



RECEIVED
REGULATORY AUTHORITY

James B. Wright
Senior Attorney

1411 Capital Boulevard
Wake Forest, North Carolina 27587-5900
Telephone: 919-554-7587
Fax: 919-554-7913

01 JAN 3 00 11 08

December 14, 2000

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

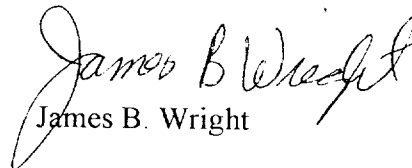
Dear Mr. Waddell:

00-00873

In the November 16, 2000 Service Standards Rulemaking Hearing, the Tennessee Regulatory Authority made several inquiries of United Telephone-Southeast, Inc. (UTSE). Attached are UTSE's responses to those inquiries.

If you have questions regarding this information, please contact Kaye Odum at (919-554-5277) or me.

Sincerely,


James B. Wright

Attachments

C: Kaye Odum
Laura Sykora
Tom Sokol
Dennis Wagner

POSTED
02/07/01

UNITED TELEPHONE-SOUTHEAST, INC.
RESPONSE TO TENNESSEE REGULATORY AUTHORITY
INQUIRIES OF NOVEMBER 16, 2000
DOCKET NO. 00-00873

RECEIVED
TENN. REG. AUTH.
JAN 3 2001

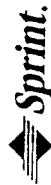
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Inquiry No. 1: Do residential customers have competitive alternatives in all of the local United Telephone-Southeast, Inc.'s (UTSE) exchanges?

EXCHANGES

Response: Yes. United Telephone-Southeast, Inc.'s residential customers have competitive alternatives in all of UTSE's service territory as evidenced by the attached "Local Service Providers" pages from Sprint's Directories. UTSE has also confirmed that competitors are serving residential customers in each of its twenty-two (22) exchanges in Upper East Tennessee.

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential/Home Office
Jonesborough 461-4311
Limestone 638-3101
Business (1-4 lines) 282-7400
All Other Business 639-6711
Customers 1-800-315-8037

REPAIR SERVICE
Residential/Home Office
Customers (1-4 lines) 282-7400
Jonesborough 639-6711
Limestone 639-6711
All Other Business 639-6711
Customers 1-800-733-0104

BILLING & PAYMENTS
Mail Payments to:
Sprint
P.O. Box 96028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Residential 1-888-393-9191
24 hours a day, 7 days a week

REPAIR SERVICE
Residential 1-800-804-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528
For Payment
Facilities 1-800-804-6880



ESTABLISHING SERVICE
Residence
Customers 1-800-220-1377
Hours: 8 a.m.-7 p.m. Mon.-Fri.
10 a.m.-2 p.m. Sat.

REPAIR SERVICE
Residence
Customers 1-800-220-1377

BILLING & PAYMENTS
Mail Payments to:
Phone Link, Inc.
230 Yager Ave., Ste. 3
LaGrange, KY 40031
For the nearest payment facility
call 1-800-220-1377



ESTABLISHING SERVICE
Residence
Customers 1-800-536-1910
Business
Customers 1-800-536-1910
Hours: 9 a.m.-6 p.m., Mon.-Fri.

REPAIR SERVICE
Residence
Customers 1-888-812-3128
Business
Customers 1-888-812-3128
Answered 24 hours a day

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of TN
P.O. Box 3276
Kingsport, TN 37664-3276
For payment locations
call 1-800-536-1910



ESTABLISHING SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon.-Fri., 9 a.m.-5 p.m.

REPAIR SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon.-Fri., 9 a.m.-5 p.m.

BILLING & PAYMENTS
Mail Payments to:
Teleconex
4100 Barrancas Ave.
Pensacola, FL 32507
For payment locations and
questions 1-888-831-4300



ESTABLISHING SERVICE
New Sales 1-800-732-6639
Customer
Service 1-800-275-8223
Hours: 8 a.m. - 7 p.m.

REPAIR SERVICE
New Sales 1-800-732-6639
Customer
Service 1-800-275-8223
Hours: 8 a.m. - 7 p.m.

BILLING & PAYMENTS
For payment locations
call 1-800-275-8223

Notice

Payments made to an unauthorized agent may result in the untimely crediting of your account.
For more information about your Local Service Providers and recycling,
please see your Tri-Cities/Johnson City telephone directory.

