



7037 Old Madison Pike, Suite 400  
Huntsville, AL 35806

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COMMISSION

October 30, 2007

**VIA OVERNIGHT DELIVERY**

Ms. Beth A. O'Donnell  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40602-0615

Re: PSC Case No. 2006-00357  
Proposed Customer Education Plan

Dear Ms. O'Donnell:

This letter provides BTI's proposed customer education plan for the pending 270 area code split that will result in the new 364 area code in western Kentucky.

BTI plans to educate our customers via bill message. The bill message will include information regarding the permissive and mandatory dialing periods. In addition, the areas that are affected by the split will also be listed. Finally, our Customer Service telephone number will be included in the bill message so that customers can call for additional information.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter labeled "return receipt" and mailing to me in the self-addressed, stamped envelope provided for that purpose.

Should you have any questions or concerns regarding our customer education efforts, please contact me at 256-382-3943.

Sincerely,

Heather Gibbs  
Regulatory Manager

Enclosures