



601 Broadway • Paducah, KY 42001

Ph: (270) 441-7799 • Fax: (270) 441-7917

August 30 2011

Beth O'Donnell, Executive Director
Kentucky Public Service Commission
211 Sower Blvd
PO Box 615
Frankfort, KY 40602-0615

RECEIVED

SEP 02 2011

PUBLIC SERVICE
COMMISSION

RE: Administrative Case 360
Lifeline Audit / Verification
Inquiry into Universal Service and Funding Issues

To Whom It May Concern,

Attached please find the summary of the findings from the 2011 Lifeline Program Annual Audit and Verification as performed by the updated guidelines stated in the Kentucky Public Service Commission Order No. 360 dated May 24, 2007.

If you require any additional information on the participants from the audit, please let us know and we will gladly provide that to you.

Respectfully,

A handwritten signature in cursive script that reads "Renee Hayden".

Renee Hayden
Manager

2011 Lifeline Verification Of Consumers' Continued Eligibility for Lifeline

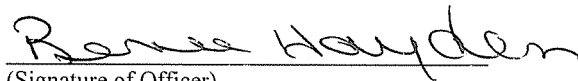
I certify that the company listed below has procedures in place to verify the continued eligibility of its entire Lifeline customer base. Results are provided in the chart below.

To the extent any Lifeline customers qualify based on their income, I certify that my company has income verification procedures in place and that, to the best of my knowledge, the company was presented with corroborating income documentation.

I am an officer of the company named below. I am authorized to make this certification for the Study Area listed below.

Company Name	SAC	State	Total Surveyed or Verified	Customers Found to be Ineligible	Non-Responding Customers	Disconnected Services during Survey
e-Tel, LLC	269003	KY	47	0	18	1

Signed,


 (Signature of Officer)

Chief Operating Officer

 (Title of Officer)

Renee Hayden

 (Name of Officer)

601 Broadway Paducah, KY 42001

 (Company Address)

Renee Hayden

 (Person Completing this Letter)

8/30/11

 (Date)

(270) 441-7799

 (Contact Phone Number)