About the Cover

Historic Washington County Courthouse, built in 1913, is located in Jonesborough.

Photo by Rick Hobbs.

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential
Customers 743-4181
Business Customers
(1-4 Lines) 1-800-501-9675
All Other Business
Customers 1-800-215-8037

REPAIR SERVICE
Residence & Business Customers
(1-4 Lines) 743-4171
All Other Business
Customers 1-800-733-0104
(Answered 24 hours a day)

BILLING & PAYMENTS
Mail Payments To:
Sprint
P.O. Box 96028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Single/Two-Line Business
Customers 1-800-444-2279
All Other Business
Customers 1-800-444-2279
24 hours a day, 7 days a week

REPAIR SERVICE
Single/Two-Line Business
Customers 1-800-477-7130
All Other Business
Customers 1-800-477-7130
24 hours a day, 7 days a week

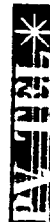
BILLING & PAYMENTS
Mail Payments to:
BTI
P.O. Box 96026
Charlotte, NC 28296-0026



ESTABLISHING SERVICE
Residential 1-888-393-9191
24 hours, 7 days a week

REPAIR SERVICE
Residential 1-800-804-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528



ESTABLISHING SERVICE
Residence
Customers 1-800-536-1910
Business
Customers 1-800-536-1910
Hours: 9 a.m. - 6 p.m. Mon-Fri.

REPAIR SERVICE
Residence
Customers 1-888-812-3128
Business
Customers 1-888-812-3128
Answered 24 hours a day

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of TN
P.O. Box 3276
Kingsport, TN 37664-3276

Erwin - Unicoi County, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon-Fri, 9 a.m. - 5 p.m.

REPAIR SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon-Fri, 9 a.m.-5 p.m.

BILLING & PAYMENTS
Mail Payments to:
Teleconex
4100 Barranca Ave.
Pensacola, FL 32507
For payment locations and
questions 1-888-831-4300

Erwin - Unicoi County, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential & Business Customers
(1-4 lines) 423-727-9121
All Other Business
Customers 1-800-733-5525
Hours: 8:30 a.m. - 5 p.m., Mon. - Fri.

REPAIR SERVICE
Residential & Business Customers
(1-4 lines) 423-563-3541
All Other Business
Customers 1-800-733-0104
(Answered 24 hours a day)

BILLING & PAYMENTS
Mail Payments to:
Sprint
P.O. Box 90028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Single & Two Line Business
Customers 1-800-444-2279
All Other Business
Customers 1-800-444-2279
24 hours a day, 7 days a week

REPAIR SERVICE
Single & Two Line Business
Customers 1-800-477-7130
All Other Business
Customers 1-800-477-7130
24 hours a day, 7 days a week

BILLING & PAYMENTS
Mail Payments to:
BTI
P.O. Box 90026
Charlotte, NC 28296-0026



ESTABLISHING SERVICE
Residential 1-888-393-9191
24 hours 7 days a week

REPAIR SERVICE
Residential 1-800-404-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528



ESTABLISHING SERVICE
Residence
Customers 1-800-536-1910
Business
Customers 1-800-536-1910
Hours: 9 a.m. - 6 p.m., Mon. - Fri.

REPAIR SERVICE
Residence
Customers 1-888-812-3128
Business
Customers 1-888-812-3128
Answered 24 hours a day

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of Tn.
P.O. Box 3276
Kingsport, TN 37664-5276

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon.-Fri., 9 a.m.-5 p.m.

REPAIR SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon.-Fri., 9 a.m.-5 p.m.

BILLING & PAYMENTS
Mail Payments to:
Teleconex
4100 Farmacias Ave.
Pensacola, FL 32507
For payment locations and
questions 1-888-831-4300



ESTABLISHING SERVICE
New Sales 1-800-732-6639
Hours: 8 a.m. - 7 p.m. Central Time

REPAIR SERVICE
New Sales 1-800-732-6639
Hours: 8 a.m. - 7 p.m. Central Time

BILLING & PAYMENTS
For payment locations
call 1-800-275-8223

Notice

Payments made to an unauthorized agent may result in the untimely crediting of your account.
For more information about your Local Service Providers,
please see your Elizabethan telephone directory.

