

BY ELECTRONIC FILING

May 3, 2005

Blanca S. Bayo
Commission Clerk and Administrative Services Director
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 050182-TP

Dear Ms. Bayo:

We are writing in response to a request from Melinda Watts to clarify how TelCove Investment, LLC ("TelCove") and KMC Telecom III, LLC ("KMC") will handle any pending and future customer complaints.

TelCove and KMC expect to close the proposed transaction on June 30, 2005. Therefore, KMC Telecom Holdings Company, Inc., the parent company of KMC Telecom III, LLC will resolve all outstanding customer complaints that have been billed by or filed against KMC Telecom III, LLC and that, as of June 30, 2005, have not been paid or resolved.¹

Beginning July 1, 2005, TelCove will resolve all customer complaints that have been billed by or filed against TelCove, including complaints by customers transferred from KMC that arise on or after July 1, 2005.

Should you have any questions concerning these issues, please do not hesitate to contact the undersigned.

Respectfully submitted,



Tamar E. Finn
Brian McDermott
Danielle C. Burt

cc: Melinda Watts (FL PSC)

¹ Although KMC will no longer operate in Florida after the transaction closes, two other subsidiaries of KMC Telecom Holdings Company, Inc., KMC Telecom V, Inc. and KMC Data, LLC, will continue to provide service to customers in Florida.