
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91084192**

Date: August 6, 2004

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs - (Maintenance/Repair) - Toll Free Maintenance Center Contact Number

With this Carrier Notification letter, BellSouth is requesting that each CLEC provide BellSouth with a toll free Maintenance Center contact number. Pursuant to the Operational Understanding Guide, it is the *Competitive Local Exchange Carrier (CLEC) Maintenance Service Center's responsibility to administer and maintain a toll free number to facilitate the closure of trouble reports by BellSouth's repair technicians with the CLEC Maintenance Service Centers*. BellSouth maintains this information in a database within the Trouble Analysis Facilitation Interface (TAFI).

The Operation Understanding Guide can be found at the following Web site address:

http://www.interconnection.bellsouth.com/guides/other_guides/html/gopeu001/index.htm

To be more efficient, it is BellSouth's desire that the CLEC provide BellSouth with a unique toll free number managed by a priority queue in the CLEC's Maintenance Service Center to expedite the trouble ticket closure process. With a priority queue, when the number is dialed, the CLEC knows that it is BellSouth contacting them in reference to a maintenance issue, and the call is handled with priority over all other calls.

To validate/update this TAFI database, please provide on your company letterhead, a list of your toll free Maintenance Service Center telephone numbers by Operating Company Number (OCN) to your BellSouth local contract manager (LCM). (Note: most CLECs have only one Maintenance Service Center for all of their OCNs, while others maintain multiple centers.)

The targeted database completion date is August 20, 2004. BellSouth appreciates your prompt attention to this request.

If you have any questions, please contact your BellSouth local contract manager.

Sincerely,

ORIGINAL SIGNED BY KRISTEN ROWE FOR JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services