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September 8, 2005

Ms. Elizabeth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602-0615

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SEP 9 2005

PUBLIC SERVICE
COMMISSION

Case No. 2005-00364

Dear Ms. O'Donnell:

Many of BellSouth's retail customers in the states of Alabama, Louisiana, and Mississippi have been forced to relocate their homes and businesses to other states because of Hurricane Katrina. BellSouth has activated a disaster relief plan in each of its nine states to meet the needs of these customers who have been forced to relocate or have otherwise been impacted by the hurricane.

Provisions of the relief plan, which is available to qualifying retail customers on orders placed through September 30, 2005, include the following:

- A waiver of the Secondary Service Order Charge for Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer, Call Forwarding Busy Line, Message Waiting Indication, Star98 Access and Voice Mail Companion Services Package.
- One free month of Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer, Call Forwarding Busy Line, Message Waiting Indication, Star98 Access and Voice Mail Companion Services Package.
- One free month of MemoryCall Service or BellSouth Voice Mail Service.

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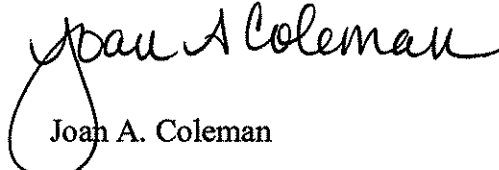
- A waiver of termination charges associated with term election agreements in situations where a business is no longer operational because of the damage from the hurricane, and the business does not reopen or relocate.

Section A4.2.6.A.7 of the Kentucky General Subscriber Services Tariff provides for a waiver of service charges for these customers at either their temporary location or at their permanent location when they return.

The Inside Wire guidelines provide for one free jack and associated wiring at the temporary location regardless of whether the customer has the Inside Wire Maintenance Service Plan. Up to five jacks and associated wiring may be provided free of charge to Plan customers for their return to the permanent location, while the non-Plan customers will be provided one jack and associated wiring at no charge.

This disaster relief plan conforms to the provisions of KRS 278.170(2). If there are any questions or the need for additional information concerning BellSouth's disaster relief plan, please call Jim Tipton at 502-582-8925.

Very truly yours,

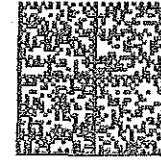



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