

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

My name is Jonathan Baldwin and I am the CEO and president of Access Kentucky, INC, in Bowling Green. We began business in 1997 and presently have more than 1,200 customers, most of whom live and work in Bowling Green but we also do a fair amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone company, Bell South, does not. Services like live person technical support and a local representative who will actually look at a customer's computer to effect repairs, something that cannot be done by phone. We also work with non-profit organizations and state agencies to assist them with projects at special rates.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Bell South, Of course getting phone lines from Bell South was always a problem, and we frequently lost customers when our modem lines became busy because Bell South was late delivering phone lines we had ordered well in advance. We also experienced numerous outages due to faulty equipment at the Bell South Central office. A problem that took them nearly 1 1/2 years to resolve. During that time, our customers blamed us for the outages, and we spent untold amounts of time explaining the situation and providing the finest customer support we could, given our telco difficulties.

When a CLEC came to town, we moved all of the business we could over to that company instead. Since then Bell South has developed a program to

Sincerely,

Jonathan Baldwin
641 E. 10th Avenue
Bowling Green, KY 42101