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PUBLIC SERVICE
COMMISSION

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
August 15, 2009

Dear Mr. Derouen,

In reference to case no. 2009-00070 and your request for additional notarized information from my household, please find the enclosed response. I thank you for your time and attention to this matter. With any further questions or information needed, please feel free to contact me at the numbers below.

Sincerely,



Elizabeth R. Jones
408 Third Street
Fulton, KY 42041
(270) 472-1514 (home)
(270) 309-0446 (cell)

APPENDIX
Case No. 2009-00070

Alan and Elizabeth R. Jones, Complainant

1. Alan W. and Elizabeth R. Jones
408 Third Street
Fulton, Kentucky 42041
2. Landline and cellular phone service as well as DSL internet service and satellite television coverage (all of which are bundled into one fee package with our AT&T service)
3. The services listed above are used in a 50/50 mix of personal and business nature. None are exclusively home use.
4. AT&T, INC.
5. (270) 472-1514, (270) 309-0446, (270) 994-3369, (270) 627-3179, (270) 627-4070, (270) 627-4233
6. The period without usage of the above named services stretches from January 27, 2009 – February 24, 2009 consecutively and also encompasses a 6 week period of time thereafter (thorough April 15, 2009) during which there was only sporadic provision of services as generators were being installed and lines being rebuilt after the ice storm.
7. We are requesting consideration of restitution for the entire 12 week period of time (January – April 2009) that no reliable service was available in our area from the provider, AT&T, as well as a prorating or reduction of continuing monthly service rates due to said disruption/unreliable service.
8. My husband and I are both employed in the medical field and live/practice in a geographically remote area. It is IMPERATIVE that our ability to communicate remains unimpeded AT ALL TIMES. We both serve as first responders on a county-wide emergency disaster relief committee and were responsible for the care of the rural populations of both Fulton and Hickman counties during the January 2009 ice storm. We were not able to be reached via normal modes of communication during that time frame, significantly hindering our ability to provide needed medical assistance, due to problems with our AT&T service.
9. We are both residents and employed within the state of Kentucky at this time.

Rhonda Wilson
My Commission
expires March 28, 2013.