Community Numbers

Better Business Bureau 423-325-6616
Chamber of Commerce 423-727-5800
City Offices
Town Hall 423-727-8005
Community Service Organizations
Rotary 423-727-8102
Lions 423-727-8969
Beta Theta 423-727-3063
Positive Thinkers 423-727-6411
Courts
Circuit Court Clerk 423-727-9012
General Sessions 423-727-9486
Disaster Services Agency 423-727-7929
Employment Services 423-727-9181
Health Department 423-727-9731
Health Center 423-727-1100
Humane Society 423-727-0171
Jail 423-727-7761

Legal Assistance
District Attorney 423-727-3959
License Bureau 423-727-9633
Newspaper 423-727-6121
Mental Health Info 423-727-2100
Poison Control 800 999-0789
Post Offices 423-727-6201
Schools 423-727-9381
Social Security Administration 800 772-1213
Tax Information 423-727-7692 or 9062
Unemployment Services
Tennessee 423-727-9181
Utilities
Town of Mig. City 423-727-8005
Welfare Information 423-727-7704

About the Cover

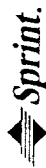
This picturesque scene of a weathered barn with the contrast of yellow wildflowers sets the scene for a beautiful image.

Photo by Rick Hobbs.

Mountain City, TN

Mountain City, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential Customers
Johnson City/Jacksonville, 461-4311
Gray 477-7121
Limestone 423-638-3101
Business (1-4 lines) 1-800-901-9675
All Other Business 1-800-215-8037

REPAIR SERVICE
Residential & Business
(1-4 lines)
Johnson City/Jacksonville, 282-7400
Gray 477-7191
Limestone 423-639-6711
All Other Business 1-800-733-0104

BILLING & PAYMENTS
Mail Payments To:
Sprint
P.O. Box 96028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Single & Two Line Business
Customers 1-800-444-2279
All Other Business
Customers 1-800-444-2279

REPAIR SERVICE
Single & Two Line Business
Customers 1-800-477-7130
All Other Business
Customers 1-800-477-7130

BILLING & PAYMENTS
Mail Payments to:
BTI
P.O. Box 96026
Charlotte, NC 28296-0026



ESTABLISHING SERVICE
Residential 1-888-393-9191
(24 hours 7 days a week)

REPAIR SERVICE
Residential 1-800-804-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528
For payment facilities,
call 1-800-804-6880



ESTABLISHING SERVICE
Residence
Customers 1-800-220-1377
Hours: 8 a.m.-7 p.m. Mon.-Fri.
10 a.m.-2 p.m. Sat.

REPAIR SERVICE
Residence
Customers 1-800-220-1377

BILLING & PAYMENTS
Mail Payments to:
Phone Link, Inc.
230 Yager Ave., Ste. 3
LaGrange, KY 40031
For the nearest payment facility
call 1-800-220-1377

Tri-Cities/Johnson City, TN

LOCAL SERVICE PROVIDER



ESTABLISHING SERVICE
Residence
Customers 1-800-536-1910
Hours 9am - 6pm, Mon. - Fri.
Business
Customers 1-800-536-1910
Hours 9am - 6pm, Mon. - Fri.

REPAIR SERVICE
Residence
Customers 1-888-812-3128
(Answered 24 hours a day)
Business
Customers 1-888-812-3128
(Answered 24 hours a day)

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of Tn.
P.O. Box 3276
Kingsport, TN 37664-3276
For payment locations
call 1-800-536-1910



ESTABLISHING SERVICE
New Sales 1-800-732-6639
Hours: 8:00am-7:00pm Central Time
Customer Service 1-800-275-8223
Hours: 8:00am-7:00pm Central Time

REPAIR SERVICE
New Sales 1-800-732-6639
Hours: 8:00am-7:00pm Central Time
Customer Service 1-800-275-8223
Hours: 8:00am-7:00pm Central Time

BILLING & PAYMENTS
For payment locations
call 1-800-275-8223



ESTABLISHING SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon. - Fri., 9 a.m. - 5 p.m.

REPAIR SERVICE
Residential Service/Small
Business 1-888-831-4300
Hours: Mon. - Fri., 9 a.m. - 5 p.m.

