

# SouthEast Telephone

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May 8, 2006

Honorable Amy Dougherty  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602-0615

RECEIVED  
MAY 11 2006  
PUBLIC SERVICE  
COMMISSION

Re: Case No. 2006-00149

Dear Ms. Dougherty:

I have been corresponding with both Tom Thompson and Teresa from Carter County E-911 since our Informal Conference on Thursday. As you know we have provided them an updated spreadsheet with customer E-911 information. During the reconciliation process they have discovered some inconsistencies. All of the customer information that we have submitted to Alltel has been rendered valid by both the Alltel system and the Master Street Address Guide (MSAG); however, according to Carter County some of these records are still falling out of their system. The majority of these inconsistencies are due to the fact that SouthEast just learned on April 11, 2006, that the customer names needed to be submitted in the following format, (Last Name, First Name). Prior to April 11, 2006, we did not submit names in this format, and were not told by Alltel that past entries should be resubmitted. We just learned today from Carter County that we needed to resubmit all past entries in the proper name format. Our team at SouthEast is working diligently on manually changing the name format and will resubmit these entries this evening. Therefore, if Alltel processes these changes in a timely fashion the problems with the name formatting should be corrected within forty-eight (48) hours.

Once again, I would like to remind the Commission that SouthEast has never done E-911 before, and is just now becoming familiar with the processes of each county and Alltel. The E-911 system updates are a priority to all team members at SouthEast and we will work diligently to perfect our system until everything is working smoothly. I will provide you with an update of the situation on Thursday, May 11, 2006, after all updated information has had time to process correctly.

Sincerely,

  
Bethany Bowersock

CERTIFICATE OF SERVICE

I hereby certify that a true and accurate copy of this letter was served via United States Postal Service, First Class Mail, postage prepaid, upon:

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Kentucky Alltel, Inc.  
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Frankfort, KY 40602-0634

Tom Thompson  
Carter County 911  
315 W. Second Street  
Grayson, KY 41143