



## COMMONWEALTH OF KENTUCKY

Michael B. Fox  
County Attorney

Office of the Carter County Attorney

County Courthouse  
Second Floor Room 218  
Grayson, Kentucky 41143  
Phone: 606-474-5081  
Fax: 606-474-0235

April 6, 2006

RECEIVED

APR 7 2006

FINANCIAL ANA

RECEIVED

APR - 7 2006

PUBLIC SERVICE  
COMMISSION

Ms. Oma Miller, Manager  
SouthEast Telephone  
106 Power Drive  
Pikeville, KY 41501

Via Certified Mail

Re: Carter County Enhanced 911 Services

Dear Ms. Miller:

Case No. 2006-00149

Since 1995 Carter County has operated its Enhanced 911 Emergency Telephone Service with little or no difficulties. Unfortunately this long history of successful operation has been recently compromised due to a lack of diligence or accuracy by service providers in providing complete and timely information regarding service customers.

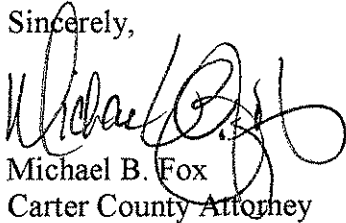
It is my understanding that your company, Southeast Telephone, recently acquired the right to provide service to customers in Carter County, Kentucky from Alltel, Inc. Our long standing agreement with Alltel and its predecessors (Verizon and GTE) requires that Carter County be provided customer information within 24 hours. This is not currently being accomplished. When Tom Thompson, Director of Carter County E911, first became aware of this issue he contacted Alltel, Inc., and eventually was put in contact with your office. When no progress was made Mr. Thompson contacted the Public Service Commission seeking assistance in correcting this problem. Mr. Jim Stevens has attempted to assist us in correcting this issue, but advises us that you have not cooperated with him in accomplishing the needed remedies.

I will state this plainly – LIVES ARE AT RISK. We have already experienced situations where customers have dialed 911 and incorrect data was relied upon by dispatchers in sending aid to the callers. Help was sent to the wrong address because Carter County did not have current, accurate information in its database. Please consider this correspondence a demand that corrective action be taken immediately. A copy of this letter is being sent to Alltel, Inc. representatives, and if Alltel, Inc. has duties or responsibilities to correct this issue then Carter County demands that it fulfill its obligations. Finally, a copy of this correspondence is also being forwarded to the Public Service Commission with the direction that the information contained above be considered and processed as a formal complaint regarding the handling of this matter and the failure to timely correct these issues.

Page 2

Carter County fully expects these issues to be resolved immediately. Our fear is that failure to do so will place individuals at great risk of not receiving emergency services in a timely manner and that lives will be lost. Please take responsibility for this situation and correct it now.

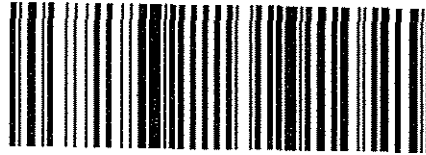
Sincerely,

A handwritten signature in black ink, appearing to read "Michael B. Fox". The signature is stylized and somewhat cursive, with a large initial "M" and "F".

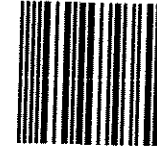
Michael B. Fox  
Carter County Attorney

cc: Via Certified Mail  
Linda Keyon, Alltel, Inc.  
Jim Stevens, Public Service Commission

OFFICE OF THE CARTER COUNTY ATTORNEY  
300 W. MAIN ST. ROOM 218  
GRAYSON, KENTUCKY 41143



7005 1160 0002 6789 1252



0000

40601

U.S. POSTAGE  
PAID  
GRAYSON, KY  
41143  
APR 06, '06  
AMOUNT

**\$4.64**  
00026706-01

RECEIVED

Mr. Jim Stevens  
Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

APR - 7 2006  
PUBLIC SERVICE  
COMMISSION

RETURN RECEIPT  
REQUESTED

4060148294-11 R013