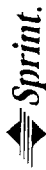
BILLING & PAYMENTS
Mail Payments to:
Teleconex
4100 Barrancas Ave.
Pensacola, FL 32507
For payment locations and
questions 1-888-831-4300

Tri-Cities/Johnson City, TN

ESTABLISHING SERVICE

Where to Call

To establish telephone service in your home or business, or to change your existing service, call your Local Service Provider listed below.



Residence, Small Office/Home Office 638-3101
Multiline Key - PABX & Data 1-800-733-3525
Hours: 8:30 a.m. - 5 p.m., Mon. - Fri.



Single and Two-Line Business Customers 1-800-414-2279
(24 hours a day, 7 days a week)
Business Customers (PBX, Centrex, Key & Data Systems) 1-800-414-2279
(24 hours a day, 7 days a week)



Residence Customers 1-800-536-1910
Hours: 8:30 a.m. - 5:30 p.m., Mon. - Fri.
Business Customers 1-800-536-1910
Hours: 8:30 a.m. - 5:30 p.m., Mon. - Fri.

Other Services

Buried Cable Locations "Tennessee One Call"

Tennessee Customers Call 1-800-351-1111
Virginia Customers Call Toll Free 1-800-351-1111
Virginia Contractors Who Dig In Tennessee Toll Free 1-800-552-7001
Stop and call at least 72 hours before you dig.

Directory Assistance

Dial 411 For National Directory Assistance
Telephone numbers for anywhere in the United States can be obtained by dialing 411. Appropriate charges will apply to each of these calls.
Local and Long Distance (charges may apply) 1-411
Within Your Area Code/Outside Your Area Code (charges may apply) 1-Area Code-555-1212
For 800, 877 or 888 Service 1-800-555-1212

Directories

How To Obtain Local Directories
Additional directories may be obtained by calling 1-800-415-NRED
(1-800-487-6733)

Errors in Directory Listings

Any incorrect information should be reported to your Local Service Provider for Directory Assistance Records and the next issue of the directory.

Tennessee Relay Center

1-800-488-0208 (TDD)
1-800-818-0299 (Voice)

Yellow Page Services

To order advertising 1-800-323-2561
Yellow Page directory billing inquiries 1-800-251-7056
Greeneville, TN

REPAIR SERVICE

Where to Call

To report a problem, please call your Local Service Provider listed below.



Residence, Small Office/Home Office 639-4711
Multiline Key - PABX & Data 1-800-733-0104
(Repair personnel available to answer calls 24 hours a day)



Single and Two-Line Business Customers 1-800-477-7130
(24 hours a day, 7 days a week)
Business Customers (PBX, Centrex, Key & Data Systems) 1-800-477-7130
(24 hours a day, 7 days a week)



Residence Customers 1-888-812-3128
Business Customers 1-888-812-3128
Answered 24 hours a day

Testing Your Equipment

If you believe the problem is in your telephone equipment, unplug it and test the line by plugging another telephone into the outlet. If the telephone works, then the problem is with your telephone set. If it does not work, then the problem is with the telephone line. If the problem is with the telephone line, please call your Local Service Provider.

Wiring Options

Customers are responsible for the installation, maintenance, and repair of all new and existing telephone wiring located within their premises. Inside wiring is the wire that connects the telephone company line to telephones. Customers are responsible for any facilities beyond the protector box. All inside wiring must meet certain technical standards. Landlords may be responsible for wiring on rental property. Your wiring options are:

1. You may call your Local Service Provider for repair or installation of inside wire.
2. You may hire a contractor to do the wiring for you.
3. You may install or repair the wiring yourself.

About The Cover

Andrew Johnson, 17th president of the United States, is buried in a national cemetery overlooking the town of Greeneville. The cover also includes a statue of Johnson and the American flag.

Greeneville, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residential & Business
Customers (1-4 lines)543-5121
All Other Business
Customers1-800-733-3525

REPAIR SERVICE
Residential & Business
Customers (1-4 lines)543-5541
All Other Business
Customers1-800-733-0104

BILLING & PAYMENTS
Mail Payments To:
Sprint
P.O. Box 96028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Single & Two Line Business
Customers1-800-444-2279
All Other Business
Customers1-800-444-2279

REPAIR SERVICE
Single & Two Line Business
Customers1-800-477-7130
All Other Business
Customers1-800-477-7130

BILLING & PAYMENTS
Mail Payments to:
BTI
P.O. Box 96026
Charlotte, NC 28296-0026



ESTABLISHING SERVICE
Residential1-888-393-9191
24 Hours 7 Days a Week

REPAIR SERVICE
Residential1-800-804-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528
For payment facilities,
call1-800-804-6880



ESTABLISHING SERVICE
Residence
Customers1-800-536-1910
Hours 9am - 6pm, Mon. - Fri.
Business
Customers1-800-536-1910
Hours 9am - 6pm, Mon. - Fri.

