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July 1, 2005

Beth O'Donnell  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd  
Frankfort, KY 40601

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PUBLIC SERVICE  
COMMISSION

Dear Ms O'Donnell:

Attached please find a revised "Section 6" of Alltel's recent filing in case number 2005-00107. If you have any questions, I can be reached at 859.271.8324.

Sincerely,

A handwritten signature in black ink, appearing to be 'D-Logsdon', with a long horizontal line extending to the right.

Daniel Logsdon

**Overview**

In reference to the Commission’s February 13, 2002 Order in Case No. 2001-00399 Page 4 note that approximately 950 employees would transfer from Verizon to ALLTEL along with many management personnel, and Page 8 note that ALLTEL committed to hire and train 240 new customer service workers the following data has been compiled.

Although the estimated transfer of employees from Verizon was noted as approximately 950 in February 2002, our records indicate that only 807 employees transferred on August 1, 2002. The balance retired, resigned, or accepted a position to remain with Verizon.

In addition, it was noted that 240 customer service workers would be hired to support the Kentucky customer base. The following employees were hired to support the transition:

Service Activation Reps  
 Customer Service Reps  
 Customer Service Reps  
 Planners  
 Testers  
**Total increase**



As requested, we have evaluated the employment level for Kentucky ALLTEL beginning August 1, 2002 and each subsequent year since the Verizon acquisition. We have included the employment level as of November 1, 2003, which represents our staffing level after the CWA strike ended on October 6, 2003. We have identified the service affecting and/or customer service related employee positions categories and have provided a job summary and average years-of-service. For position classifications [redacted] since the Verizon acquisition, we have provided detail as the reason for the reduction and whether or not service levels were impacted. The overall summary is as follows:

Group	Headcount as of 8/02	Headcount as of 8/03	Headcount as of 11/03	Headcount as of 8/04	Dif from 2002 to 2004
Administrative	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Cust Serv/Operations	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Engineering	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Operations	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Publishing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Sales/Cust Serv	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Wireless	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
<b>Total</b>	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

### Job Group: Administrative

Job Classification	Service or Customer Impacting (Yes/No)	Employment level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Clerical Support	■	■	■	■	■	■
External Affairs/ Communications	■	■	■	■	■	■
Human Resources	■	■	■	■	■	■
LAN/Network	■	■	■	■	■	■
Real Estate	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■

### Job Group: Customer Service

Job Classification	Service or Customer Impacting (Yes/No)	Employment level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Admin/Manager	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■
	■	■	■	■	■	■
Assignment	■	■	■	■	■	■
Customer Serv Specialist	■	■	■	■	■	■
Sales Support	■	■	■	■	■	■
Service Activation	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■

## Job Group: Customer Service

We have had a [REDACTED] since the Verizon acquisition in the Customer Service job group. We have had [REDACTED] people retire since the transition date and have [REDACTED]

### Job Summary:

**Assignment Clerk** – Researches, assigns and maintains records related to outside plant and network facilities. Acts as a liaison between internal departments and customer requests.

**Customer Service Specialist** – Inputs, researches and emails service orders requested by business customers. Provides support the business sales staff.

**Sales Support** – Inputs, researches and emails service orders used to support the sales staff.

**Service Activation Technician** – Analyzes, processes and clears trouble tickets using network equipment.

### Average years of service:

Job Classification	Avg Yrs as of 8/1/02	Avg Yrs as of 8/1/03	Avg Yrs as of 11/1/03	Avg Yrs as of 8/1/04
Assignment	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Customer Service Specialist	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Sales Support	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Service Activation	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### Job Group: Engineering

Job Classification	Service or Customer Impacting (Yes/No)	Employment Level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Admin/Manager	■	■	■	■	■	■
Draftsperson	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■
	■	■	■	■	■	■
Engineer	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■

### Job Group: Sales Marketing

Job Classification	Service or Customer Impacting (Yes/No)	Employment Level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Admin/Manager	■	■	■	■	■	■
Bus Account Rep	■	■	■	■	■	■
Sales Engineering	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■

