

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PETITION BY KENTUCKY ALLTEL, INC.) **CASE NO.**
REGARDING SERVICE STANDARDS) **2005-00107**

PETITION FOR CONFIDENTIAL TREATMENT

Kentucky Alltel, Inc. ("Kentucky Alltel") moves the Public Service Commission ("Commission") pursuant to K.R.S. §61.878(1)(c)(1) and 807 KAR 5:001, Section 7 to accord confidential treatment to Kentucky Alltel's Response to Commission Staff Data Request No. 6 ("Employee Information") prepared by Kentucky Alltel in response to data requests served on Kentucky Alltel by Commission Staff on May 23, 2005. In support of Kentucky Alltel's request for confidential treatment of the Employee Information, Kentucky Alltel states as follows:

1. On May 23, 2005 in this proceeding, Commission Staff issued data requests to Kentucky Alltel asking in Request No. 6 that Kentucky Alltel provide employment information including position descriptions, responsibilities, employees per category, and geographic areas.
2. In order to adequately respond to the data requests, Kentucky Alltel compiled the Employee Information, four redacted copies of which are being filed with Kentucky Alltel's Responses and one unredacted copy of which is being filed under seal with this Petition.
3. Kentucky Alltel compiled the Employee Information, which includes proprietary data that are competitively sensitive. Additionally, the Employee Information, if publicly released, poses a threat to homeland security; the Employee Information divulges locations and numbers of employees performing specific functions which information could allow persons to target certain locations in order to disable communications systems.

4. The Employee Information is treated as highly confidential by Kentucky Alltel and its affiliates. The Employee Information contains information that has not been released publicly and is disclosed internally within Kentucky Alltel on a need-to-know basis only and to the Commission only when required and only pursuant to a confidentiality agreement or enforceable order according the information confidential treatment. Kentucky Alltel employs all reasonable measures to protect the confidentiality of the Employee Information and to guard against inadvertent, unauthorized disclosure.

4. K.R.S. §61.878(1)(c)(1) provides in pertinent part:

The following public records are excluded from the application of ...[the Open Records Act] and shall be subject to inspection only upon order of a court of competent jurisdiction ...

(c)1. ...records confidentially disclosed to an agency or required by an agency to disclosed to it, generally recognized as confidential or proprietary, which if openly disclosed would permit an unfair commercial advantage to competitors of the entity that disclosed the records.

5. Public disclosure of the Employee Information also would provide other entities an unfair competitive advantage by affording them access to employee location and functionality data. Such data contained in the Employee Information are generally considered confidential and proprietary to commercial entities.

6. The Employee Information is also protected from disclosure pursuant to K.R.S. §61.878(1)(c)(2)(c) as confidential and proprietary records disclosed to the Commission in conjunction with the regulation of a commercial enterprise.

WHEREFORE, Kentucky Alltel respectfully requests that the Employee Information be accorded confidential treatment and be placed in the confidential files of the Commission, that no party to this proceeding or otherwise including Commission Staff be permitted to duplicate

the unredacted Employee Information, and that Kentucky Alltel be accorded all other relief to which it may be entitled.

Dated: June 20, 2005.

Respectfully submitted,

KENTUCKY ALLTEL, INC.

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1A – Provide any and all subsequent actions by the Nebraska Public Service Commission relating to Alltel’s affiliate’s service quality issues since the 2001 report.

Response: Attached are three orders issued by the Nebraska Public Service Commission. The net result of these orders is Alltel was released from service quality reporting requirements previously required.

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission) Application No. C-2483/PI-43
on its own motion, to re-examine)
it's Retail Quality of Service) ORDER RELEASING ALLTEL FROM
standards for all Local Exchange) MONTHLY REPORTING
Carriers operating within the) OBLIGATION
state of Nebraska.)
) Entered: October 16, 2002

BY THE COMMISSION:

On August 21, 2001, the Nebraska Public Service Commission entered its Findings and Conclusions with respect to the service quality provided by ALLTEL Nebraska, Inc. (ALLTEL), to its retail wireline customers.¹ The Commission ordered that the retail service provided by ALLTEL be subject to monthly monitoring and service quality audits.

On September 19, 2001, the Commission entered its Order Approving the Retail Service Compliance Plan (hereinafter referred to as the "Plan") for monitoring ALLTEL's performance. The Plan established 12 service standards that were further detailed in Appendix A-1 to the Plan. The Plan provided that ALLTEL was required to file monthly reports on 12 service measurements identified by the Commission and a requirement to meet the performance standards set therein. The service measurements included: directory assistance speed-of-answer, speed-of-answer for operator services, speed-of-answer for calls from residential customers to ALLTEL's business office, speed-of-answer for calls from business customers to ALLTEL's business office, speed-of-answer in ALLTEL's repair center, installation commitments met, average installation interval in days, out of service cleared within 24 hours, troubles cleared within 48 hours, repeat repair report rate, repair appointments met, and the trouble report rate. The Plan further required ALLTEL to meet the Commission's standards for six consecutive measurement periods (which are measured on a rolling average period of three consecutive calendar months with the first such three-month period commencing October 1, 2001) prior to seeking a discontinuance of the monthly reporting requirement.

¹ Our review of ALLTEL's service quality extends to their wireline operations only and does not extend to the service quality, including speed-of-answer times, for their wireless customer call centers.

Pursuant to the Plan, ALLTEL began reporting on its service quality by submitting historical data for the period of January 1 through August 31, 2001, relating to standards 1 through 5 and 12. This historical data was filed on October 1, 2001. ALLTEL began reporting data for all 12 service measurements on a going-forward basis in September of 2001. ALLTEL filed monthly results with the Commission from September 2001 through July 2002.

On January 8, 2001, the Commission met with ALLTEL representatives, in a public meeting, for the purpose of reviewing the status of ALLTEL's performance. The Commission was informed that ALLTEL had met 10 of the 12 service quality objectives, based on November 2001 data. On February 20, 2002, the Commission entered a progression order reviewing the service quality evidence presented by ALLTEL and set a further meeting for April 30, 2002.

Subsequent to the April 30, 2002, meeting, the Commission staff initiated an audit of ALLTEL's performance records. The audit included inquiries of company personnel relating to policies and procedures performed, analytical techniques involving comparisons of data and reasonableness tests, and judgmental sampling of data to test for areas subject to input validation. The audit report prepared by the Commission staff was filed on September 23, 2002. The report was made available to ALLTEL and the Commission.² The Commission staff's audit conclusions outlined three areas where corrective action was recommended. On October 11, 2002, ALLTEL filed its response letter to the staff audit report.

On September 6, 2002, ALLTEL filed a request for discontinuance of its reporting obligations accompanied by an affidavit attesting that ALLTEL had met or exceeded the performance objectives for six consecutive measurement periods. On October 1, 2002, a public meeting was held for a further progress report regarding ALLTEL's service quality. In that meeting, ALLTEL showed that it had met or exceeded the service measurements for six consecutive measurement periods and asked that it, be permitted to discontinue its reporting obligation.

² The Operational Audit of ALLTEL's retail quality of service measurement standards is a public record and is part of the record in the above-captioned docket.

O P I N I O N A N D F I N D I N G S

This proceeding was initially commenced to re-examine our retail service quality standards for all local exchange carriers operating within Nebraska. We held this examination in abeyance pending a review of ALLTEL's retail service quality performance for wireline customers. The purpose of which was to compare its service quality performance with that of Aliant's prior to the merger. What we discovered in the hearing as described in our Findings and Conclusions was that ALLTEL was not providing an adequate level of service to its retail customers; therefore, we required certain improvements.

Shortly after our findings and conclusions were issued, our staff met with ALLTEL representatives to develop a Retail Service Compliance Plan. The Plan as developed provided for monthly reporting, audits, quarterly meetings, unannounced visits and penalties for failure to comply with the Plan and the compliance time line. We approved this Plan by order on September 19, 2001. ALLTEL has complied with our reporting requirements as required by the Plan.

