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REGISTRATION DIVISION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

<u>RUDOLPH'S, INC.</u>	)	
(Your Full Name)	)	
	)	COMPLAINANT
VS.	)	
<u>BELLSOUTH TELECOMMUNICATIONS, INC.</u>	)	
(Name of Utility)	)	
	)	DEFENDANT

2004-00001

COMPLAINT

The complaint of RUDOLPH'S, INC. respectfully shows:  
(Your Full Name)

- (a) Rudolph's, Inc.  
(Your Full Name)  
  
P. O. Box 69, Murray, KY 42071-0069  
(Your Address)
- (b) BellSouth Telecommunications, Inc.  
(Name of Utility)  
The Prentice-Hall Corporation System, Inc.  
421 West Main Street, Frankfort, KY 40601  
(Address of Utility)

Principal Office:  
1155 Peachtree Street NE  
Suite 1800  
Atlanta, GA 30309-3610

(c) That: Defendant provides a T1 line to Plaintiff for long  
(Describe here, attaching additional sheets if necessary,  
distance telephone service. The line is defective and  
the specific act, fully and clearly, or facts that are the reason  
service is frequently lost for substantial periods of time.  
and basis for the complaint.)  
A list of outages is attached hereto. Defendant has refused  
to correct the defective condition of the line or provide

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Formal Complaint

RUDOLPH'S, INC.

vs.

BALLSOUTH TELECOMMUNICATIONS, INC.

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a redundant line to avoid unreasonable outages. Defendant's  
failure to provide adequate service violates the provisions of  
807 KAR 5:061 and KRS 278.030(2).

Wherefore, complainant asks that Defendant be ordered to provide a  
(Specifically state the relief desired.)

redundant T1 telephone line that will minimize service outages.

Dated at Benton, Kentucky, this 24 day  
(Your City)

of December, 2003.  
(Month)

Robert L. Prince

(Your Signature)

Robert L. Prince, PRINCE & BRIEN, P.S.C.  
P. O. Box 466, Benton, KY 42025-0466

(Name and address of attorney, if any)

# Rudolph's

INCORPORATED

## BellSouth outages

Date	Time	Duration	Problem	Called	Other	Cause/Resolution
6/18/2002	7:09 am	5 hours	T1 down			BellSouth replaced smart jack
8/13/2002	9:50 am	4.5 hours	T1 down			BellSouth replaced smart jack
10/2/2002	11:00 am	3 hours	T1 down			BellSouth repaired 120 ft arial cable damaged by garbage truck
10/21/2002	9:25 am	7 hours	T1 down			BellSouth found grounded pair
11/4/2002	5:57 pm	5.5 hours	T1 data down			BellSouth mis op mux
4/28/2003	3:47 pm	3 hours	T1 down			BellSouth cable problem
5/6/2003	2:42 pm	4.1 hours	T1 down			BellSouth cable problem at 400 pr cable
6/4/2003	11:37 am	3.4 hours	T1 down / bouncing			BellSouth local loop errors, resolved itself
6/13/2003	6:14 am	8 hours	T1 down			BellSouth found 2 bad repeaters, bad F1 cable, open pair, mouse chewing cable, and 50 volt ground
7/3/2003	pm		Lines 6, 8 - no dial tone	BS, PSC	BellSouth incorrectly closed ticket as CPE trouble	Dial tone returned, no explanation from BellSouth
11/3/2003	5:43 pm		Stacy's outbound fax line - no dial tone			Dial tone returned. no explanation from BellSouth
7/9/2003	11:55 am	2.2 hours	T1 down, smartjack dark	Lamb, PNG, PSC, KW, Judy	Qwest called to ask if circuit was down	BellSouth took down in error - lost pair (incorrectly documented) during 400 pair cutover to repair damage at Dutch Essenhaus
7/9/2003	8:00 pm	13.5 hours	All local lines down	BS, Judy, Lamb, PSC		Part or all of two SLICs down, widespread outage including Airport Rd

7/29/2003	10:39 am	2.8 hours	All local lines down	Lamb, PSC, BS/REAO, Judy		Coldwater Rd SLIC down, damaged by lightning
8/04/2003	1:47 pm	0.9 hours	Local lines 4, 5, 6 - no dial tone	Lamb, BS/REAO, PSC		Reorder/busy for a few seconds, then dial tone returned, no explanation from BellSouth
11/21/2003	2:06 pm	3 minutes	All local lines down	Lamb		
11/26/2003	6:18 am	2.3 hours	T1 down	PNG, Lamb, KW		Unofficial report of multiplexor failure at BellSouth Central Office in Murray

## Other

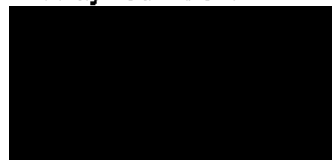
Date	Description
9/23/2003	BellSouth offered credit of \$878.27 plus tax for local line outages in July 2003, to be applied to next monthly bill.

### Contacts

Lamb     David Lamb, Manager, BellSouth local office  
 BS        BellSouth Repair Office  
 BS/REAO   Ramona McCauley, BellSouth Regulatory External Affairs Office  
 PNG       PowerNet Global - T1 provider  
 KW        Kelly & Wilmore - local agent for PowerNet Global  
 Judy      Judy Roth, Phone Center of Murray  
 PSC       Kentucky Public Service Commission

### Customer Contact

Mickey Hill  
 Rudolph's Inc  
 2021 Rob Mason Rd  
 PO Box 69  
 Murray KY 42071



**Murray, Kentucky 42071**  
 Red dot -- Rudolph's Inc