BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91085252

Date: November 30, 2005

To: All Interconnection Services Customers

Subject: All Interconnection Services Customers – (Business/Operational Process) – Update to
                  the Escalation Process for the Telecommunications Service Priority

This is to advise that, effective immediately, BellSouth is amending its escalation process for the
Telecommunications Service Priority (TSP) for carriers ordering TSP via the Access Service
Request/Local Service Request/Wireless Service Request (ASR/LSR/WSR) process.

The devastation caused by Hurricanes Katrina, Rita and Wilma was unlike any event recorded in
BellSouth history. Damages in many areas in Alabama, Florida, Louisiana and Mississippi are such
that service restoral intervals continue to be significantly longer than normal. The major impacted areas
were generally inaccessible and severe facility damage and safety hazards continue to exist (water,
power failures and debris). Sweeps have been performed and surveys completed.

BellSouth understands the importance of your communication needs and is making every effort to
restore and install services as quickly and safely as possible. BellSouth appreciates your business,
and we thank you for your patience and understanding as we work through this devastation.

The attached document will provide up-to-date instructions you will need to use when an escalation for
TSP is necessary.

Sincerely,

ORIGINAL SIGNED BY W. KEITH MILNER

W. Keith Milner – Assistant Vice President
BellSouth Interconnection Services

Attachment

Telecommunications Service Priority (TSP)

Due to the overwhelming impact of TSP during this hurricane devastation period, BellSouth has determined a need to clearly state the guidelines in order to ensure that all TSP requests for new service are handled in a timely manner.

- Each Carrier will need to identify a working *24-hour TSP Point of Contact (POC) for handling all TSP issues during disasters.

    *See FCC Report and Order
     Appendix A to Part 64
      1. Purpose and Authority
         Section C Sponsoring Federal Organizations will:
         Item 7

- All TSP coded service requests must be submitted through the normal process during regular business hours (8:00 am-6:00pm EST or 8:00 am-6:00 pm CST) with at least a 24-hour due date interval. Ordering systems industry-wide do not accept "0" due dated orders. BellSouth is no exception. An "E" coded order must also be transmitted during regular business hours, preceded with a call from the *TSP coordinator of the ordering Carrier to the BellSouth TSP coordinator or to a manager in the ordering processing center.

    *See NCS User Document Section 2.6.7 item 7

- Provisioning: Only "E" coded TSP orders are considered so critical that they must be provisioned at the earliest possible time. BellSouth will begin work immediately on these orders until completion. "E" TSP requests also should carry a 24+ hour due date interval when transmitted. "E" TSPs will be worked before Essential TSP provisioning priority 1 and so forth. Therefore, Essential TSP orders must have a Customer Desired Due Date at least 24+ hours for more efficient handling. The orders will be handled as priorities on the Customer Desired Due Date before any other non-TSP order. "Best Efforts" as outlined in the Federal Communications Commission (FCC) Report and Order will be exercised in meeting any Customer Desired Due Dates on TSP coded orders.

    *See FCC Report and Order
     Appendix A to Part 64
      2. Purpose and Authority
         Section C Sponsoring Federal Organizations will:
         Item 11
         Section b
         (ii) and (iii)

- All TSP orders should be transmitted using normal ordering processes. After normal business hours (8:00 am-6:00 pm EST or 8:00 am-6:00 pm CST), faxes will be accepted <u>only</u> on "E" TSP orders, and only with prior notification and coordination with the BellSouth TSP POC.

- When BellSouth receives notification of an "E" TSP order during normal business hours, and receives the actual "E" TSP order after normal business hours, BellSouth expects the end user to also be ready for service establishment. End users are required by TSP guidelines to arrange for all Customer Provided Equipment (CPE) and Customer Provided Wiring (CPW) to be ready and available when the TSP circuit is installed to the point of demarcation (demarc). BellSouth's participation in the TSP program only applies to telecommunications services

installed to the customer's demarc. Location access and Local Contacts (LCON) should be attainable.

*See NCS Service Users Manual
 2.7.1 Responsibility for Customer Premises Equipment and Customer Premises Wiring

- The BellSouth TSP POC will not acknowledge calls from non-BellSouth Access Carrier Sales or Provisioning personnel. Calls will only be received from the designated 24-hour non-BellSouth Access Carrier TSP POC. Each Carrier should first utilize the services of their own designated TSP POC for statuses. No faxes will be accepted unless prior acknowledgement and acceptance has been confirmed with the BellSouth TSP POC or BellSouth management.

- CAFÉ` is the source for most access status reports. BellSouth will provide status twice a day on TSP orders and notes will be added to the log. This will include statuses provided by the TSP POC, the Order Processing Centers, the Fleming Island Call Center and the Access Customer Advocacy Center (ACAC) Provisioning Centers. In the event that BellSouth receives numerous inquiries as to the status of TSP orders, the person requesting the status will be instructed to call his or her TSP POC or the person who received the last status within his or her company.

- Excerpt from NCS Vendor Service manual Section 2.6.7.1 states:

    The service vendors will allocate resources in a manner that, in their best judgment, will most efficiently facilitate provisioning and/or restoration of TSP services as soon as possible. As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. In resolving conflicts, the Executive Office of the President (EOP) (which delegates authority to the OPT) requires that restoration or provisioning of TSP services follow this sequence:

    1. Restore TSP services assigned restoration priority 1
    2. Provision Emergency TSP Services assigned provisioning priority E
    3. Restore TSP Services assigned restoration priority 2, 3, 4, or 5
    4. Provision TSP Services assigned provisioning priority 1, 2, 3, 4, or 5.

- Firm Order Confirmations (FOC) and Design Layout Reports (DLR) are mechanized documents transmitted from the Ordering Processing Centers and Circuit Provisioning Group (CPG) after facilities have been verified, are available and the circuit has been designed. The TSP POC will not have access to this type of information. These documents will generate correctly when orders are appropriately transmitted in systems with at least a 24+ hour due date.

- An individual TSP code must be provided for each circuit/line. Therefore, an order should be for one circuit or line using one individual TSP code per individual circuit. Effective January 1, 2006, if BellSouth receives a TSP order for multiple circuits, BellSouth will create a system edit that will generate an error message stating, "QTY must not be > '1', when TSP field is populated." This will not be a fatal edit that will prevent the order from being received. This edit will advise the representatives to return the order to the Carrier for clarification with a request to submit a separate order for each TSP circuit or line.