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October 31, 2007

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PUBLIC SERVICE
COMMISSION

Beth O'Donnell, Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

Re: Kentucky NPA Relief Order Docket Number 2006-00357
Momentum Telecom, Inc. (Momentum) Plan for Customer Notification

Via electronic transmission to virginial.smith@ky.gov

Dear Ms. O'Donnell:

We are in receipt of the subject order from the Kentucky Public Service Commission dated 5/31/2007. In response, we propose the following actions to educate Momentum customers about the new area code for the western portion of the "270" zone.

- **Bill notices.** In February and March 2008 statements will include: "**KY AREA CODE CHANGE: Residents of the western section of the 270 area code, including Henderson, Paducah and Hopkinsville, will be assigned area code 364 effective 4/1/2008.**"
- **Website notice.** Beginning in February 2008 and ending in November 2008, Momentum's customer accessible website will read "KENTUCKY AREA CODE CHANGE: Residents of the western section of the 270 area code, including Henderson, Paducah and Hopkinsville, will be assigned area code 364 effective 4/1/2008. The permissive dialing period will begin on that date, with mandatory dialing to begin on 10/1/2008. Please take a moment to change your personal phone directories. Should you have any questions about this change, please refer to the Kentucky Public Service Commission website at <http://psc.ky.gov>."
- **Customer Care training.** Beginning in January 2008, Momentum call center personnel will be notified of the area code change.
- **Call notification.** In March of 2008, Momentum customers in the Kentucky area with "Spitfire" (Momentum's automated calling notification system) will receive a message with the following script: "As a courtesy to our customers, we'd like to remind you that, on April, 1 residents of the western section of the 270 area code, including Henderson, Paducah and Hopkinsville, will be assigned area code 364. Please take a moment to change your personal phone directories. Should you have any questions about this change, please refer to your Kentucky Public Service Commission at psc.ky.gov."

Please feel free to contact me if you have any questions.

Sincerely,

Teri M. Hennington
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