

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SPIS.NET	)	
	)	
COMPLAINANT	)	
v.	)	CASE NO. 2001-099
	)	
BELLSOUTH TELECOMMUNICATIONS, INC.	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

BellSouth Telecommunications, Inc. ("BellSouth") is hereby notified that it has been named as defendant in a formal complaint filed on April 17, 2001, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, BellSouth is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 24<sup>th</sup> day of April, 2001.

By the Commission

ATTEST:

  
Executive Director



COMMERCIAL & QUICK PRINTING

April 16, 2001

Mr. Jim Johnson  
Public Service Commission  
PO Box 615  
Frankfort, KY 40602

Dear Mr. Johnson:

The intent of this letter is to register a formal complaint against BellSouth on behalf of SPIS.net, an internet service provider that I own and operate in Madisonville, KY.

Since December, 2000, I have been in contact with BellSouth on an almost daily basis to resolve problems resulting directly from the inferior service BellSouth provides. SPIS.net has lost significant revenue from customers unsubscribing from our service and also has lost potential revenue due to the tarnished reputation of SPIS.net caused by BellSouth.

Our customers have experienced increasingly, recurrent disconnects, as well as continued failure to be able to log on to our service. It is only within the past two months that BellSouth has admitted that the problem was theirs. At the request of BellSouth, I invested in \$20,000.00 of equipment to prove undeniably that the problem was a direct result of BellSouth service and not within any equipment or service provided by SPIS.net.

I also have four major areas of concern with the events that took place between SPIS.net and BellSouth:

1. BellSouth is out of resources in our vicinity and therefore cannot provide service at the rate needed to support SPIS.net customers. BellSouth used HDSL2 technology and we continue to experience problems.
2. While working on lines outside our premises, Bell South made an emergency splice without notifying us and did not adequately repair the splice. Even though BellSouth assures us this should not be a problem, we have experienced constant disconnects since this splice occurred.
3. We experienced problems after BellSouth installed a PRI which we purchased from LDM a CLEC provider.
4. BellSouth operates its own ISP in this area and this is when SPIS.net's problems seemed to escalate.

Several BellSouth technicians have expressed their belief that the problems we are experiencing are within the BellSouth system. After nearly three months of trying to resolve problems, BellSouth's Nashville representative, Dennis Cothran, finally got involved. I thought perhaps a solution to this problem would be expedited with the help of Mr. Cothran...unfortunately it has not.

I have done everything that BellSouth has requested to rectify the problems SPIS.net is experiencing. I would appreciate your input on how I can rectify these problems and specifically what steps I should take to expedite a resolution.

If you need clarification or further information, please don't hesitate to contact me.

Sincerely,

Craig Winstead  
Owner

P.O. Box 1250  
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Madisonville, KY 42431

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