

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**APPLICATION OF WINDSTREAM KENTUCKY EAST, LLC  
AND WINDSTREAM KENTUCKY WEST, LLC  
FOR A DECLARATION OF COMPLIANCE WITH  
DIRECTORY REQUIREMENTS APPLICABLE  
TO ELECTING TELEPHONE COMPANIES PURSUANT  
TO KRS 278.541 TO 278.544**

Case 2023-00203

**WINDSTREAM KENTUCKY EAST, LLC AND WINDSTREAM KENTUCKY WEST,  
LLC'S APPLICATION FOR DECLARATION OF COMPLIANCE WITH DIRECTORY  
REQUIREMENTS APPLICABLE TO ELECTING TELEPHONE COMPANIES  
PURSUANT 1TO KRS 278.541 TO 278.544**

Windstream Kentucky East, LLC and Windstream Kentucky West, LLC (collectively “Windstream”) hereby files its Application for Declaration of Compliance with Directory Requirements Applicable to Electing Telephone Companies Pursuant to KRS 278.541 to 278.544. Windstream is requesting that the Kentucky Public Service Commission (“Commission”) confirm that Windstream’s initiative for distribution of its Residential White Pages directory, as discussed herein, satisfies KRS 278.541 (1) requiring an electing carrier to provide, as part of its basic local exchange service, access to a standard, alphabetical directory listing that includes names, addresses, and telephone numbers at no additional charge. Technological advances, such as Internet directories and the directories in wireless and wireline devices, have made customers much less reliant on, and interested in, printed directories. Windstream thus proposes to adopt a more customer-focused and environmentally conscious approach to the distribution of directories: if granted this petition, Windstream will distribute such directories “on-demand” to customers that request one. In support of its application, Windstream states as follows:

1. Windstream is an Incumbent Local Exchange Carrier (“LEC”) in Kentucky.
2. Pursuant to KRS 278.543(1), Windstream elected to be subject to KRS 278.541 to 278.544 making it an “electing utility” as defined in KRS 278.541 (2).
3. As an electing utility, AT&T Kentucky is required to provide “basic local exchange service” at regulated rates to customers in its service area that desire basic service. KRS 278.541 defines the elements of “basic local exchange service” as follows:

(1) “Basic local exchange service” means a retail telecommunications service consisting of a primary, single, voice-grade line provided to the premises of residential or business customers with the following features and functions only:

- (a) Unlimited calls within the telephone utility’s local exchange area;
- (b) Dual-tone multifrequency dialing; and
- (c) Access to the following:
  1. 911 emergency service;
  2. All locally available interexchange companies;
  3. Directory assistance;
  4. Operator services;
  5. Relay services; and
  6. A standard alphabetical directory listing that includes names, addresses, and telephone numbers at no additional charge.

With respect to local exchange carriers, basic local exchange service also shall include any mandatory extended area service routes accessible as a local call within that exchange area on or before July 12, 2006. Basic local exchange service does not include

any features or functions other than those listed in this subsection, nor any other communications service, even if such service should include features and functions listed herein;

4. The only requirement applicable to an electing utility concerning directories is found in KRS 278.541 (1)(c)6, which requires “access to” “a standard alphabetical directory listing that includes names, addresses, and telephone numbers at no additional charge,” but contains no specific requirements as to how “access” is to be given.

5. To date, Windstream has been publishing and delivering to its customers a single hard copy directory listing residential and business subscribers, along with yellow page listings. To achieve this, Windstream has contracted with a third-party publisher, Thryv to print and deliver that directory.

6. Windstream respectfully requests Declaration of Compliance with Directory Requirements Applicable to Electing Telephone Companies Pursuant to KRS 278.541 to 278.544, for the foregoing reasons:

a. The traditional telephone directory no longer provides the same utility it once did. Customers are now turning less to the telephone directory and are instead looking to online and other resources for listing information.

b. The public interest is no longer served by requiring LECs to regularly print telephone directories and continue providing them on an unsolicited basis to all households and businesses in its service territory, without regard to the customer's own choice based on his or her needs. Moreover, such a requirement now imposes an unreasonable financial burden.

c. In addition, decreasing the number of printed directories is more environmentally conscious and reduces the demand on the currently strained paper supply.

7. If this Application for Declaration of Compliance is granted, customers will be able to access information online at the following website: [www.yellowpages.com](http://www.yellowpages.com) . Customers will also be able to contact Windstream at 800-347-1991 to request a printed hard copy of the most recent printed directory upon the request of a customer at no cost to the customer.

8. If this request is granted, Windstream will inform customers of the availability of the online directory in the following manner: via bill message for six months following the approval of this waiver and via online notice posted in Windstream's online customer portal.

For the foregoing reasons, Windstream respectfully requests that the Commission approve the Declaration of Compliance.

Respectfully submitted,



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