



AT&T Kentucky
601 W. Chestnut Street
Room 407
Louisville, KY 40203

T: 502.582.8219
F: 502.582.1573
mary.keyer@att.com

October 31, 2007

RECEIVED

NOV 02 2007

PUBLIC SERVICE
COMMISSION

Elizabeth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, Kentucky 40602

RE: Administrative Case No. 2006-00357

Dear Ms. O'Donnell:

Please find enclosed the customer education plan developed to educate Kentucky customers about the new 354 area code pursuant to the May 31, 2007 order in PSC Administrative Case No. 2006-00357. This plan is being filed on behalf of an Industry Task Force whose members are listed on an attachment to this filing.

The Customer Education Industry Task Force, which included a representative from the KPSC, has worked to develop a plan outlined in the attached milestone document that will help alleviate customer confusion and give customers adequate time to prepare for any necessary changes. Some activities and dates will be determined once a mandatory dialing date has been established.

The Task Force also has developed a template for the message that will be communicated to customers. While all companies participating in this filing will be using the template, the wording may vary slightly for each company based on individual circumstances and needs. The wording also may need to be adjusted if we do not know the mandatory dialing date by the time we send the first customer notice.

The original and ten (10) copies of this filing are enclosed for filing in this case. If there are any questions or there is a need for additional information concerning this filing, please call Nancy Jarett, 502/582-1572.

Sincerely,


Mary K. Keyer

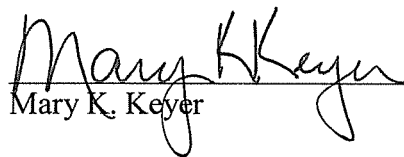
Enclosures
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CERTIFICATE OF SERVICE KPSC 2006-00357

It is hereby certified that a true and correct copy of the foregoing was served on the following individuals by mailing a copy thereof, this 31st day of October, 2007.

Edward T. Depp
Dinsmore & Shohl, LLP
1400 PNC Plaza
500 W. Jefferson Street
Louisville, KY 40202

Kimberly Miller
Director, Reg. Law & Public Policy
NeuStar, Inc.
Suite 600
2000 M Street, N.W.
Washington, DC 20036


Mary K. Keyer

| Customer Communications | Responsibility | Completed By | Status | Comments |
|--|-----------------------|---------------------|---------------|---|
| Customer Communications Subcommittee Kick-Off Meeting | All Carriers | 7/18/2007 | Completed | |
| Customer Education Plan Completion Date | All Carriers | 10/26/2007 | Completed | |
| Customer Education Plan due to Commission | All Carriers | 11/1/2007 | Completed | |
| Network Ready for NPA 364 Testing (364-364-4444) | All Carriers | 3/31/2008 | | |
| Committee meeting after order is issued announcing Mandatory Dialing Date | All Carriers | TBD | | |
| Customer Notification No. 1: Announce the new area code plan. Include information about which NXX codes will be changing to the new NPA. | All Carriers | 7/1/2008 | | |
| Websites updated with Split Information | All Carriers | 7/1/2008 | | Action for companies that are planning on having information on their websites. |
| Statewide Press Release | AT&T | 7/1/2008 | | AT&T and any other carriers planning to issue a press release |
| Network Ready for Permissive Dialing | All Carriers | 7/1/2008 | | |
| Announced Permissive Dialing begins | All Carriers | 7/1/2008 | | |
| Customer Notification No. 2: Announce the new area code plan. Include information about which NXX codes will be changing to the new NPA. | All Carriers | TBD | | |
| Statewide Press Release | ATT | TBD | | AT&T and any other carriers planning to issue a press release |
| Network Ready for Mandatory Dialing | All Carriers | TBD | | |
| Mandatory Dialing begins | All Carriers | TBD | | |
| First Code Assignment in new 364 Area Code | All Carriers | TBD | | |

Western Kentucky has a new area code effective July 1, 2008.

If you live in the 270 area code in Western Kentucky, here is information to help you get ready for the new 364 area code.

Kentucky's communications needs are growing. On July 1, 2008 area code 364 will be added to service portions of the existing 270 area code region (see map and prefix chart). It will cover the western portion of the current area code 270, which includes the cities of Henderson, Hopkinsville, Madisonville, Murray and Paducah. The eastern portion will retain the current area code. Cities remaining in area code 270 include Bowling Green, Columbia, Glasgow, Elizabethtown and Owensboro.

What will change?

On July 1, 2008, the western portion of the current area code 270 (see map) will be assigned the new 364 area code. Through XXXXXX, X, 200X, you may dial either area code 270 or the new area code 364 to make long distance calls to or within the new 364 region. Beginning XXXXX, X, 200X, only the new 364 area code can be used to complete long distance calls to and within the 364 area. **The only part of your phone number that will change is the area code.**

What will stay the same?

The eastern portion of the current area code 270 will remain unchanged. Local calling areas and rates, as well as seven-digit dialing, will remain the same.

What you should do to get ready.

If your area code is changing, you should update your checks, stationery, signage and any other printed materials that include your area code. Don't forget to notify friends, relatives, and others, paying special attention to those outside the new 364 area code.

Businesses should also update business cards, invoices, etc., and notify customers, suppliers, and business associates of the new 364 area code.

Reprogram your equipment.

Whether or not your area code is changing, you may need to reprogram the numbers stored on services like Call Forwarding, Speed Calling, Call Selector, and Call Block.

Visit our Website at www.ksky.com if you have any questions regarding this information. If you are hearing- or speech-impaired and use a TTY, please call XXXX.

(map)

Phone prefixes in the new area code

If your area code is currently 270 and your telephone number begins with one of the three-digit prefixes listed below, your area code is changing to 364.

PREFIXES CHANGING FROM AREA CODE 270 TO AREA CODE 364
(List of NXXs)

AT&T Mobility
Wes Jackert
5565 Glenridge Connector
Atlanta, GA 30342

Insight Phone of Kentucky, LLC
Gregory Cameron
810 Seventh Avenue, 41st Floor
New York, NY 10019

Dialog Telecommunications, Inc
John Padgett
756 Tyvola Road, Suite 100
Charlotte, NC 28217

Time Warner Telecom of Kentucky, LLC
Carolyn Ridley
2078 Quail Run Drive
Bowling Green, KY 42104

Windstream Communications
Daniel Logsdon, Jr
130 W New Circle Rd, MS 4327-B1F01
Lexington, KY 40505

Bluegrass Telephone Co.
d/b/a Kentucky Telephone
Joseph McClung
101 Mill Street
Leitchfield, KY 42754

MCImetro Access Transmission Services LLC
Louie DeCarlo
201 Spear Street, 9th Floor
San Francisco, CA 94105

Powertel/Memphis, Inc. and
T-Mobile Central LLC,
collectively doing business as
T-Mobile ("T-Mobile")
Michele Thomas
4 Campus Drive
Parsippany, New Jersey 07054

Heartland Communications
Internet Services Inc
Kim Bondurant
1301 Broadway
Paducah, KY 42001

Sprint Spectrum L.P. d/b/a Sprint PCS,
Nextel West Corp.,
NPCR, Inc. d/b/a Nextel Partners
Sprint Communications Company L.P.
Douglas C. Nelson
2001 Edmund Halley Drive
Reston, VA 20191

US LEC of Tennessee
d/b/a PAETEC Business Services
Judith Messenger
600 Willowbrook Office Park
Fairport, New York 14450

MCI Communications Services, Inc.
and MCImetro Access Transmission Services, LLC.
(collectively referred to as "Verizon")
Robert Davis
5055 North Point Parkway,
Floor 1
Alpharetta, GA 30022