Of largest concern to us was the lengthy hold time ALLTEL's customers had to wait before reaching a customer service representative. Through the monthly reporting and the staff's service audit, it appears as though the hold time for wireline customers to the ALLTEL business office has reached an acceptable level. Other performance measures such as installation intervals, repair appointments met and trouble reports have also improved. ALLTEL has met the standards required by the Plan for the required measurement period. Accordingly, the Commission will release ALLTEL from its monthly reporting requirements. It is our expectation, however, that ALLTEL will continue to gather data on the twelve performance measurements on a continual basis for internal monitoring purposes. We envision this proceeding will eventually establish some form of service quality reporting obligation upon all Nebraska eligible telecommunications carriers (NETCs) and local exchange carriers, which will transition into a rulemaking proceeding. ALLTEL will be expected to continue its internal monitoring of the twelve performance measures until such time as this service quality rulemaking is completed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the request of ALLTEL to discontinue its monthly reporting obligation be, and it is hereby, granted.

IT IS FURTHER ORDERED that ALLTEL continue to collect data for the 12 service quality measures for internal monitoring purposes until such time as the service quality rulemaking contemplated by this docket is completed.

MADE AND ENTERED at Lincoln, Nebraska, this 16th day of October, 2002.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Executive Director

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to determine whether the retail service quality provided by ALLTEL is adequate.) Application No. C-2940)) ORDER OPENING DOCKET AND SETTING SERVICE QUALITY OBJECTIVES) Entered: May 7, 2003

BY THE COMMISSION:

O P I N I O N A N D F I N D I N G S

The Nebraska Public Service Commission (Commission), on its own motion, upon notice from ALLTEL that it intends to close its call center in Lincoln and reduce technical personnel, hereby commences this proceeding to determine whether the retail service quality provided by ALLTEL is adequate. By virtue of Neb. Rev. Stat. § 86-123 (2002 Supp.) this Commission "shall regulate the quality of telecommunications service provided by telecommunications companies..." As part of its regulatory authority over the level of service telecommunications companies provide, the Commission believes it is appropriate, and properly within its jurisdiction, to ensure that the service quality each company provides to its customers is not diminished because of management decisions made by that company. The Commission requires adequate service to be provided by each company pursuant to Title 291 Neb. Admin. Code Ch. 5, Section 002.02.

When the Commission found that ALLTEL's service quality was inadequate in August of 2001, it provided specific guidance to ALLTEL on the Commission's expectations and definitions of adequate service quality levels to be maintained not only during the course of that investigation but on an ongoing basis. Because of ALLTEL's decision to remove its call center and reduce technical personnel, the Commission has a heightened concern that the quality of service provided by ALLTEL will not meet the expectations of the Commission. This proceeding seeks to re-institute the wireline service quality standards with appropriate benchmarks and reporting requirements that began with the Commission's findings in the investigation of ALLTEL's service quality in Application No. C-2483/PI-43.¹

¹ The performance indicator definitions have been modified slightly as ALLTEL previously filed reports in conformance with a compliance plan which was formulated by the Commission staff and ALLTEL. In this instance, there is no compliance plan; accordingly, we made some slight modifications in Appendix

The Commission's prior findings and conclusions requiring reporting of ALLTEL's service quality were a direct result of complaints received from the public, many of which were focused on the accessibility to customer service centers and the responsiveness provided by ALLTEL. The reporting requirements established in Application No. C-2483/PI-43 were thus tailored to customer service standards such as speed of answer times, repair times, commitments met and the timely response to trouble reports. In October of 2002, the Commission released ALLTEL from its monthly reporting requirements and its obligation to meet the established benchmarks on a rolling average.² ALLTEL has now informed the public that it plans to move its call center out of Nebraska; and this move will result in a significant reduction in local work force. ALLTEL claims that it will reach certain efficiencies through this management decision.

Although we released ALLTEL from its reporting requirement by order in October of 2002, the Commission finds that in light of the recently announced reduction in force, and notwithstanding assurances provided by ALLTEL that the reduction will not affect its service, this proceeding should be opened to ensure that service quality provided by ALLTEL remains adequate. Therefore, the Commission will require ALLTEL to once again file service quality data on a monthly basis, so that the Commission can appropriately monitor ALLTEL's performance.

The Commission will require the same performance indicators to be applied and the same objectives for ALLTEL to meet as those used in Application No. C-2483/PI-43. However, the Commission expects ALLTEL to meet the objectives set by the Commission in Application No. C-2483/PI-43 every month and will not accept a rolling average to demonstrate compliance with the benchmarks. The rolling average used in Application No. C-2483/PI-43 was acceptable at that time because ALLTEL was hiring and training new customer service support staff. It was also otherwise appropriate in that case for the Commission to permit ALLTEL to gradually improve its service quality. In this case, ALLTEL has claimed the moving of the call center and the

A-1 for clarification purposes. Moreover, the Commission will not use the rolling average process for reasons set forth in this order.

² The Commission found, however, that ALLTEL should continue to collect the data it once reported and maintain its service quality levels in accordance with the twelve performance objectives.

reduction in force will bring about certain efficiencies. ALLTEL obviously has had time to plan for this cut; therefore, the Commission believes rolling averages are unnecessary.

The data filed will be subject to audits by the Commission staff or its designees at the Commission's discretion. ALLTEL should make all reasonable efforts to make information available to Commission staff or its designees for any audits performed.

The Commission further finds that should ALLTEL's service performance fall below acceptable benchmarks (i.e., those established in Application No. C-2483/PI-43 as modified herein and attached hereto), the Commission will consider such substandard performance to be a violation of this order and ALLTEL will be subject to civil penalties for each violation.³ The Commission will fine ALLTEL for any violations of these benchmarks in an amount not to exceed ten thousand dollars for each violation per day up to two million dollars for each violation per year pursuant to *Neb. Rev. Stat. § 75-156*.

The Commission finally finds that the reporting obligation should continue for a twelve (12) month period beginning with June data to be reported on or before July 30, 2003. Reports thereafter should be filed no later than the last day of the month following the month in which the data is collected. This reporting period will automatically lapse after the twelve (12) month period unless the Commission enters an order extending this time period.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that this proceeding be initiated to determine whether the service quality provided by ALLTEL is adequate.

IT IS FURTHER ORDERED that ALLTEL meet or exceed the benchmarks established in each of the twelve performance standards attached to this order and incorporated herein each month for the next twelve months as provided herein or be subject to civil penalties for each violation not to exceed ten thousand dollars for each violation per day up to two million

³ The service objectives ALLTEL is required to meet by the terms of this Order are detailed on the first page of the Appendix to this Order. The subsequent pages provide clarification on how the service measurements should be calculated and contain some exclusions that will be accepted by the Commission in terms of ALLTEL's calculation of its performance.

dollars for each violation per year pursuant to *Neb. Rev. Stat.* § 75-156.

IT IS FURTHER ORDERED that ALLTEL report to the Commission on a monthly basis, the service quality measurements and objectives attached hereto and incorporated by reference for a period of twelve (12) months from the date of this order as provided herein.

IT IS FINALLY ORDERED that ALLTEL submit its monthly reports to the Commission on or before the last day of each month as provided herein.

MADE AND ENTERED at Lincoln, Nebraska, this 7th day of May, 2003.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Deputy Director

APPENDIX A-1

<u>PID#</u>	<u>SERVICE MEASURE</u>	<u>MEASUREMENT STANDARD</u>
I. <u>OPERATOR - SPEED OF ANSWER</u>		
(1)	DA-1 Speed of Answer - Directory Assistance	90% within 20 seconds; Average answer of 6.3 seconds
(2)	OS-1 Speed of Answer - Operator Services	90% within 10 seconds; Average answer of 2.5 seconds
II. <u>BUSINESS OFFICE - SPEED OF ANSWER (RESIDENCE & BUSINESS)</u>		
(3)	OP-2 Calls Answered Within 20 Seconds - Retail Business Office(s) Residence Calls	90% Answer within 20 seconds
(4)	OP-2 Calls Answered Within 20 Seconds - Retail Business Office(s) – Business Calls	90% Answer within 20 seconds
III. <u>REPAIR SERVICE AND INSTALLATION - BUSINESS & RESIDENCE SERVICE</u>		
(5)	MR-2 Calls answered within 20 Seconds - Retail Repair Center(s)	90% answer within 20 seconds
(6)	OP-3 Installation Commitments Met	98%
(7)	OP-4 Installation Interval	3 days
(8)	MR-3 Out of Service Cleared within 24 Hours	90%
(9)	MR-4 Troubles Cleared within 48 Hours	98%
(10)	MR-7 Repair Repeat Report Rate	15%
(11)	MR-9 Repair Appointments Met	95%
(12)	MR-8 Trouble Report Rate	6 Trouble Reports/ 100

