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April 7, 2006

SouthEast Telephone, Inc.  
Darrell Maynard  
106 Power Drive  
P.O. Box 1001  
Pikeville, KY 41502-1001

Carter County e911  
Tom Thompson  
315 W. Second Street  
Grayson, KY 41143

Alltel  
Enoch Morris  
2000 Highland Road  
Twinsburg, OH 44087

Gentlemen:

*Case No. 2006-00149*

This letter is to document the involvement that I have had with each of you regarding problems with 911 updates from SouthEast Telephone, via Alltel.

On March 16, 2006, I received a call from Tom Thompson with the Carter County Kentucky e911. He explained to me that Alltel provides daily updates to the 911 database. He explained that there has been a problem getting the updates of SouthEast Telephone customers for the past 6 months. Tom had been in contact with Oma Miller of SouthEast Telephone regarding a customer that had called 911 and services were dispatched to an incorrect address. Later that day I contacted Wes Maynard of SouthEast Telephone to discuss the problem with him. He checked with other SouthEast Telephone staff and called me back later that day. Wes gave me the name of Enoch Morris, who is the contact person with Alltel who deals with the 911 updates. I talked with Enoch Morris the next day and he explained to me that they have

Darrell Maynard  
Tom Thompson  
Enoch Morris  
April 7, 2006  
Page 2

been working with SouthEast Telephone. There has been a problem getting the records from SouthEast Telephone in the proper format that allows Alltel to validate the records. Later that day I called Tom Thompson to inform him of my calls to SouthEast Telephone and Alltel.

On March 21, 2006, I received a call from Wes Maynard informing me that they have fixed the problem between SouthEast and Alltel so that files sent from SouthEast Telephone are accepted and readable to Alltel and that there will be an updated file sent on March 22, 2006.

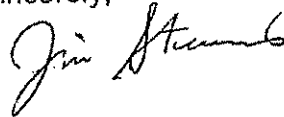
On April 4, 2006, I received a call from Tom Thompson informing me that there were still errors in the 911 database for SouthEast Telephone customers. He gave me the name and number of Lina Spillman and her correct address and the address that shows up in the 911 system. Later that day I talked with Wes Maynard and informed him of the call from Tom Thompson and gave him the information about the incorrect record.

On April 6, 2006, I received a call from Tom Thompson, he was inquiring again if I had made any progress. At that time I had not heard back from SouthEast Telephone. Tom told me that he had discussed this matter with the County Attorney and they were planning on sending letters to SouthEast Telephone and Alltel concerning this situation. Later that day I received a call back from Wes Maynard. He informed me that SouthEast Telephone and Alltel had worked together to institute a process between the companies to make daily updates to the 911 database. He informed me that he thought that on a going forward basis all record updates should be going through the system correctly. However, there may be problems with past updates that were sent prior to fixing the problem. He informed me that SouthEast Telephone is working on a solution to verify that all records in the 911 database from SouthEast Telephone are correct. He also told me that they had sent in a correction for the error in Ms. Spillman's record. In our conversation he also asked me to write this letter to Darrell Maynard to document all that had transpired from our conversations over the past few weeks. Later that day I called Tom Thompson back to inform him of my conversation with Wes Maynard. I also had him check to see if the record of Ms. Spillman was corrected and he said that it was not. I also informed him that if he knew of any records that were incorrect to inform SouthEast Telephone and updates will be submitted. He said that he knew of three that were incorrect.

Darrell Maynard  
Tom Thompson  
Enoch Morris  
April 7, 2006  
Page 3

The information contained in this letter is not intended to be a transcript or official record, but is a summarization of the telephone calls that I have had with each party to the best of my recollection and notes that I have taken. Please feel free to contact me if I can help facilitate any solution to this problem and keep me informed of the progress of the resolution.

Sincerely,

A handwritten signature in black ink that reads "Jim Stevens". The signature is written in a cursive style with a large, stylized "J" and "S".

Jim Stevens  
Branch Manager, Telecommunications