
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082274**

Date: August 23, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – **REVISED** - Missed Appointments due to Customer Reasons (originally posted March 8, 2001)

On Monday, April 2, 2001, BellSouth implemented a change in procedure for missed appointments on service orders that result in follow-up appointments due to customer reasons. **This change in procedure has been cancelled.**

Effective September 4, 2001, BellSouth will reinstate the procedure of when BellSouth notifies CLECs of missed appointments due to customer reasons, CLECs must respond with a supplemental Local Service Request (LSR) to provide the new Customer Desired Due Date (CDDD) within ten (10) business days or the request is cancelled.

Please contact your BellSouth account team representative with any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services