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Press Release

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FOR IMMEDIATE RELEASE

January 27, 2009

JEA Telephone and Internet Service RESTORED

JACKSON, TENN. – Jackson Energy Authority has restored service to all of its Internet and telephone customers. Although the outage was outside of JEA’s control, we want to apologize for any inconvenience our customers may have experienced due to today’s weather event and thank them for their patience.

The extensive ice storm across Kentucky has affected the long haul fiber lines that connect JEA’s Internet and telephone customers with the switching facilities in Evansville, Indiana. Circuits to JEA’s telephone switch and Internet servers were damaged. “Despite having diverse routes between Jackson and Evansville for our telephone and Internet traffic, the extensive area of the ice storm in Kentucky hit all of our lines,” said Kim Kersey, JEA’s Sr. Vice-President of Telecom.

Kersey noted, “Crews were dispatched to identify and repair the downed lines, or to re-route the circuits where connectivity still existed. Although severe weather continues to plague the area, crews have restored telephone and Internet service to its customers. We commend the crews who have worked tirelessly in adverse conditions to bring about this restoration.

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