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Tony Taylor
Director – Regulatory & External Affairs

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PUBLIC SERVICE
COMMISSION

June 2, 2005

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

Dear Ms. O'Donnell:

We wanted to make you aware that BellSouth customers in Cynthiana, Kentucky will have additional services available to them as a result of our investment in new digital telephone equipment for that Central Office. The cutover to the new equipment is scheduled for July 23.

The following services will be available to Cynthiana customers:

Call Forwarding Don't Answer Ring Control - Maintain real-time control over the number of seconds or ring cycles it takes prior to calls being forwarded.

BellSouth[®] CrisisLinkSM Service – May be used when personnel are unable to be physically present at a particular location to answer calls. CrisisLink service can redirect incoming calls to an alternate location. Examples include natural disasters, holidays, emergencies, work stoppages, closing for inventory, etc.

BellSouth[®] Complete Choice[®] Plan - Includes home phone line with unlimited local calling and choice of calling features like Caller ID Deluxe, Call Waiting Deluxe, Call Return and many more, for one monthly rate.

BellSouth[®] BusyConnect[®] Service – Can be used when customers reach a busy signal. BusyConnect initializes a Repeat Dialing activation that will continue to dial the busy telephone number without the customer having to hang up or dial additional numbers.

Call Waiting Deluxe - Customers can see the name and number of who is calling when they're on the phone. Works with Caller ID Deluxe to show the waiting caller's name and number.

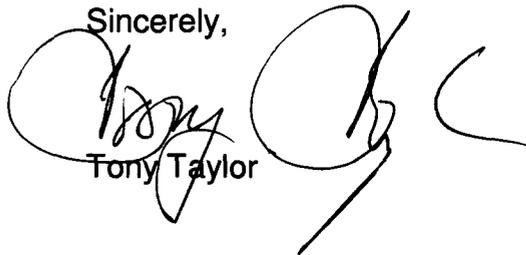
Remote Access to Call Forwarding - Customers can control their Call Forwarding feature from any touch-tone phone.

Customers may notice a slight difference in their dial tone, and their Call Waiting will be a tone instead of a click when someone calls them while they are talking on the phone.

We are notifying all affected customers with a letter in advance of the cutover. We will provide them with phone numbers to call if they have any questions.

Please don't hesitate to give me a call at (502) 582-2164 if you'd like any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tony Taylor', is written over the printed name. The signature is stylized and includes a large circular flourish on the left and a long horizontal stroke extending to the right.

Tony Taylor