## Job Group: Operations

Job Classification	Service or Customer Impacting (Yes/No)	Employment Level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Admin/Managers	■	■	■	■	■	■
Building Service Tech	■	■	■	■	■	■
Inventory Rep	■	■	■	■	■	■
Sr. Analyst	■	■	■	■	■	■
Truck Driver	■	■	■	■	■	■
Vehicle Mtnc Tech	■	■	■	■	■	■
Storekeeper	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■
Business Zone Tech	■	■	■	■	■	■
Buried Service Wire Tech	■	■	■	■	■	■
Cable Splicer	■	■	■	■	■	■
Customer Service Tech	■	■	■	■	■	■
Customer Eng-Data Appl	■	■	■	■	■	■
Network Technician	■	■	■	■	■	■
Facility Provisioner	■	■	■	■	■	■
Line Assigner/Worker	■	■	■	■	■	■
Pay Phone Collector	■	■	■	■	■	■
Special Services Test Tech	■	■	■	■	■	■
Teller	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■

## Job Group: Operations

We have had a [REDACTED] service impacting or customer service related employees since the Verizon acquisition in the Operations job group. Certain job classifications such as Line Worker, Pay Phone Collector, and Buried Service Wire Tech was reduced as a result of our collective bargaining agreements with both the Communication Workers of America (CWA) in October 2003 and International Brotherhood of Electrical Workers (IBEW) in February 2004. Agreement was reached that we would outsource these functions. [REDACTED]

We have had a total [REDACTED] from this job group since the transition date [REDACTED].

### Job Summary:

**Business Zone Technician** – Installs, repairs, and supports products and services generally purchased and used by small and medium business customers. This includes but is not limited to voice, data, network, transport, wireless and video services.

**Cable Splicer** – Installs, repairs, and supports outside plant facilities generally used to provide residential and business services. This includes but is not limited to voice, data, network, transport and video services.

**Customer Service Technician** – Installs, repairs, and supports products and services generally purchased and used by residential customers. This includes but is not limited to voice, data, wireless and video services.

**Customer Engineer-Data Applications** – Installs, repairs, and supports services generally purchased and used by large business customers. This includes but is not limited to voice, data, wireless and video services.

**Network Technician/Equipment Technician** – Installs, repairs, and supports equipment generally located in central offices. This includes but is not limited to voice, data, network, transport, wireless and video equipment.

**Facility Provisioner** - Performs field surveys to determine how facilities can best be provided to facilitate completion of service orders. Assigns, prepares and posts data for rearrangements of outside plant and central office facilities.

**Lineworker** – Installs, repairs, and supports outside plant facilities generally used to provide residential and business services. This includes but is not limited to voice, data, network, transport and video services.

**Special Service Test Technician** – Analyzes, tests, and diagnoses special service circuits using network equipment. Resolves trouble tickets or dispatches outside forces in order to restore residential and business service.

**Teller** – Receives, records and balances payments from residential and business customers.

**Average years of service:**

Job Classification	Avg Yrs as of 8/1/02	Avg Yrs as of 8/1/03	Avg Yrs as of 11/1/03	Avg Yrs as of 8/1/04
Business Zone Tech	█	█	█	█
Buried Service Wire Tech	█	█	█	█
Cable Splicer	█	█	█	█
Customer Service Tech	█	█	█	█
Customer Eng-Data Appl	█	█	█	█
Network Technician	█	█	█	█
Facility Provisioner	█	█	█	█
Line Assigner/Worker	█	█	█	█
Pay Phone Collector	█	█	█	█
Special Services Test Tech	█	█	█	█
Teller	█	█	█	█

**Job Group: Publishing**

Job Classification	Service or Customer Impacting (Yes/No)	Employment Level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Account Rep	█	█	█	█	█	█
Manager	█	█	█	█	█	█
Sales Support	█	█	█	█	█	█
<b>Totals</b>	█	█	█	█	█	█



## Job Group: Wireless

Job Classification	Service or Customer Impacting (Yes/No)	Employment Level as of				Dif from 2002 to 2004
		8/1/2002	8/1/2003	11/1/2003	8/1/2004	
Bus Account Rep	■	■	■	■	■	■
Sales & Service Rep	■	■	■	■	■	■
Store Manager	■	■	■	■	■	■
Universal Serv Rep	■	■	■	■	■	■
<b>Totals</b>	■	■	■	■	■	■