Access Lines

Appendix A-1

Directory Assistance

(1)

DA-1 - Speed of Answer- Directory Assistance

Purpose: Evaluates timeliness of customer access to ALLTEL's Directory Assistance operators, focusing on how long it takes for calls to be answered.	
Description: Measures the average time following first ring until a call is first picked up by the ALLTEL agent/system to answer Directory Assistance calls. <ul style="list-style-type: none"> • Includes all calls to ALLTEL directory assistance during the reporting period. • Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue. 	
Reporting Period: One month	Unit of Measure: Seconds
Measurement Standard: 90% of calls in 20 seconds or average answer time of 6.3 seconds per call	
Formula: $S [(Date\ and\ Time\ of\ Call\ Answer) - (Date\ and\ Time\ of\ First\ Ring)] / (Total\ Calls\ Answered\ by\ Center)$	
Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month. <small>NOTE 1</small>	
Exclusions: <ul style="list-style-type: none"> • Abandoned Calls are not included in the total number of calls answered by the center. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. 	
Notes: 1. The formula describes what is intended to be measured conceptually. Because durations are short, and volumes are very large, measurements are taken by sampling at 10-second intervals. A count of calls in the queue is taken every sampling time (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals.	

Appendix A-1

Operator Services

(2)

OS-1 - Speed of Answer - Operator Services

<p>Purpose: Evaluates timeliness of customer access to ALLTEL's operators, focusing on how long it takes for calls to be answered.</p>	
<p>Description: Measures the time following first ring until a call is answered by the ALLTEL agent. • Includes all calls to ALLTEL's operator services during the reporting period, subject to exclusions specified below.</p>	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Seconds</p>
<p>Measurement Standard: 90% of calls within 10 seconds or average answer time of 2.5 seconds per call.</p>	
<p>Formula: $S \frac{[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})]}{(\text{Total Calls Answered by Center})}$ </p> <p>Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month. <u>NOTE 1</u></p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Abandoned Calls are not included in the total number of calls answered by the center. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. 	
<p>Notes:</p> <ol style="list-style-type: none"> 1. The formula describes what is intended to be measured conceptually. Because durations are short, and volumes very large, measurements are taken by sampling at 10-second intervals. A count of calls in the queue is taken every sampling time (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals. 	

Appendix A-1

Ordering and Provisioning
(3) Residence and (4) Business

**OP-2 - Calls Answered within Twenty Seconds –
Retail Customer Access to Business Office(s)**

<p>Purpose: Evaluates the timeliness of retail customer access to ALLTEL’s Business Office(s) focusing on the extent calls are answered within 20 seconds</p>	
<p>Description: Measures the percentage of Retail Business Office calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> • Includes all calls to the Retail Business Office during the reporting period, subject to exclusions specified below. • Subject to the “Exclusions” specified below, abandoned calls are counted as missed. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the ALLTEL agent. </p>	
Reporting Period: One month	Unit of Measure: Percent
Measurement Standard: 90% of calls within 20 seconds	
<p>Formula: $\left[\frac{\text{Total Calls Answered by Center within 20 seconds}}{\text{Total Calls received by Center}} \right] \times 100$ </p>	
<p><u>Explanation:</u> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Time spent in the VRU Voice Response Unit is not counted. Calls abandoned up to but not longer than 20 seconds after being placed in queue by the ACD are not counted as missed. • Calls received by ALLTEL other than during normal or regular business hours, Monday through Fridays, including weekends and recognized holidays. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL’s cover letter transmitting monthly service reports to the Commission. 	

Appendix A-1

Maintenance and Repair
(5)

MR-2 - Calls Answered within 20 Seconds – Retail Repair Center

Purpose: Evaluates Customer access to ALLTEL's Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.	
Description: Measures the percentage of Retail Repair Center calls answered within 20 seconds of the first ring. <ul style="list-style-type: none"> • Includes all calls to the Repair Center during the reporting period, subject to exclusions specified below. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the ALLTEL agent. • Subject to the exclusions specified below, abandoned calls and busy calls are counted as not answered within 20 seconds. 	
Reporting Period: One month	Unit of Measure: Percent
Measurement Standard: 90% of calls within 20 seconds	
Formula: $\left[\frac{\text{(Total Calls Answered by Center within 20 seconds)}}{\text{(Total Calls received by Center)}} \right] \times 100$	
Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
Exclusions: <ul style="list-style-type: none"> • Time spent in the VRU (Voice Response Unit) is not counted. Calls abandoned up to but not longer than 20 seconds after being placed in queue by the ACD are not counted as missed. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. 	

Appendix A-1

Installations
(6)

OP-3 - Installation Commitments Met

Purpose: Evaluates the extent to which ALLTEL installs services for Customers by the scheduled due date.	
Description: Measures the percentage of orders for which the scheduled due date is met. <ul style="list-style-type: none"> • All inward orders (Change, Install, and Transfer order types) assigned a due date by ALLTEL and which are completed/closed during the reporting period are measured, subject to exclusions specified below. • Completion date on or before original due date is counted as a met due date. 	
Reporting Period: One month	Unit of Measure: Percent
Measurement Standard: 98%	
Formula: $\left[\frac{\text{(Total Orders completed on or before the Original Due Date)}}{\text{(Total Orders Completed in the Reporting Period)}} \right] \times 100$ <p><u>Explanation:</u> The percent commitments met is obtained by dividing the total number of service orders completed on or before the original due date by the total number of service orders completed during the measurement period.</p>	
Exclusions: <ul style="list-style-type: none"> • Disconnect, From (another form of disconnect) and Record order types. • Due dates missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer hold for deposits or payments owed, customer changed due date to earlier appointment, or customer requested a later due date. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	

Appendix A-1

Installations
(7)

OP-4 - Installation Interval

<p>Purpose: Evaluates the timeliness of ALLTEL's installation of services for customers, focusing on the average time to install service.</p>	
<p>Description: Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented.</p> <ul style="list-style-type: none"> • All inward orders (Change, Install, and Transfer order types) assigned a due date by ALLTEL and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Change order types for additional lines consist of all C and P orders to add service and include changes to existing lines, such as conversions, number changes, PIC changes and class of service changes. • Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1). 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Average Business Days</p>
<p>Measurement Standard: 3 days</p>	
<p>Formula: $S \frac{[(\text{Order Completion Date}) - (\text{Order Application Date})]}{\text{Total Number of Orders Completed in the reporting period}}$ </p> <p><u>Explanation:</u> The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Orders with customer requested due dates greater than the current standard interval. • Orders with intervals lengthened due to customer-caused delays. • Installation intervals missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer hold for deposits or payments owed, customer changed due date to earlier appointment, or customer requested a later due date. • Force majeure events or occurrences. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Records involving enhanced services, such as ISDN and T-1. • Disconnect, From (another form of disconnect) and Record order types. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	

Appendix A-1

Maintenance and Repair
(8)

MR-3 - Out of Service Cleared within 24 Hours

<p>Purpose: Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).</p>	
<p>Description: Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from retail customers.</p> <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Measurement Standard: 90% in 24 hours</p>	
<p>Formula: (Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) / (Total Number of Out of Service ("OOS") Trouble Reports closed in the reporting period) x 100</p>	
<p><u>Explanation:</u> Percentage is obtained by dividing the total number of OOS reports cleared within 24 / hours by the total number of OOS reports closed during the measurement period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant, Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider • Subsequent trouble reports of any trouble before the original trouble report is closed. • Information tickets generated for internal ALLTEL system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time • Time delays for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnect for non-payment, customer changed due date to earlier appointment, or customer requested a later due date. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Trouble reports involving a "no access" delay. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. 	

- Trouble reports involving enhanced services, such as ISDN and T1.
- Records involving official company services.
- Records with invalid trouble receipt dates.

