

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INSIGHT PHONE OF KENTUCKY, LLC	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2008-00335
	)	
WINDSTREAM KENTUCKY EAST, LLC	)	
	)	
AND	)	
	)	
WINDSTREAM KENTUCKY WEST, LLC	)	
	)	
DEFENDANTS	)	

O R D E R

On August 13, 2008, Insight Phone of Kentucky, LLC ("Insight") filed with the Commission a formal complaint against Windstream Kentucky East, LLC and Windstream Kentucky West, LLC ("Windstream") alleging, inter alia, that Windstream was not properly allowing Insight to port customers from Windstream's networks to Insight's network. Big River Telephone Company, Inc. ("Big River"), claiming many of the allegations raised in Insight's complaint, filed a motion for full intervention in the above-captioned case on September 5, 2008. The Commission granted Big River's motion on September 12, 2008.

Windstream, on September 9, 2008, filed a response to Insight's complaint and Big River's Motion for Full Intervention. Windstream asserts that no emergency exists

because Insight's requests are "processed without delay . . ." and asserted that "only 11% [of Insight's porting requests] were rejected for the reason that they lacked valid account numbers."<sup>1</sup>

Windstream asserts that the complaints raise concerns about Big River's and Insight's customer authorization procedures and that an investigation may be necessary. Windstream, however, claims that its practices have created no emergency and do not result in unreasonable delays in number porting and, therefore, expedited treatment for the case is unnecessary.

It does not appear that expedited or emergency treatment is warranted in this case. Accordingly, the Commission finds that the motion for an emergency hearing should be denied. However, the Commission also finds that an informal conference should be scheduled and that Big River and Insight shall have an opportunity to file a reply to Windstream's response.

IT IS THEREFORE ORDERED that:

1. Insight's Motion for an Emergency Hearing and Immediate Informal Conference is denied.
2. Within 20 days of the date of this Order, Insight and Big River shall file with the Commission a reply to Windstream's response.
3. Windstream, Big River and Insight shall appear for an informal conference on February 17, 2009 at 10:00 a.m., Eastern Standard Time, in Conference Room 1 of the Commission's offices at 211 Sower Boulevard, Frankfort, Kentucky.

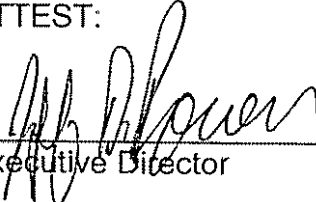
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<sup>1</sup> Id. at 2.

Done at Frankfort, Kentucky, this 13th day of January, 2009.

By the Commission

ATTEST:

  
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Executive Director

Honorable Douglas F Brent  
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