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Residence
Customers1-888-812-3128
(Answered 24 hours a day)
Business
Customers1-888-812-3128
(Answered 24 hours a day)

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of Tx.
P.O. Box 3276
Kingsport, TN 37664-3276
For payment locations
call1-800-536-1910

Elizabethon, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residence
Customers1-800-220-1377
Hours: 8 a.m.-7 p.m. Mon.-Fri.
10 a.m.-2 p.m. Sat.

REPAIR SERVICE
Residence
Customers1-800-220-1377

BILLING & PAYMENTS
Mail Payments to:
Phone Link, Inc.
230 Yager Ave, Ste. 3
LaGrange, KY 40031
For the nearest payment facility
call1-800-220-1377



ESTABLISHING SERVICE
Residential Service/Small
Business1-888-831-4300
Hours: Mon. - Fri. 9 a.m. - 5 p.m.

REPAIR SERVICE
Residential Service/Small
Business1-888-831-4300
Hours: Mon. - Fri., 9 a.m. - 5 p.m.

BILLING & PAYMENTS
Mail Payments to:
Teleconex
4100 Barrancas Ave.
Pensacola, FL 32507
For payment locations and
questions1-888-831-4300



ESTABLISHING SERVICE
New Sales1-800-732-6639
Hours: 8 a.m. - 7 p.m. (Central Time)
Customer Service1-800-275-8223
Hours: 8 a.m. - 7 p.m. (Central Time)

REPAIR SERVICE
New Sales1-800-732-6639
Hours: 8 a.m. - 7 p.m. (Central Time)
Customer Service1-800-275-8223
Hours: 8 a.m. - 7 p.m. (Central Time)

BILLING & PAYMENTS
For payment locations
call1-800-275-8223

Elizabethon, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residence & Business (1-4 lines)
Bristol, TN Customers .968-8131
Bristol, VA Customers .669-8131
All Other Business
Customers1-800-733-3525

REPAIR SERVICE
Residence & Business
Customers (1-4 lines)968-8221
All Other Business
Customers1-800-733-0104

BILLING & PAYMENTS
Mail Payments To:
Sprint
P.O. Box 90028
Charlotte, NC 28296-0028



ESTABLISHING SERVICE
Single & Two Line Business
Customers1-800-444-2279
All Other Business
Customers1-800-444-2279
(24 hours a day, 7 days a week)

REPAIR SERVICE
Single & Two Line Business
Customers1-800-477-7130
All Other Business
Customers1-800-477-7130
(24 hours a day, 7 days a week)

BILLING & PAYMENTS
Mail Payments to:
BTI
P.O. Box 90026
Charlotte, NC 28296-0026



ESTABLISHING SERVICE
Residential1-888-393-9191
24 hours, 7 days a week

REPAIR SERVICE
Residential1-800-804-6880

BILLING & PAYMENTS
Mail Payments to:
EZ Talk Communications
P.O. Box 528
Stafford, TX 77487-0528
For payment facilities,
call1-800-804-6880



ESTABLISHING SERVICE
Residence
Customers1-800-536-1910
Hours 9 a.m. - 6 p.m., Mon. - Fri.
Business
Customers1-800-536-1910
Hours 9 a.m. - 6 p.m., Mon. - Fri.

REPAIR SERVICE
Residence
Customers1-888-812-3128
(Answered 24 hours a day)
Business
Customers1-888-812-3128
(Answered 24 hours a day)

BILLING & PAYMENTS
Mail Payments to:
P.V. Tel. of TN
P.O. Box 3276
Kingsport, TN 37664-3276

Tri-Cities/Bristol, TN

LOCAL SERVICE PROVIDERS



ESTABLISHING SERVICE
Residence
Customers1-800-220-1377
Hours: 8 a.m.-7 p.m. Mon.-Fri.
10 a.m.-2 p.m. Sat.