Appendix A-1

Maintenance and Repair

(8)

MR-3 - Out of Service Cleared within 24 Hours

- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Appendix A-1

Maintenance and Repair

(9)

MR-4-All Troubles Cleared within 48 hours

<p>Purpose: Evaluates timeliness of repair for specified services, focusing on trouble reports of all types (both out of service and service affecting) and on the number of such trouble reports cleared within the standard estimate for specified services, i.e. 48 hours for service-affecting conditions).</p>	
<p>Description: Measures the percentage of trouble reports for specified services, that are cleared within 48 hours of receipt of trouble reports from retail customers. <ul style="list-style-type: none"> • Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is indicated as cleared. </p>	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Measurement Standard: 98% in 48 hours</p>	
<p>Formula: $\left[\frac{\text{(Total Trouble Reports closed in the reporting period that are cleared within 48 hours)}}{\text{(Total Trouble Reports closed in the reporting period)}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider. • Subsequent trouble reports of any trouble before the original trouble report is closed. • Information tickets generated for internal ALLTEL system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time. • Time delays for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnect for non-payment, customer changed due date to earlier appointment, or customer requested a later due date. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Sundays and Holidays shall be excluded from calculating the 48-hour time frame. • Trouble reports involving a "no access" delay. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Trouble reports involving enhanced services, such as ISDN and T-1. • Records involving official company services. • Records with invalid trouble receipt dates. 	

- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Appendix A-1

Maintenance and Repair
(10)

MR-7 - Repair Repeat Report Rate

Purpose: Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).	
Description: Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service, subject to exclusions specified below. • In determining same service ALLTEL will compare the end user telephone number or circuit number of the trouble reports with reports received in the prior 30 days. • Includes reports due to ALLTEL network or system causes, customer-direct and customer-relayed reports. • The 30-day period applied in the numerator of the formula below is from the date and time that the immediately-preceding trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i.e., opened). 	
Reporting Period: One month	Unit of Measure: Percent
Measurement Standard: 15%	
Formula: $\left[\frac{\text{(Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed)}}{\text{(Total number of Trouble Reports Closed in the reporting period)}} \right] \times 100.$	

Exclusions:

- Trouble reports coded as follows:
 - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider.
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal ALLTEL system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Trouble reports involving enhanced services, such ISDN and T-1.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Appendix A-1

Maintenance and Repair
(11)

MR-9 - Repair Appointments Met

Purpose: Evaluates the extent to which ALLTEL repairs services for Customers by the appointment date and time.	
Description: Measures the percentage of trouble reports for which the appointment date and time is met. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
Reporting Period: One Month	Unit of Measure: Percent
Measurement Standard: 95%	
Formula: $\left[\frac{\text{Total Trouble Reports Cleared by appointment date and time}}{\text{Total Trouble Reports Closed in the Reporting Period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider. - Due dates missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnection for non-payment, customer changed due date to earlier appointment, or customer requested a later due date when the technician arrived to do the work. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Subsequent trouble reports of any trouble before the original trouble report is closed. • Information tickets generated for internal ALLTEL system/network monitoring purposes. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Records involving official company services. • Records with invalid trouble receipt dates. • Records with invalid cleared or closed dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	

Appendix A-1

Maintenance and Repair
(12)

MR-8 – Trouble Report Rate

Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
Description: Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, subject to exclusions specified below. • Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting. 	
Reporting Period: One month	Unit of Measure: Percent
Measurement Standard: 6 reports per 100 lines	
Formula: $\left[\frac{\text{Total number of trouble reports closed in the reporting period involving the specified service grouping}}{\text{Total number of the specified services that are in service in the reporting period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider. • Subsequent trouble reports of any trouble before the original trouble report is closed. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission. • Information tickets generated for internal ALLTEL system/network monitoring purposes. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Trouble reports involving enhanced services, such as ISDN and T-1. • Records involving official company services. • Records with invalid trouble receipt dates. • Records with invalid cleared or closed dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-2940
Public Service Commission, on)
its own motion, seeking to) ORDER CLOSING DOCKET
determine whether the retail)
service quality provided by)
ALLTEL is adequate.) Entered: June 29, 2004

BY THE COMMISSION:

O P I N I O N A N D F I N D I N G S

The Nebraska Public Service Commission (Commission), on its own motion, upon notice from Alltel that it intended to close its call center in Lincoln and reduce technical personnel, commenced this proceeding on May 7, 2003, to determine whether the retail service quality provided by Alltel is adequate.

This proceeding re-instituted the wireline service quality standards with appropriate benchmarks and reporting requirements that began with the Commission's findings in the investigation of Alltel's service quality in Application No. C-2483/PI-43 and required Alltel to once again file service quality data on a monthly basis, to enable the Commission to appropriately monitor Alltel's performance.¹ The reporting requirements established in Application No. C-2483/PI-43 and the present docket included customer service standards such as speed-of-answer times, repair times, commitments met and the timely response to trouble reports.

Alltel has filed its service quality data as required on a monthly basis for the requisite 12-month period set forth in the May 7, 2003, order. In February and March of 2004, the Commission staff audited the performance data filed by Alltel. The audit team filed its report with the Commission on June 25, 2004. Alltel has met or exceeded the benchmarks established by the Commission with exceptions noted for operator services as explained more fully below.

The audit report indicates that Alltel has substantially met each of the 12 service quality standards, however, Commission staff could not make a conclusive determination

¹ The performance indicator definitions have been modified slightly as ALLTEL previously filed reports in conformance with a compliance plan, which was formulated, by the Commission staff and ALLTEL. In this instance, there is no compliance plan; accordingly, we made some slight modifications in Appendix A-1 for clarification purposes. Moreover, the Commission will not use the rolling average process for reasons set forth in this order.

regarding Operator Services. Alltel outsourced its Operator Services to Southwestern Bell Corporation ("SBC"). Call volumes from SBC for the Operator Services data included Nebraska, Kansas, Western Missouri and Oklahoma. Audit staff was unable to obtain disaggregated data for the purposes of analyzing data specific to Nebraska as SBC does not report data for each individual state. Although the combined results meet the Nebraska standards, there is no way to conclusively assess performance results in any one state on an individual basis. Although the Commission would like to see this data disaggregated for the purpose of analyzing Nebraska-specific performance, the Commission finds that SBC's inability to provide Nebraska specific data under the present circumstances, does not justify a continuing reporting requirement for Alltel.

The Commission therefore finds that Alltel has satisfied its reporting requirements under this docket and sufficiently met the benchmarks established to assess Alltel's service quality and that this docket should be closed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Alltel has satisfied the reporting requirements set forth in this docket and has sufficiently met the benchmarks established to assess Alltel's service quality.

IT IS FURTHER ORDERED that Alltel be relieved of any further obligation under Docket No. C-2940 and that this docket be closed.

MADE AND ENTERED at Lincoln, Nebraska, this 29th day of June, 2004.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director



1B – Since the Verizon acquisition, identify, discuss and provide documentation of any proceedings in other states related to an Alltel affiliate's service quality issues.

Response: Other than Nebraska (see response 1a), Alltel affiliates have experienced no service quality proceedings in other states since August 2002.



2A – Explain what Alltel means by “conversion – related” service issues.

Response: "Conversion-related" is a term used to describe issues that could arise in converting the Verizon systems to the ALLTEL systems. ALLTEL did not experience any system related conversion issues in Kentucky.



2B – List and describe any and all types of service issues Alltel has experienced or displayed since the acquisition of the Verizon territory that adversely affected Alltel's service objectives. Provide this information in a tabular format listing, at a minimum, the following: (1) month and year of the affected service objective report; (2) description of service issue; (3) duration of the service issue; (4) specific exchanges affected; (5) corrective action taken, if any, to mitigate future occurrences.

Response: Attached for the years 2002, 2003, 2004 and 2005 are summaries of the service results for that year and any corrective action or communication with the Commission taken as a result of the service results.

2002 Service Results

- **August – Verizon left the business to Kentucky ALLTEL with 7000 pending orders (Cover letter attached - Attachment #1).**
- **September – Results improved, but 7,000 pending orders still caused backlog.**
- **November – Met or exceeded all service objectives as required in 807 KAR 5:061 except troubles cleared in 24 hours in the Central District. Attached is ALLTEL's corrective action report for continued improvement (Attachment #2).**
- **December – Corrective Action Report (Attachment #3).**

KENTUCKY ALLTEL

2002 PSC OBJECTIVE REPORT
807 KAR 5:061

Regular Service Installation
Commission Objective - 90% Within 5 Days
Case No. 99-296 Objectives: Central=94.2 East=95.8 West=97.3
SECTION 10 (1)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist				38.0				77.3	96.7	92.4	87.3	Central Dist
East Dist				47.7				77.6	97.1	92.6	89.3	East Dist
West Dist				54.1				80.2	96.6	92.4	84.7	West Dist
Total Co.				44.4				78.0	96.8	92.4	87.4	Total Co.

