
ECM

460 JAMES ROBERTSON PARKWAY
NASHVILLE, TN 37243
(615) 741-8953 FAX

Thanks Jean Curran

Ms. Shambline Attached is the paperwork that I received from Randall Kizer regarding
Loudon County E-911 information.

NOTES/COMMENTS:

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION
(615) 741-3939 EXTENSION 195

FACSIMILE TRANSMITTAL SHEET

TO:	Kim Shamblin	FROM:	Jean Curran
COMPANY:	McMinn Co E-911	PHONE NUMBER:	(615) 741-3939 EXT. 195
FAX NUMBER:	423-744-1607	DATE:	5-21-03
PHONE NUMBER:		TOTAL NO. OF PAGES INCLUDING COVER:	
FILE NUMBER:		RE:	Paper work for Kizer property

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Ms. Shamblin: Attached is the paperwork that I received from Randall Kizer regarding Loudon County E-911 information.

Thanks Jean Curran

TENNESSEE REGULATORY AUTHORITY

Jean Curran - Fax # for McMinn Co

From: Sara Kyle, Chairman, Moore, Robin" <Robin.Moore@BellSouth.com>
Deborah Taylor Tate, Director
To: Jean Curran <jean.curran@state.tn.us> <jean.curran@state.tn.us>
Pat Muller, Director
Ron Date: 5/21/03 10:11 AM



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Subject: Fax # for McMinn Co

Jean:

Sorry, I just realized I forgot to e-mail you the fax # for McMinn Co E911.
They are wanting a copy of the letter and info that Darrell Roddy sent to
Mr. Kizer.

Fax # 423 744-1607 Attn: Kim Shamblin

thanks

rpm

"The information transmitted is intended only for the person or entity to
which it is addressed and may contain confidential, proprietary, and/or
privileged material. Any review, retransmission, dissemination or other use
of, or taking of any action in reliance upon, this information by persons or
entities other than the intended recipient is prohibited. If you received
this in error, please contact the sender and delete the material from all
computers."

TENNESSEE REGULATORY AUTHORITY

Jean Curran - Randall Kizer

From: Sara Kyle, Chairman
 Deborah Taylor Tate, Director
 Pat Miller, Director
 Ron Miller, Director
 To: "Moore, Robin" <Robin.Moore@Bellsouth.com>
 Jean.curran@state.tn.us" <jean.curran@state.tn.us>
 Date: 4/28/03 3:09 PM
 Subject: Randall Kizer



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Jean:

I checked with our address system that handles E911 issues and she had no records of Loudon County calling to make any changes to this address. She is very familiar with this area and said as far as she knew ALL addresses that were named County Road XXX were in McMinn County. She did call and leave a message for Loudon County E911 but hasn't heard back from them. (She said they are bad about calling back). SOOOOO, she called McMinn E911 and had them check the address. They came back with the same one that we have for the Kizer. They said it was for Randall and Kimberly Kizer. They then gave us the number to the property assessors office which we in turn called. According to the Tax Assessors office, 2003 Taxes were paid by the Kizers for a dwelling and 1 acre of land in McMinn County appraised at \$164,800.00. So it looks like yes, their house is in McMinn County and not Loudon. Or at least that is where they are paying there taxes to...

Robin

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

TENNESSEE REGULATORY AUTHORITY

Jean Curran - Sweetwater Directory.



From: "Moore, Robin" <Robin.Moore@bellstate.com>
To: Jean Curran <Jean.curran@state.tn.us>
Date: 5/30/03 10:35 AM

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Subject: Sweetwater Directory.

Jean:

I called Mr. Kizer's old number and it does give out the new number. I also checked to see when the Sweetwater Directory will be out. The closing date for the directory was April 29. When changed his number in March, so the new number should appear in this year's directory, which will be delivered in late June....

rpm

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

Moore, Robin

From: Jean Curran [Jean.Curran@state.tn.us]
Sent: Friday, May 30, 2003 3:24 PM
To: Robin.Moore@bellsouth.com
Subject: RE: Randall Kizer

I just spoke with Mr. Kizer, he as usual was very nice and said he understood. He said he probably would ask for the hearing. He also asked if Roll can hold his old number until all has been resolved. I told him that I would ask. Is this possible?

