BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91082941

Date: March 19, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - BellSouth® RoboTAG™ Software Offering and Support Functions No
               Longer Offered

This is to advise that BellSouth will no longer enter into new contracts for the use of the
BellSouth® RoboTAG™ Graphical User Interface (GUI) software for submitting Local Service
Requests (LSR) through the BellSouth Telecommunications Access Gateway (TAG).

BellSouth has developed migration options for those CLECs currently using RoboTAG for order
submission and has been in communication with these customers. BellSouth will transition
toward retirement of the RoboTAG GUI software in accordance with existing Interconnection
Agreements with its CLEC RoboTAG customers.

Please contact your BellSouth Local Contract Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
Interconnection Services