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Mark David Goss
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Gregory Coker
Commissioner

May 8, 2006

PARTIES OF RECORD

Re: Case No. 2006-00149

Attached is a copy of the memorandum which is being filed in the record of the above-referenced cases. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Amy Dougherty at 502/564-3940, Extension 257.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "Beth O'Donnell".

Beth O'Donnell
Executive Director

Attachment

INTRA-AGENCY MEMORANDUM
KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Amy E. Dougherty, Staff Attorney 

DATE: May 8, 2006

SUBJECT: Case No. 2006-00149
May 4, 2006 Informal Conference

On May 4, 2006, at 1:30 p.m., those persons whose names appear on the attached sign-in sheet met to discuss issues in this pending proceeding. Mr. Tom Thompson of Carter County E-911 provided a background of the situation. The difficulties with information submitted by SouthEast first appeared in January 2006. On March 15, 2006, a woman named Spillman called Carter County E-911 requesting police assistance. The Carter County database contained inaccurate information. The address in the database was actually for a customer who lived 10 miles away from the customer who called needing police assistance. Before the dispatcher for Carter County E-911 could attempt to verify the address, the customer hung up.

Alltel provides updates to the 911 database. Carter County advised that it has a contract which requires updates within 24 hours. Because of the situation with Ms. Spillman, Carter County sought Commission intervention in the matter and filed this formal complaint. Carter County, Alltel and SouthEast have been working together to resolve the complaint. In doing so SouthEast has revised the manner in which it sends updates regarding its customers to Alltel who in turn provides updates to Carter County. Carter County requested SouthEast Telephone to send a list of their customer information. Ten days prior to this informal conference, the list was furnished. Carter County is manually reviewing the information. Carter County has found errors in the database. SouthEast agreed to provide Carter County with an updated list of its customer information, as the list that they had sent earlier may have contained errors.

Alltel agrees that as of April 27, 2006, SouthEast was what Alltel called "NENA-compliant." NENA stands for "National Emergency Number Association." This organization has a format and protocol for updating information to 911 databases. SouthEast's information technology employees have created a program which checks their customer information against the master street address guide which Carter County

E-911 maintains. Carter County also agrees that, as of now, SouthEast is NENA-compliant. SouthEast advised that it has a dial-up modem dedicated to transmit customer information to Alltel for the purpose of updating the E-911 databases. Alltel is the database administrator. The program created by SouthEast has established priorities. When information does not match, the information falls out and is considered by SouthEast to be an "exception." Exceptions are processed manually to verify customer information and to transmit the information to Alltel the day that they are discovered.

All parties agreed that this matter has been resolved, but all agreed that it should be monitored for the next few weeks to verify that the programs used by SouthEast to update the E-911 databases are, in fact, operating as planned. Carter County asked that SouthEast update its customer information within 48 hours of obtaining the customer. This leaves 24 hours for SouthEast to update its database and 24 hours for Alltel to transmit this updated information to Carter County. SouthEast advised that it has updated its entire database of customers for all counties in which it operates.

SouthEast agreed to the following:

1. It would email the list of its customers with their customer contact information in Carter County to Carter County E-911 to ensure that Carter County had the most updated list. This was to be done May 4, 2006. Carter County would then manually check each record on the list with the information in the 911 data base to ensure accuracy, if discrepancies were found Carter County would notify SouthEast.
2. By close of business on May 8, 2006, SouthEast is to email the PSC and copy all parties to verify that Carter County's information is correct and, if not, then the email will include a process and time frame for fixing the information supplied to Carter County E-911.
3. SouthEast agreed to manually check and verify its customer information to ensure that it matches information that Carter County E-911 receives through its automated program. This verification will occur for the next 12 customers whom SouthEast obtains in Carter County.
4. SouthEast agreed to update the case file and copy all parties of record every two weeks. The first update is to be received via email, with a paper copy to follow to the file, on May 8, 2006. The second update will be filed May 22, and the third update, if needed, will be filed June 5.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CARTER COUNTY ENHANCED 911 V.) CASE NO.
SOUTHEAST TELEPHONE, INC. AND) 2006-00149
KENTUCKY ALLTEL, INC.)

SIGN IN

May 4, 2006

PERSON	REPRESENTING
<u>Jimmy E Dougherty</u>	<u>PSC</u>
<u>Jim STEVENS</u>	<u>PSC</u>
<u>Bethany Bowersock</u>	<u>SouthEast</u>
<u>Steve Brinager</u>	<u>SouthEast</u>
<u>Liz Thacker</u>	<u>SouthEast</u>
<u>Mark R Overstreet</u>	<u>STILES ; MARSHALL / ALLTEL</u>
<u>Daniel Logsdon</u>	<u>Alltel</u>
<u>Linda Kenyon</u>	<u>Alltel - via Cell. Call</u>
<u>Tom Thompson</u>	<u>CARTER CO. E-911</u>
<u>Kyle Willard</u>	<u>PSC - Engineering</u>
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