>>> "Moore, Robin" <Robin.Moore@bellsouth.com> 05/30/03 02:27PM >>>

That is correct. The reason we had to create the West Sweetwater Exchange is because of MAC calling. Which meant the County line is the boundary. It is the same as South Cunningham Exchange, North Spring Hill, Exchange, South Fredonia Exchange....etc.

rpm

-----Original Message-----

From: Jean Curran [mailto:Jean.Curran@state.tn.us]
Sent: Friday, May 30, 2003 1:55 PM
To: Robin.Moore@bellsouth.com
Subject: Randall Kizer

Just one question, is Roll saying that the boundry line is in fact the boundry line between the two counties?

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

June 3, 2003

Randall Kizer
619 County Road 298
Sweetwater, TN 37874

RE: 03-0226

Dear Mr. Kizer:

I am responding to you concerning the complaint that you filed with the Tennessee Regulatory Authority against BellSouth regarding them changing your telephone number from 865-213-6381 to 423-337-0620, thus causing you financial harm because the 865 number has been distributed nationwide to people with whom you do business.

It was the Loudon County E-911 board that changed your address from 5439 Blue Springs Road to 619 County Road 298. According to the McMinn County E-911 all addresses that were named County Road XXX are in McMinn County. You also stated to me and BellSouth that you do pay your property taxes to McMinn County.

As you are aware I have been trying to mediate the complaint between you and BellSouth since February 13, 2003. I am sorry to say that I have been unsuccessful in solving the situation mainly because in asking Bell to let a McMinn County (Sweetwater exchange) which you are, to have a West Sweetwater number would be a tariff violation.

The West Sweetwater exchange was created for Loudon County residents only to provide them with Metro Area calling into Knox County as well as Loudon County. Consumers who live in McMinn County, (Sweetwater exchange) are not entitled to such extended calling area.

I do want to inform you that you have the right to ask for a hearing before the Tennessee Regulatory Authority if you wish to pursue this matter further. To do this you will need to write a letter to the Chairman Mrs. Sara Kyle; 460 James Robertson Parkway; Nashville, TN 37243-0505 along with a check for \$25.00.

Randall Kizer pg2

I am sorry that I could not get your complaint resolved to your satisfaction. I would suggest that when you send your letter to Chairman Kyle that you request to be grandfathered into Loudon County. Also you will want to go into detail on the entire situation.

I am returning to you the maps and other information material that you said you needed returned because you did not make copies.

Please feel free to contact me at 1-800-342-8359 Ext.195 if you have any questions.

Sincerely,

Jean Curran
Consumer Services Division
Tennessee Regulatory Authority

**TENNESSEE REGULATORY AUTHORITY
INTERNAL ACTION REQUEST**

IAR # 101

July 28, 2003
Date

☒ Purchase

[Signature]
Division Head

☐ Replace

08
Cost Center

☐ Repair

Chairman

Description

Commodity Code

TOPOGRAPHIC MAPS DEPICTING THE S.W. CORNER OF
LOUDON CO, TN IN THE AREA OF HWY 322 & BLUE SPRINGS RD,
BUT THE AREA OF N. MEMPHIS COUNTY, TN IN THE
AREA OF HWY 68 & SEVREE CREEK, THEN NORTH TO
THE ADJOINING LOUDON COUNTY LINE. THE MAPS
SHOULD SHOW THE EXISTE MEMPHIS / LOUDON COUNTY
BOUNDARY LINE.

THE MAP AFTER REQUESTED IS AT C12 ON THE
OFFICIAL HIGHWAY MAP FOR TENNESSEE.

Sources

Approximate Cost

TENNESSEE DIVISION OF GEOLOGY,
TENNESSEE DEPARTMENT OF CONSERVATION

Justification

THE REQUESTED MAPS ARE REQUIRED FOR FURTHER INVESTIGATION OF
FILE NO. 03-2226, RANDALL KIZER. MR. KIZER HAS FILED FOR
A FORMAL HEARING BEFORE THE TRA, AND FURTHER INVESTIGATION
OF HIS BOUNDARY DISPUTE IS WARRANTED.

For Administrative Purposes Only

Vendor _____	Object Code _____
Vendor # _____	State Contract # _____
Purchase Order # _____	Publication Authorization # _____

Notes