Trouble Clearing - 24 Hours
Commission Objective - 85%
Case No. 99-296 Objectives: Central=89.9 East=89.6 West=93.1
SECTION 25 (3)

	J	F	M	A	M	J	J	A	S	O	N	D
								83.7	78.5	64.3	78.3	88.1
								89.6	87.5	89.7	89.2	90.9
								92.9	90.8	85.5	89.9	92.5
								88.1	85.4	76.8	83.7	90.0

Answering Time - Toll - Operator Assistance
Objective - Average Speed of Answer - 8 Seconds
SECTION 22 (1)

	J	F	M	A	M	J	J	A	S	O	N	D
								7	8	7	7	8
Total Co.												

Trouble Reports Per 100 Lines
Commission Objective - 8 or Less Per 100 Lines
Case No. 99-296 Objectives: Central=1.7 East=2.5 West=1.9
SECTION 25 (4)

	J	F	M	A	M	J	J	A	S	O	N	D
								2.5	2.0	2.2	1.6	1.4
								2.9	3.9	3.7	2.9	2.3
								2.6	3.4	3.4	2.7	2.1
								2.7	2.8	2.9	2.2	1.8

Answering Time - Repair
Objective - Average Speed of Answer - 20 Seconds
SECTION 22 (2)

	J	F	M	A	M	J	J	A	S	O	N	D
								11	12	5	3	3
Total Co.												

KENTUCKY ALLTEL

2002 PSC OBJECTIVE REPORT
807 KAR 5:061

Local Dialing
Objective - 5% or Less ATB

SECTION 15 (2)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist				0				0	0	0	0	0
East Dist				0				0	0	0	0	0
West Dist				0				0	0	0	0	0
Total Co.				0				0	0	0	0	0

Dial Tone
Objective - 95% Within 3 Seconds

SECTION 15 (1)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist				99.9				99.9	99.9	99.9	99.9	99.9
East Dist				99.9				99.9	99.9	99.5	99.9	99.9
West Dist				99.9				99.9	99.9	99.8	99.9	99.9
Total Co.				99.9				99.9	99.9	99.9	99.9	99.9

Toll Connecting
Objective - 3% or Less ATB

SECTION 15 (3)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist								0.0	0.0	0.0	0.0	0.4
East Dist								0.0	.001	0.0	0.0	0.01
West Dist								.002	0.0	0.0	0.0	0.10
Total Co.								.001	0.0	0.0	0.0	0.2

KYPUCB.ENC

KENTUCKY ALLTEL - EXCHANGES BY DISTRICT

CENTRAL	EAST	WEST
Berea	Ashland	Albany
Bryantsville	Augusta	Arlington
Hustonville	Barbourville	Bardwell
Irvine	Brodhead	Bee Spring
Lancaster	Brooksville	Bradfordsville
Lexington	Catlettsburg	Brownsville
Liberty	Cumberland	Burkesville
Midway	Dover	Burnside
Nicholasville	E Bernstadt	Calvert City
Versailles	Everts	Campbellsville
Wilmore	Ewing	Caneyville
	Fernleaf	Cecilia
	Flat Lick	Clarkson
	Flemingsburg	Columbia
	Garrison	Columbus
	Germantown	Elizabethtown
	Grayson	Eubank
	Greensburg	Faubush
	Greenup	Glasgow
	Hazard	Hodgenville
	Hillsboro	Lebanon
	Jenkins	Leitchfield
	Johnsville	Loretto
	Leatherwood	Mamothcave
	Lewisburg	Milburn
	Livingston	Monticello
	London	Nancy
	Manchester	Park City
	Mays Lick	Science Hill
	Meads	Scottsville
	Morehead	Shopville
	Mt. Olivet	Smithland
	Mt. Vernon	Smiths Grove
	Olive Hill	Somerset
	Oneida	South Hardin
	Owingsville	Tompkinsville
	Paint Lick	Uniontown
	Russell	White Lily
	Salt Lick	
	Sharpsburg	
	Southshore	
	Tollesboro	
	Vanceburg	
	Vicco	
	Washington	

PERCENT OUT OF SERVICE TROUBLES CLEARED IN 24 HRS

	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Jul02	Aug02	Sep02	Oct02	Nov02	Dec02
KY Central PSC Obj:												
89.9												
PSC DAC 3100								86.64 *	74.01 *	54.80 *	75.86 *	83.43 *
PSC DAC 3103								79.09 *	79.36 *	68.50 *	77.90 *	92.20 *
PSC DAC 3104								91.36	87.46 *	71.02 *	84.81 *	82.73 *
PSC DAC 3105								88.57 *	85.47 *	93.58	94.29	92.98
								83.70 *	78.52 *	64.27 *	78.25 *	88.09 *
KY Central District												
KY Eastern PSC Obj:												
89.6												
PSC DAC 3200								86.99 *	86.87 *	86.85 *	82.33 *	89.16 *
PSC DAC 3300								93.76	92.97	86.29 *	89.68	91.96
PSC DAC 3400								87.88 *	85.52 *	85.28 *	84.20 *	89.43 *
PSC DAC 3500								93.43	92.31	88.75 *	86.26 *	96.97
								87.10 *	87.50 *	89.66	89.23 *	90.87
KY Eastern District												
KY Western PSC Obj:												
93.1												
PSC DAC 3600								93.01 *	90.85 *	86.85 *	94.12	88.25 *
PSC DAC 3700								93.15	89.84 *	80.28 *	87.95 *	91.43 *
PSC DAC 3800								90.49 *	92.01 *	85.15 *	86.68 *	94.19
PSC DAC 3900								93.59	88.55 *	84.18 *	87.46 *	93.21
PSC DAC 3901								94.65	93.7	91.78 *	95	96.27
								92.85 *	90.83 *	85.55 *	89.88 *	92.51 *
KY Western District												
Total State Of KY								88.09	85.42	76.83	83.72	89.95

TROUBLES PER 100 ACCESS LINES

	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Jul02	Aug02	Sep02	Oct02	Nov02	Dec02
KY Central PSC Obj:												
1.7												
PSC DAC 3100								2.27 *	1.17	1.31	1.08	0.56
PSC DAC 3103								2.66 *	3.23 *	3.86 *	2.41 *	7.55 *
PSC DAC 3104								3.07 *	3.87 *	4.21 *	3.53 *	3.09 *
PSC DAC 3105								1.97 *	3.94 *	3.87 *	2.07 *	2.03 *
								2.52 *	1.98 *	2.25 *	1.63	1.36
<u>KY Central District</u>												
KY Eastern PSC Obj:												
2.5												
PSC DAC 3200								3.33 *	3.89 *	3.81 *	2.80 *	2.07
PSC DAC 3300								2.64 *	4.20 *	3.39 *	2.67 *	2.27
PSC DAC 3400								2.87 *	3.93 *	3.91 *	3.45 *	2.87 *
PSC DAC 3500								2.18	3.42 *	4.07 *	3.01 *	2.28
								2.90 *	3.85 *	3.71 *	2.91 *	2.31
<u>KY Eastern District</u>												
KY Western PSC Obj:												
1.9												
PSC DAC 3600								2.83 *	3.10 *	3.30 *	2.28 *	1.74
PSC DAC 3700								2.00 *	2.62 *	2.82 *	2.38 *	2.00 *
PSC DAC 3800								2.64 *	3.31 *	3.45 *	2.77 *	1.98 *
PSC DAC 3900								2.75 *	3.81 *	4.35 *	3.19 *	2.63 *
PSC DAC 3901								2.81 *	4.32 *	3.53 *	3.07 *	2.32 *
								2.63 *	3.36 *	3.40 *	2.69 *	2.09 *
<u>KY Western District</u>												
Total State Of KY								2.66	2.77	2.91	2.20	1.76

