

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION INTO THE EMERGENCY)	
PROCEDURES USED BY WINDSTREAM)	CASE NO.
KENTUCKY EAST IN RESPONSE TO THE)	2006-00532
SEPTEMBER 23, 2006 OUTAGE)	

O R D E R

On October 4, 2006, the Commission received a written summary report from Windstream Kentucky East ("Windstream") of an outage that occurred in Elizabethtown, Kentucky on September 23, 2006. Windstream filed an e-mail report of the outage on the date it occurred. The outage affected 45,000 customers in Elizabethtown and lasted almost 24 hours. Also, customers in Campbellsville, Clarkson, and Glasgow, Kentucky could not place toll calls for many hours on the same day. Also affected was service to the Public Safety Answering Points ("PSAPs") that dispatch emergency 911 calls.

Pursuant to KRS 278.250 and KRS 278.260, the Commission initiates this docket on its own motion to investigate this outage fully and to specify any actions that might need to be taken by Windstream to avoid further incidents.

In this Order, the Commission establishes a procedural schedule to investigate the outage and to address possible long-term issues concerning facilities placement.

IT IS THEREFORE ORDERED that:

1. Windstream shall, no later than 30 days from the date of this Order, provide to the Commission a detailed account of the September 23, 2006 outage in the

exchanges of Elizabethtown, Campbellsville, Clarkson, and Glasgow. The account shall also include detailed proposals for a process in which Windstream will address the location of its facilities in Elizabethtown.

2. Windstream shall appear at an informal conference with Commission Staff at the Commission's offices at 211 Sower Boulevard, Frankfort, Kentucky at 10:00 a.m., Eastern Standard Time, on January 17, 2007, for the purpose of discussing the information provided pursuant to ordering paragraph 1.

3. The October 4, 2006 summary written report of the Windstream outage and the October 5, 2006 emergency response procedures are attached hereto and incorporated herein.

Done at Frankfort, Kentucky, this 12th day of December, 2006.

By the Commission

ATTEST:



Executive Director

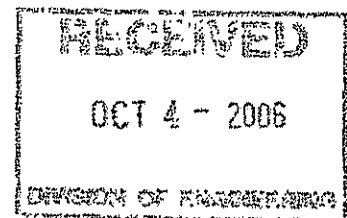


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September 29, 2006

Mr. Kyle Willard
Division of Engineering
Communications Branch
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY. 40601



RE: 807 KAR 5:006, Section 26

Dear Mr. Willard:

As required by the above referenced regulation, the following is a summary written report of an outage that occurred in Windstream Kentucky East's Elizabethtown, Kentucky exchange on Saturday, September 23, 2006. This incident was reported via e-mail on that day and provided regular status updates throughout the weekend.

On September 23, 2006 around 9:30 a.m., telephone service to more than 45,000 customers in the Elizabethtown, Kentucky exchange was interrupted when the central office flooded after severe rain storms earlier that morning. Immediately, Windstream engaged the Elizabethtown Fire Department and they began pumping water from the CO. However, this process was slowed because more storms occurred.

Windstream personnel explored numerous avenues to bring the CO back on line. Eventually it was decided to try to restore the equipment on site but at the same time equipment from Missouri was ordered and arrived by truck sometime around 9pm on Saturday, September 23, 2006.

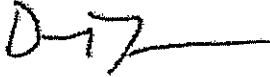
Local service was restored in Elizabethtown on September 24th around 7:30 a.m. to all but approximately 5,000 customers. Telephone service was restored to all customers in Elizabethtown around 9:30 a.m.

Also, the Campbellsville, Clarkson, and Glasgow Kentucky exchanges were toll isolated for several hours because SS7 trunks in the Elizabethtown CO were affected by the flooding. The SS7 trunks were back online around 4:00 a.m. on Sunday, September 24th.

Windstream is exploring options in the central office to prevent future problems that may occur as a result of severe weather conditions.

If you have any questions regarding this incident, please call me at (859)357-6125.

Sincerely,

A handwritten signature in black ink, appearing to read "D-17", followed by a horizontal line extending to the right.

Daniel Logsdon

c: Brian Harman – Windstream VP/GM

WINDSTREAM KENTUCKY

DATE: 10/5/2006
TO: JIM WELCH, KYLE WILLARD, ERIC BOWMAN
FROM: DANIEL LOGSDON
RE: EMERGENCY RESPONSE PROCEDURES

You requested Windstream provide a summary document of emergency response procedures as they relate to the recent flooding in Elizabethtown that occurred on September 23 and 24, 2006. Specifically, you requested information regarding the procedures Windstream follows when a central office ("CO") goes out of service and the prioritization and coordination involved with restoring services, in particular 911/E911 service arrangements.

As a general statement, with respect to emergency procedures, Windstream conforms to the following procedures pursuant to our Elizabethtown, KY Plan Activation, page 1:

- Secure health and safety of employees
- Notify Network Operations Center ("NOC") and contact the Local Switch Manager ("LSM")
- Conduct critical resource damage assessment and determine the status of each resource – (salvageable, damaged, or destroyed). For each damaged resource, determine whether to repair or replace and estimate time required
- Escalate coordination to NOC
- Notify team members of plan activation have members report for duty
- Establish work assignments for each available team member
- Mobilize local vendors to support recovery process
- Regularly update NOC on recovery status
- Ensure coordination with local, state, and federal agencies as required

With regards to emergency procedures followed when a CO goes out of service, pages 17-19:

- Restore Switch: Determine switch fault, repairs needed.

- Restore Emergency Services (E911, Police, Fire Ambulance, Hospital):
- Restore Toll
- Customer Service Repair: Resume after all switch services stabilized. Notify call centers and planner of repair estimates
- Customer Service Installation: Resume after all switch functions and customer service repairs are resolved. Notify call centers and planners of service order estimates.

In the particular instance of Elizabethtown (which experienced a complete service outage) and Tompkinsville (which experienced a toll-isolated outage), all 911 circuits in Windstream territory were operational throughout the disaster. In Tompkinsville, Windstream established a local number for emergency calls and disseminated this number to local media and law enforcement in an effort to notify the public.

Additionally, during the Elizabethtown outage, Windstream proactively notified local newspaper and radio stations and Louisville television stations in an effort to notify our customers and the general public.