BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91082158

Date: January 11, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – Local Exchange Navigation System (LENS) Infrastructure Capacity Issue
              during the week of December 4, 2000

This is to advise that during the week of December 4, 2000, the Local Exchange Navigation
System (LENS) experienced an infrastructure capacity issue problem. This was attributed
primarily to the sunset of the LENS Version 5.x Platform on December 1, 2000. Local Service
Requests (LSRs) previously processed via the LENS Version 5.x Platform prior to
December 1, 2000, are now processed via the current LENS Platform (LENS Version 7.1
Platform.) This created a server capacity issue for the Operations Support Systems (OSSs)
since the LSRs were being rerouted to different servers.

With the continuous growth in the CLEC Community and to resolve the capacity issue problems
with LENS, BellSouth authorized and installed a new Telecommunication Access Gateway
(TAG) Security Server on December 7, 2000. The additional server capacity will allow the
CLECs to experience improvements with the LENS Interface.

BellSouth is working diligently to continuously enhance its OSSs. Numerous upgrades and
systems enhancements are scheduled throughout 2001 to optimize the CLEC experience.
BellSouth apologizes for any inconvenience the recent problems may have caused your
company.

If you have any questions please contact your BellSouth account team representative.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services

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