PERCENT REGULAR SERVICE INSTALLATIONS IN 5 DAYS

	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Jul02	Aug02	Sep02	Oct02	Nov02	Dec02
KY Central PSC Obj:	94.2							64.69	* 74.74	* 96.77	93.31	* 87.42
	PSC DAC 3100							63.21	* 79.19	* 96.74	92.26	* 85.37
	PSC DAC 3103							52.19	* 75.73	* 96.19	88.89	* 93.13
	PSC DAC 3104							34.88	* 82.52	* 97.40	91.78	* 91.67
	PSC DAC 3105							62.05	* 77.29	* 96.73	92.37	* 87.32
KY Central District												
KY Eastern PSC Obj:	95.8							48.16	* 78.45	* 97.26	93.67	* 92.12
	PSC DAC 3200							59.47	* 79.43	* 97.11	93.72	* 88.83
	PSC DAC 3300							47.04	* 71.20	* 97.05	89.66	* 86.63
	PSC DAC 3400							50.91	* 83.18	* 96.88	90.53	* 88.68
	PSC DAC 3500							52.28	* 77.55	* 97.14	92.60	* 89.35
KY Eastern District												
KY Western PSC Obj:	97.3							50.44	* 81.07	* 99.25	99.08	93.33
	PSC DAC 3600							34.07	* 80.59	* 99.38	96.19	* 89.53
	PSC DAC 3700							55.47	* 82.40	* 86.62	* 79.11	* 70.03
	PSC DAC 3800							39.36	* 76.91	* 99.68	98.80	83.07
	PSC DAC 3900							43.84	* 79.55	* 97.44	93.00	* 88.89
	PSC DAC 3901							45.87	* 80.20	* 96.59	* 92.40	* 84.73
KY Western District												
Total State Of KY								55.56	78.02	96.82	92.45	87.36

ALLTEL COMMUNICATIONS

230 Lexington Green Circle
P. O. Box 1650
Lexington, KY 40588

Stephen R. Byars
Vice President - External Affairs
859-271-8324 (office)
859-271-7811 (fax)



October 2, 2002

Mr. Vern Miracle
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602

Re: Kentucky ALLTEL and ALLTEL Kentucky service results for August, 2002

Dear Mr. Miracle:

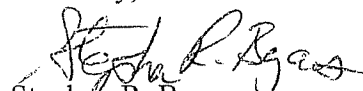
Enclosed are both Kentucky ALLTEL's and ALLTEL Kentucky's service results for the month of August, 2002.

As you will see, the Kentucky ALLTEL results are not up to the usual ALLTEL high standards. As was shared with the Commission staff during an informal conference on August 21, Verizon left the business to Kentucky ALLTEL with 7,000 pending orders that were not discovered until after the transfer was completed. Despite the fact that Kentucky ALLTEL brought in repair and service personnel from other ALLTEL states and hired temporary outside contractors to help with the extra work some of August's numbers are below the objectives set by the Commission.

Primarily, the number of regular service installations completed within 5 days did not meet the objective in any of the three districts. The huge number of unexpected pending orders contributed to the delay in processing service orders for some customers but it also contributed to the number of trouble reports. When a customer's phone did not work after placing a service order they would then call and report a trouble. Many of these trouble reports, however, were not actually due to trouble but the delay in installing service.

Please note that, although ALLTEL operates with two regions, the service objectives are still reported this month in the three districts in which Verizon used to operate. We did this to make the transition process easier for the Commission staff and anticipate reporting like this for several more months. Please call if you have any questions.

Sincerely,


Stephen R. Byars

Kentucky ALLTEL Report of Corrective Action

Cause:

November's results indicate that, due to the transition from Verizon to ALLTEL, a report of corrective action is necessary as some of the required service objectives have not been met for 3 consecutive months.

Service Installations within five days:

Kentucky ALLTEL has discovered that many customers have specifically requested an appointment to have service installed at a date greater than five days from the day the order was requested but that Kentucky ALLTEL has still reported that as having missed the five day window.

Corrective Action: Kentucky ALLTEL, through its call center, has implemented a process to ensure that orders specifically requested by the customer for a date greater than five days out are not considered as service installations missed.

Troubles cleared within 24 hours:

These numbers continue to improve each month. A severe wind and rain storm in mid-November negatively impacted these numbers this month.

Corrective Action: The Kentucky ALLTEL VP/General Managers and their managers and supervisors have a weekly call to discuss process and procedure improvements that will improve this index.

Note:

In November Kentucky ALLTEL met all of the service objectives as required in 807 KAR 5:061 except troubles cleared in 24 hours in the Central District. Kentucky ALLTEL is committed to meeting the service objectives required by the Commission in its order approving the acquisition of Verizon's telephone assets.

Kentucky ALLTEL Report of Corrective Action

Cause:

December's results indicate that, due to the transition from Verizon to ALLTEL, a report of corrective action is necessary as some of the required service objectives have not been met for 3 consecutive months.

Service Installations within five days:

Kentucky ALLTEL has discovered that many customers have specifically requested an appointment to have service installed at a date greater than five days from the day the order was requested but that Kentucky ALLTEL has still reported that as having missed the five day window.

Corrective Action: Kentucky ALLTEL, through its call center, has implemented a process to ensure that orders specifically requested by the customer for a date greater than five days out are not considered as service installations missed. ALLTEL is still refining this process and expects January results to better reflect this new procedure.

Troubles cleared within 24 hours for Central and Western Districts:

Eastern District exceeded its objective in December. These numbers continue to improve each month.

Corrective Action: The Kentucky ALLTEL VP/General Managers and their managers and supervisors have a daily call to discuss daily trouble tickets, our response to those tickets and improvements that will improve this index. This continuous improvement effort is working as the results for this objective continue to improve.

2003 Service Results

- **January – All objectives met or exceeded except Central Dist – Trouble Clearing/24 hrs. Central Dist – 87.0% - Objective of 85% per the Administrative Regulation was met or exceeded. Verizon Objective of 89.9% not met.**
- **February – Results greatly effected by ice storm that hit Central and Northeast Kentucky.**
- **March – Results still effected by ice storm – discussed with Commission verbally.**
- **April – Results improved, but trouble reports related to the ice storm (see cover letter, Attachment #1).**
- **May – Ice storm related problems effected results (Steve Byars – VP External Affairs continued to keep Kyle Willard, KYPSC advised verbally)**
- **June - Ice storm related problems effected results for Regular Service Installation And Trouble Clearing – 24 hours. In addition, CWA work stoppage began June 6, 2003**
- **July - KY ALLTEL – CWA work stoppage effected Trouble Clearing – 24 hours. Regular Service installation also effected but results improved.**
- **Aug - KY ALLTEL – CWA work stoppage effected Trouble Clearing – 24 hours. Regular Service installation also effected but results improved.**
- **Sept - KY ALLTEL – CWA work stoppage effected service results.**
- **Oct – CWA work stoppage ended October 6, 2003. Regular Service Installation -- Commission objective 90% met or exceeded for last three months. Verizon objectives, East missed this month by 3%. Central and West objectives met or exceeded. Trouble clearing within 24 hours, Commission objective of 85%, all three districts met. Verizon objectives, Central and East Districts within 4% and West met its objective of 93.1%.**
- **Nov - Regular Service Install – Results continued to improve from work stoppage - East missed objective by 1.9%. Although trouble clearing objective was only met by the West district, the Commission objective of 85% per the Administrative Regulation was met or exceeded the last three months by all three districts.**
- **Dec - Results continue to climb, however Regular Svc Install and Trouble Clearing still impacted by the work stoppage. When striking workers returned after a 4 month absence, many elected to take all of their vacation in Dec, thus impacting service. During 2003, the ice storm and work stoppage also affected trouble reports per 100 lines, however, the commission objective per the Administrative Regulation was met or exceeded overall and standards were missed in the East District.**

KENTUCKY ALLTEL

2003 PSC OBJECTIVE REPORT
807 KAR 5:061

Regular Service Installation
Commission Objective - 90% Within 5 Days
Case No. 99-296 Objectives: Central=94.2 East=95.8 West=97.3
SECTION 10 (1)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist	98.5	97.7	79.5	90.4	82.9	83.7	88.9	95.0	92.9	96.3	95.0	92.4
East Dist	98.8	94.1	78.0	92.7	94.4	90.8	87.4	91.9	85.8	92.7	93.9	89.3
West Dist	99.0	93.5	83.4	90.7	86.3	84.6	89.4	89.6	91.1	97.0	97.4	87.1
Total Co.	98.7	95.4	79.9	91.3	87.3	86.0	88.6	93.0	90.3	95.4	95.3	89.9

