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Guy M. Hicks
General Counsel

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July 21, 2003

Richard Collier, Esquire
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

Re: *Request of Randall Kizer to Have Telephone Number (865) 213-6381
Grandfathered into the Loudon County Tariff Zone*
Docket No. 03-00435

Dear Mr. Collier:

This is in response to the letter of Richard Kizer, dated July 9, 2003.

As background, BellSouth assigned Mr. Kizer's initial telephone number (423-337-6381) from the Sweetwater exchange, which initially included areas within Monroe, McMinn and Loudon counties. Subsequently, BellSouth implemented Metro Area Calling (MAC) as directed by the Tennessee Public Service Commission, and this calling arrangement provided local 7-digit calling between customers in metropolitan counties, such as Knox County, and customers in contiguous counties, such as Loudon County. MAC implementation required the creation of several new exchanges such as West Sweetwater, which is the area of the old Sweetwater exchange located within Loudon County. Customers located in the new West Sweetwater exchange were assigned new telephone numbers in order to participate in MAC. These customers also retained the calling area of old Sweetwater exchange.

As described above, the West Sweetwater Exchange includes an area within Loudon County and bounded by the Loudon-McMinn and Loudon-Monroe county lines. BellSouth assigned a West Sweetwater telephone number to Mr. Kizer (423-213-6381) based on the address of Mr. Kizer's residence provided to us at the time. (Telephone numbers for all subscribers in this area were later changed to reflect the new 865 area code.) BellSouth recently received information from McMinn County indicating the street number range that included Mr. Kizer's

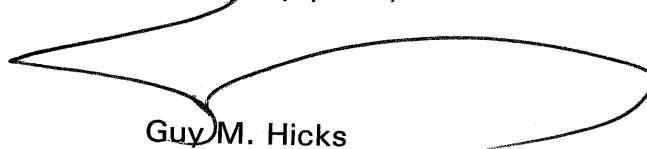
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residential location was in McMinn County and served by the McMinn 911 system. BellSouth responded appropriately to that information and changed Mr. Kizer's number to his current Sweetwater number (423-337-0620). According to our information, this change properly reflected the actual location of his residence, as determined by the county authorities, and ensured that any emergency calls made from this location would be routed to the correct 911 system.

BellSouth makes number assignments for customers in accordance with its tariffs approved by the Tennessee Regulatory Authority. As noted above, the boundary of the West Sweetwater exchange, as defined in the tariff, is the county line. Consequently, in this case, the county in which Mr. Kizer's residence is located determines the appropriate number assignment, and that determination should be made by the local county authorities, such as the county tax assessors and/or the county 911 authorities. County input is necessary, not only to properly locate Mr. Kizer's property, but also to ensure that any emergency calls made from Mr. Kizer's telephone will be quickly and properly handled. BellSouth cannot "grandfather" Mr. Kizer's original number (865-213-6381); however, if the local authorities determine that Mr. Kizer is indeed located in Loudon County, and not McMinn County as previously indicated, BellSouth will be glad to change the number assignment based on this information. In short, the exchange boundary tracks the county boundary, and BellSouth defers to the county authorities to determine whether a particular location is inside or outside of that county boundary.

We would suggest that the TRA contact the local county authorities to confirm in which county Mr. Kizer's residence is located, and which 911 authority has responsibility for that area. BellSouth will be glad to make any required number changes based on verifiable information from the county authorities demonstrating that the change is consistent with our approved tariffs.

Very truly yours,

A handwritten signature in black ink, appearing to read "Guy M. Hicks". The signature is stylized with a large, sweeping loop that extends to the right and then curves back down to the left, ending under the name.

GMH:ch