
Business Markets

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91086119**

Date: June 6, 2006

To: All Wholesale National Directory Assistance (NDA) Customers, Wholesale Enhanced NDA Customers and Competing Local Exchange Carriers (CLEC)

Subject: All Wholesale NDA Customers, Wholesale Enhanced NDA Customers and CLECs – (Directory Assistance/Directory Listings DA/DL) - Regional Directory Assistance Database Downtime for Maintenance Update Activities

This is to advise that, on June 10 and 11, 2006, BellSouth will perform maintenance update activities on the database that supports its Directory Assistance services. Therefore, the Directory Assistance database will be unavailable for updates Saturday, June 10, 2006, from 8:00 AM until Sunday, June 11, 2006 at 5:00 PM.

During the maintenance update period, BellSouth has established emergency only update procedures. In the event a customer requires an emergency update due to escalations from its end-users, emergency updates will be processed on a case-by-case basis as outlined below:

- Notify the BellSouth Database Administration Bureau by contacting the on call pager number at 877.344.2049.
- Emergency updates will be added to the database as straight-line listings only; no caption sets can be added via this process. Deletes can be processed on all types of listings.
- The emergency update will take approximately 1-2 hours to complete, based on where the system processing is at the time of the request. The BellSouth Database Administration Bureau team will contact the customer when the emergency update is on line and reflected in the database.
- It is very important to understand that this process halts the maintenance update processing in order to send through the emergency updates. Emergency update requests should be limited, if at all possible.
- The emergency updates will be deleted from the system, once the rebuild is complete. The database should then reflect correct listing information that will be provided to the source database supplier.

This maintenance update will ensure that BellSouth is providing its customers with the most current and accurate listing information.

Please contact your BellSouth account team representative with any questions.

Sincerely,

ORIGINAL SIGNED BY SCOT FERGUSON FOR KRISTEN E. SHORE

Kristen E. Shore – Director
Business Markets