Trouble Clearing - 24 Hours
Commission Objective - 85%
Case No. 99-296 Objectives: Central=89.9 East=89.6 West=93.1
SECTION 25 (3)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist	87.0	54.2	31.9	80.6	75.3	80.5	85.4	72.7	77.2	85.6	88.3	85.7
East Dist	96.7	58.3	47.5	89.8	73.7	68.9	64.5	69.4	74.6	88.5	87.2	89.1
West Dist	94.7	94.8	96.2	96.7	96.8	95.5	95.4	96.0	96.1	97.5	95.9	94.6
Total Co.	92.5	62.5	44.4	87.2	79.5	80.0	78.9	76.6	80.0	89.2	89.6	87.9

Answering Time - Toll - Operator Assistance
Objective - Average Speed of Answer - 8 Seconds
SECTION 22 (1)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist	7	6.4	6.6	6.9	6.4	6.4	6.2	5.8	6.8	6.6	6.5	6.5
East Dist												
West Dist												
Total Co.												

Trouble Reports Per 100 Lines
Commission Objective - 8 or Less Per 100 Lines
Case No. 99-296 Objectives: Central=1.7 East=1.9 West=1.9
SECTION 25 (4)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist	1.1	2.0	3.4	1.5	1.5	1.7	1.7	1.9	1.9	1.1	1.1	1.0
East Dist	2.4	3.1	4.2	2.6	3.1	2.9	4.2	4.0	3.7	2.4	2.5	2.3
West Dist	2.0	2.3	2.1	2.1	2.4	2.4	2.9	2.7	2.4	1.7	1.8	1.7
Total Co.	1.6	2.3	3.3	1.9	2.1	2.1	2.6	2.6	2.4	1.6	1.6	1.5

Answering Time - Repair
Objective - Average Speed of Answer - 20 Seconds
SECTION 22 (2)

	J	F	M	A	M	J	J	A	S	O	N	D
Central Dist	3	4	2	1	1	1	2	1	1	1	1	1
East Dist												
West Dist												
Total Co.												

KENTUCKY ALLTEL

2003 PSC OBJECTIVE REPORT
807 KAR 5:061

Local Dialing
Objective - 5% or Less ATB
SECTION 15 (2)

J	F	M	A	M	J	J	A	S	O	N	D
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	4	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0	0	0

Central Dist

East Dist

West Dist

Dial Tone
Objective - 95% Within 3 Seconds
SECTION 15 (1)

J	F	M	A	M	J	J	A	S	O	N	D
99.9	99.9	99.9	99.9	99.4	99.9	99.9	99.9	99.9	99.9	99.9	99.9
99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
99.9	99.9	99.9	99.9	98.3	99.9	99.9	99.9	99.9	99.9	99.9	98.5
99.9	99.9	99.9	99.9	99.2	99.9	99.9	99.9	99.9	99.9	99.9	99.6

Toll Connecting
Objective - 3% or Less ATB
SECTION 15 (3)

J	F	M	A	M	J	J	A	S	O	N	D
0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.0	0.1	0.1
0.0	0.5	0.1	0.1	0.0	0.0	0.3	0.0	0.1	0.0	0.0	0.0
0.02	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.1	0.2	0.0	0.8
0.01	0.1	0.0	0.0	0.0	0.0	0.1	0.2	0.1	0.1	0.1	0.4

Central Dist

East Dist

West Dist

Total Co.

KYPUCEBENC

KENTUCKY ALLTEL - EXCHANGES BY DISTRICT

CENTRAL	EAST	WEST
Berea	Ashland	Albany
Bryantville	Augusta	Arlington
Hustonville	Barbourville	Bardwell
Irvine	Brodhead	Bee Spring
Lancaster	Brooksville	Bradfordsville
Lexington	Catlettsburg	Brownsville
Liberty	Cumberland	Burkesville
Midway	Dover	Burnside
Nicholasville	E Bernstadt	Calvert City
Versailles	Evarts	Campbellsville
Wilmore	Ewing	Caneyville
	Fernleaf	Cecilia
	Flat Lick	Clarkson
	Flemingsburg	Columbia
	Garrison	Columbus
	Germantown	Elizabethtown
	Grayson	Eubank
	Greensburg	Faubush
	Greenup	Glasgow
	Hazard	Hodgenville
	Hillsboro	Lebanon
	Jenkins	Leitchfield
	Johnsville	Loretto
	Leatherwood	Mammothcave
	Lewisburg	Milburn
	Livingston	Monticello
	London	Nancy
	Manchester	Park City
	Mays Lick	Science Hill
	Meads	Scottsville
	Morehead	Shopville
	Mt. Olivet	Smithland
	Mt. Vernon	Smiths Grove
	Olive Hill	Somerset
	Oneida	South Hardin
	Owingsville	Tompkinsville
	Paint Lick	Uniontown
	Russell	White Lily
	Salt Lick	
	Sharpsburg	
	Southshore	
	Tollesboro	
	Vanceburg	
	Vicco	
	Washington	

PERCENT OUT OF SERVICE TROUBLES CLEARED IN 24 HRS

KY Central PSC Obj:

89.9	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
PSC DAC 3100	85.01	49.70	26.68	81.21	77.05	80.30	86.98	76.97	74.89	87.42	90.15	85.70
PSC DAC 3103	86.91	53.55	28.73	77.41	70.28	78.22	83.45	68.93	75.63	82.42	87.06	86.08
PSC DAC 3104	90.77	77.09	88.98	91.67	82.06	86.68	84.81	72.75	87.77	88.54	86.64	82.90
PSC DAC 3105	100.00	96.23	98.71	95.08	89.47	92.11	95.86	86.55	93.88	97.33	97.50	94.87
	87.02	54.21	31.89	80.57	75.31	80.51	85.37	72.66	77.23	85.59	88.34	85.67

KY Central District

KY Eastern PSC Obj:

89.6	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
PSC DAC 3200	94.37	53.16	42.99	86.08	61.05	51.13	52.89	58.02	70.39	79.97	81.17	85.55
PSC DAC 3300	97.77	93.38	95.88	98.15	97.12	97.47	97.25	97.75	97.57	98.97	96.85	97.32
PSC DAC 3400	98.17	48.42	35.81	87.87	78.72	67.16	69.54	73.72	66.27	96.24	87.95	88.26
PSC DAC 3500	97.27	70.13	91.10	98.10	92.98	82.42	71.30	74.45	84.83	88.00	97.33	91.91
	96.68	58.27	47.54	89.83	73.74	68.92	64.49	69.36	74.56	88.45	87.16	89.10

KY Eastern District

KY Western PSC Obj:

93.1	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
PSC DAC 3600	93.81	95.25	96.1	98.34	97.11	98.52	98.17	97.951	98.53	98.23	99.28	98.86
PSC DAC 3700	95.15	95.2	95.53	93.25	97.57	93.42	93.77	96.606	95.28	97.82	96.91	89.13
PSC DAC 3800	96.43	94.54	96.57	98.32	98.08	96.51	96.52	97.5	96.7	95.38	90.78	93.47
PSC DAC 3900	92.31	93.95	97.74	95.6	96.57	92.97	92.32	96.255	94.84	97.93	95.75	92.61
PSC DAC 3901	96.36	94.88	94.15	96.82	94.4	95.11	97.53	90.994	94.63	97.65	96.53	95.85
	94.70	94.76	96.16	96.69	96.77	95.47	95.41	96.038	96.11	97.46	95.91	94.59

KY Western District

Total State Of KY

	92.51	62.49	44.42	87.22	79.53	80.03	78.85	76.576	79.99	89.22	89.62	87.93
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TROUBLES PER 100 ACCESS LINES