REPAIR SERVICE
Residence
Customers1-800-220-1377

BILLING & PAYMENTS
Mail Payments to:
Phone Link, Inc.
230 Yager Ave., Ste. 3
LaGrange, KY 40031
For the nearest payment facility
call....1-800-220-1377



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Hours: Mon. - Fri. 9 a.m. - 5 p.m.

REPAIR SERVICE
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Hours: Mon. - Fri. 9 a.m. - 5 p.m.

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Teleconex
4100 Barrancas Ave.
Pensacola, FL 32507
For payment locations and
questions1-888-831-4300



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Hours: 8 a.m. - 7 p.m. (Central Time)

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Hours: 8 a.m. - 7 p.m. (Central Time)
Customer Service1-800-275-8223
Hours: 8 a.m. - 7 p.m. (Central Time)

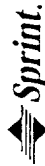
BILLING & PAYMENTS
For payment locations
call1-800-275-8223

Tri-Cities/Bristol, TN

ESTABLISHING SERVICE

Where to Call

To establish telephone service in your home or business, or to change your existing service, call your Local Service Provider listed below.



Residence, Small Office/Home Office 246-3121
 Morrison City Customers 225-1391
 Multiline Key - FAX & Data 1-800-733-3525
 Hours: 8:30 a.m. - 5 p.m., Mon. - Fri.



Single and Two-Line Business Customers 1-800-444-2279
 (24 hours a day, 7 days a week)
 Business Customers (PBX, Centrex, Key & Data Systems) 1-800-444-2279
 (24 hours a day, 7 days a week)



Residence Customers 1-800-536-1910
 Hours: 9 a.m. - 6 p.m., Mon. - Fri.
 Business Customers 1-800-536-1910
 Hours: 9 a.m. - 6 p.m., Mon. - Fri.

Other Services

Buried Cable Locations "Tennessee One Call"

Tennessee Customers Call 1-800-351-1111
 Virginia Customers Call Toll Free 1-800-351-1111
 Virginia Contractors Who Dig in Tennessee Toll Free 1-800-552-7001
Stop and call at least 72 hours before you dig.

Directory Assistance

Dial 411 For National Directory Assistance
 Telephone numbers for anywhere in the United States can be obtained by dialing 411. Appropriate charges will apply to each of these calls.
 Local and Long Distance (charges may apply) 411
 Within Your Area Code/Outside Your Area Code (charges may apply) 1-Area Code-555-1212
 For 800, 877 or 888 Service 1-800-555-1212

Directories

How To Obtain Local Directories
 Additional directories may be obtained by calling 1-800-ITS-NRED
 (1-800-487-6733)

Errors in Directory Listings

Any incorrect information should be reported to your Local Service Provider for Directory Assistance Records and the next issue of the directory.

Tennessee Relay Center 1-800-818-0298 (TDD)
 1-800-818-0299 (Voice)

Yellow Page Services

To order advertising 1-800-323-2561
 Yellow Page directory billing inquiries 1-800-251-7056
 Tri-Cities/Kingsport, TN

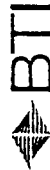
REPAIR SERVICE

Where to Call

To report a problem, please call your Local Service Provider listed below.



Residence, Small Office/Home Office 246-3123
 Multiline Key - FAX & Data 1-800-733-0104
 (Repair personnel available to answer calls 24 hours a day.)



Single and Two-Line Business Customers 1-800-477-7130
 (24 hours a day, 7 days a week)
 Business Customers (PBX, Centrex, Key & Data Systems) 1-800-477-7130
 (24 hours a day, 7 days a week)



Residence Customers 1-888-812-3128
 Answered 24 hours a day
 Business Customers 1-888-812-3128
 Answered 24 hours a day

Testing Your Equipment

If you believe the problem is in your telephone equipment, unplug it and test the line by plugging another telephone into the outlet. If the telephone works, then the problem is with your telephone set. If it does not work, then the problem is with the telephone line. If the problem is with the telephone line, please call your Local Service Provider.

Wiring Options

Customers are responsible for the installation, maintenance, and repair of all new and existing telephone wiring located within their premises. Inside wiring is the wire that connects the telephone company line to telephones. Customers are responsible for any facilities beyond the protector box. All inside wiring must meet certain technical standards. Landlords may be responsible for wiring on rental property. Your wiring options are:

1. You may call your Local Service Provider for repair or installation of inside wire.
2. You may hire a contractor to do the wiring for you.
3. You may install or repair the wiring yourself.

