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MAR 28 2013

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COMMISSION

March 27, 2013

**VIA OVERNIGHT DELIVERY**

Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40602-0615

RE: Birch Communications, Inc. & Birch Telecom of the South, Inc.  
Customer Education Plan for NPA 270/364 Overlay  
Case Number 2012-00129

Kentucky Public Service Commission:

Being submitted for filing is the above referenced Customer Education Plan submitted on behalf of Birch Communications, Inc. & Birch Telecom of the South, Inc ("Birch").

As its Customer Education Plan:

- Birch will include a bill message for all Kentucky Customers, informing them of the new 364 area code and 10-digit dialing requirements on their monthly invoice. The text of that message is as follows:

*The Kentucky Public Service Commission has announced a new 364 area code that will overlay the existing 270 area code. Currently dialing arrangements allow customers of the existing 270 area code to complete some calls by dialing only 7 digits. Permissive 10-digit dialing will begin on August 3, 2013 where either 7 or 10 digits may be used. Mandatory 10-digit dialing will begin February 1, 2014.*

*Any equipment with automatic dialing features will be affected and any customer who uses a security system will need to contact their vendor to determine if their equipment needs to be reprogrammed for 10-digit dialing.*

- Birch will also publish this or similar announcement on our website as an easy reference for our Kentucky customers.
- Birch Customer Service & Repair representatives will be available to assist our Kentucky customers with any questions they might have regarding the new area code or dialing instructions.

If there are any questions concerning our customer education plan, please contact me at (478) 475-9800.

Respectfully,

A handwritten signature in black ink that reads "Sharyl D. Fowler". The signature is written in a cursive, flowing style.

Sharyl D. Fowler  
Manager, Legal & Regulatory

**Birch Communications.** At your service.