	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
1.7												
PSC DAC 3100	0.49	1.02	1.73 *	0.71	0.70	0.80	0.80	1.08	1.04	0.68	0.64	0.60
PSC DAC 3103	5.16 *	9.82 *	19.61 *	8.09 *	5.83 *	7.07 *	6.83 *	3.14 *	3.11 *	1.76 *	1.68 *	1.78 *
PSC DAC 3104	2.77 *	3.43 *	3.12 *	2.66 *	3.53 *	3.93 *	4.13 *	4.61 *	4.43 *	2.92 *	2.87 *	2.25 *
PSC DAC 3105	1.78 *	1.93 *	3.15 *	2.28 *	2.67 *	2.04 *	2.79 *	2.39 *	2.69 *	2.00 *	1.56 *	1.37
KY Central District	1.07	1.97 *	3.42 *	1.53	1.46	1.69	1.71 *	1.91 *	1.90 *	1.14	1.08	1.04
2.5												
PSC DAC 3200	1.96	3.24 *	5.36 *	2.76 *	3.61 *	2.89 *	5.51 *	5.19 *	4.28 *	2.53 *	2.88 *	2.40
PSC DAC 3300	1.97	2.04	1.70	1.90	2.07	2.21	2.35	2.18	2.02	1.64	1.85	1.60
PSC DAC 3400	3.38 *	4.77 *	6.51 *	3.41 *	4.03 *	3.64 *	5.12 *	5.08 *	4.90 *	3.29 *	2.82 *	3.40 *
PSC DAC 3500	3.65 *	3.02 *	2.90 *	2.20	2.42	3.55 *	3.77 *	3.69 *	3.88 *	2.89 *	2.56 *	2.08
KY Eastern District	2.39	3.14 *	4.19 *	2.56 *	3.09 *	2.88 *	4.24 *	4.05 *	3.72 *	2.43	2.50 *	2.32
1.9												
PSC DAC 3600	1.79	1.96 *	2.02 *	1.83	2.10	2.08 *	1.86	2.33	2.01 *	1.32	1.73	1.46
PSC DAC 3700	1.89	2.65 *	1.85	2.12 *	2.34 *	2.44 *	2.40 *	2.50 *	2.29 *	1.77	1.68	1.57
PSC DAC 3800	2.05 *	1.85	2.12 *	2.10 *	2.07 *	2.13 *	2.67 *	2.29 *	1.99 *	1.54	1.71	1.39
PSC DAC 3900	2.10 *	2.57 *	2.38 *	2.23 *	2.71 *	2.85 *	4.98 *	3.21 *	3.17 *	2.15 *	2.23 *	2.19 *
PSC DAC 3901	2.58 *	2.47 *	2.43 *	2.43 *	3.17 *	2.73 *	2.94 *	3.54 *	2.76 *	2.23 *	1.90	1.85
KY Western District	2.02 *	2.25 *	2.14 *	2.09 *	2.42 *	2.39 *	2.89 *	2.68 *	2.43 *	1.72	1.84	1.66
Total State Of KY	1.62	2.33	3.34	1.92	2.09	2.15	2.62	2.61	2.43	1.60	1.62	1.52

PERCENT REGULAR SERVICE INSTALLATIONS IN 5 DAYS

KY Central PSC Obj:

	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
94.2												
PSC DAC 3100	98.66	97.81	74.60	86.36	76.11	81.49	86.56	97.07	93.36	98.00	96.25	95.38
PSC DAC 3103	98.81	98.43	77.46	91.77	85.16	83.45	88.55	93.50	92.88	96.57	96.69	96.79
PSC DAC 3104	97.51	96.03	97.64	96.50	93.00	88.36	96.40	95.53	91.76	88.59	84.33	67.44
PSC DAC 3105	96.67	95.24	88.51	96.30	98.41	98.53	100.00	92.31	93.06	100.00	97.26	97.37
	98.53	97.72	79.52	90.43	82.90	83.70	88.88	94.99	92.94	96.32	95.01	92.37

KY Central District

KY Eastern PSC Obj:

	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
95.8												
PSC DAC 3200	99.34	97.64	68.41	89.57	95.07	85.38	82.38	91.03	83.14	90.53	93.12	92.23
PSC DAC 3300	98.77	92.79	91.94	95.71	94.75	96.33	92.29	93.50	91.50	94.31	96.90	85.22
PSC DAC 3400	98.17	95.78	62.02	94.94	93.59	85.58	87.71	92.77	78.68	93.97	91.69	94.37
PSC DAC 3500	98.74	84.80	79.73	83.77	92.75	92.92	85.82	85.00	91.40	87.94	87.58	85.71
	98.81	94.12	77.99	92.65	94.45	90.83	87.41	91.91	85.82	92.71	93.87	89.31

KY Eastern District

KY Western PSC Obj:

	Jan03	Feb03	Mar03	Apr03	May03	Jun03	Jul03	Aug03	Sep03	Oct03	Nov03	Dec03
97.3												
PSC DAC 3600	99.74	87.50	66.45	89.08	84.82	84.67	90.54	92.88	95.81	98.61	99.16	95.87
PSC DAC 3700	98.41	96.82	95.04	95.67	97.85	75.85	82.50	81.45	88.29	98.01	96.38	72.73
PSC DAC 3800	98.41	94.95	79.06	82.77	77.81	78.75	91.15	96.56	91.85	96.88	97.35	89.46
PSC DAC 3900	98.68	93.58	87.80	95.62	82.90	93.77	89.96	87.01	88.46	97.04	95.77	85.45
PSC DAC 3901	99.49	95.63	93.52	94.15	92.46	90.82	92.74	85.33	89.12	93.45	97.83	86.12
	98.95	93.48	83.40	90.66	86.29	84.59	89.42	89.63	91.05	97.02	97.36	87.09

KY Western District

Total State Of KY

98.74	95.40	79.93	91.26	87.30	86.03	88.57	92.98	90.33	95.37	95.25	89.89
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ALLTEL COMMUNICATIONS

230 Lexington Green Circle
P. O. Box 1650
Lexington, KY 40588

Stephen R. Byars

Vice President - External Affairs

859-271-8324 (office)
859-271-7811 (fax)

May 28, 2003

Mr. Vern Miracle
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602

Re: ALLTEL Kentucky and Kentucky ALLTEL Service Results for April 2003

Dear Mr. Miracle:

Enclosed are both ALLTEL Kentucky's and Kentucky ALLTEL's service results for the month of April 2003.

Kentucky ALLTEL is still experiencing higher than normal trouble reports due to the ice storm earlier this year. Customers in Lexington and eastern Kentucky are still reporting troubles, for the first time, every day from damage caused during the ice storm. Although the initial damage was caused during the storm customers may be just now experiencing trouble as a result. This increased trouble volume has affected both installation and troubles cleared in 24-hour measurements.

As always, please call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen R. Byars". The signature is fluid and cursive, written over a white background.

Stephen R. Byars

Enclosure

2004 Service Results

- **January – Regular Svc Installation – East & West Dist narrowly missed Verizon objective but met the 90% Administrative Regulation Objective. Trouble Clearing/24 hr – Central Dist. Achieved 87.7%, meeting the 85% Administrative Reg, but missing the 89.9% Verizon objective.**
- **February – Objectives met or exceeded.**
- **March – Objectives met or exceeded.**
- **April – Regular Svc Install – West achieved 96.1%, missed the 97.3% Verizon objective, but exceeded the 90.1% Administrative Regulation objective. All other objectives met or exceeded.**
- **May – Regular Svc Install – West made 95.2%, missed the 97.3% Verizon objective, but met or exceeded the 90% Administrative Regulation objective. Trouble Clearing – 24 hr – East dist achieved 83%, missed the Verizon objective of 89.6%.**
- **June - Regular Svc Install – East & West districts missed objective Trouble Clearing – 24 hr – Central & East districts missed Verizon objective but met the 85% Administrative Regulation.**
- **July – See Attachment #1 – Cover letter – Verizon Objectives missed due to weather, however objectives set by the Administrative Regulation were met or exceeded.**
- **Aug – All objectives met or exceeded.**
- **Sept – East district narrowly missed 89.6% Verizon objective Trouble Clearing – 24 hr – exceeded 88.1% which achieved the 85% Commission objective set in the Administrative Regulation. Very strong Storm activity was still occurring in KY**
- **Oct – All objectives met or exceeded.**
- **Nov – All objectives met or exceeded.**
- **Dec - Regular Svc Install – Central, East & West narrowly missed the Verizon objective set but the 90% objective set in the Administrative Regulation exceeded.**