About The Cover

Bays Mountain Park & Planetarium contains 3,000 acres of wildlife and natural beauty.

Tri-Cities/Kingsport, TN

UNITED TELEPHONE-SOUTHEAST, INC.
RESPONSE TO TENNESSEE REGULATORY AUTHORITY
INQUIRIES OF NOVEMBER 16, 2000
DOCKET NO. 00-00873

Inquiry No. 2: Please provide the results of the Customer Survey mentioned in Sprint's comments during the Hearing on November 16, 2000 in the above-referenced docket.

Response: The attached information, prepared for Sprint's internal use, highlights the results of a Sprint Customer Survey completed in January 1999 using data gathered during the fall of 1998. The information was referenced in Sprint's comments before the Tennessee Regulatory Authority during the Hearing on November 16, 2000.

Answer Time

Queue Wait Time Study Results

Answer Time, Wait Time

■ Background

- The primary impetus of this study is to understand the customer expectations concerning queue waiting in many of the states in which Sprint operates to answer calls within a certain timeframe.

Answer Time, Wait Time

■ Objectives:

- To investigate perceptions and expectations of customers.**
- To serve as an internal scorecard to determine if Sprint is still exceeding customer expectations.**

Answer Time, Wait Time

■ Methodology:

- Sprint Customers** were called by an independent research company after they had called into one of six call centers. The sample was statistically valid with an error plus or minus 2.3. Five percent of the respondents reported being happy with Sprint and they did not want to respond to a telephone questionnaire.

■ Telephone Interviews:

- Averaged 7 minutes and 8 seconds.**

Answer Time, Wait Time

■ Call Center Sample	■ Channel Sample
■ MAO 43%	■ AR 10%
■ LV 8%	■ Repair 15%
■ PA/NJ 36%	■ Sales 24%
■ Lima, OH 10%	■ Help Desk 7%
■ Blank 3%	■ SOHO 1%
	■ CARE 40%

Answer Time, Wait Time

■ Customers reported the maximum amount of time they would stay in queue hold to talk to a Sprint representative:

■ more than 4 minutes	42%
■ 2 to 4 minutes	23%
■ 1 to 2 minutes	19%
■ 30 seconds to 1 minute	9%
■ 30 seconds or less	5%

Answer Time, Wait Time

- Basic Demographics:
 - 51% had children under 18 living in the house
 - 48% were high school graduates (or less)
 - 16% graduated college
 - 5% had a Master's or a Doctorate
 - 24% were between the ages of 25-34
 - 25% were between the ages of 35-44
 - 19% were between the ages of 45-54
 - 7% were 65 or older
 - 70% or respondents were female

UNITED TELEPHONE-SOUTHEAST, INC.
RESPONSE TO TENNESSEE REGULATORY AUTHORITY
INQUIRIES OF NOVEMBER 16, 2000
DOCKET NO. 00-00873

Inquiry No. 3: How many of United Telephone-Southeast, Inc.'s customers pay their telephone bill through a payment agent?

Response: During October 2000, there were 19,723 UTSE customers who paid their telephone bill by check or cash through a payment agent.

UNITED TELEPHONE-SOUTHEAST, INC.
RESPONSE TO TENNESSEE REGULATORY AUTHORITY
INQUIRIES OF NOVEMBER 16, 2000
DOCKET NO. 00-00873

Inquiry No. 4: What options would United Telephone-Southeast, Inc. propose to the issue of customers who want to pay their bills with cash?

Response: UTSE offers customers who want to pay their telephone bills with cash an alternative to pay with a money order. In addition, UTSE would note that the environment is encouraging a change in customer behavior. Even the Social Security Administration is scheduled to require direct deposit for Social Security Checks in 2001, which will undoubtedly encourage more customers to rely on other means for paying their bills than with cash.

As reflected in Sprint witness Bob Sloboda's comments at the November 16, 2000 hearing, Sprint does not believe payment centers are necessary to meet customer's service quality expectations. Sprint believes the development of payment technologies and options have risen to meet customers' expectation and have greatly diminished the need for physical payment centers. Sprint offers a number of payment options—all of which are arguably more convenient than having to physically go to a payment center.