
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082180**

Date: July 16, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – **REVISED** - Fleming Island Wholesale Operations Center To Handle Resale Atlanta and Birmingham Calls and Unbundled Network Element Atlanta **and Birmingham Calls** (originally posted on February 1, 2001 and Revised on February 20, 2001, and June 29, 2001)

On February 1, 2001, BellSouth Interconnection Services – Wholesale Operations announced the grand opening of the Fleming Island Wholesale Operations Center in Florida. The Fleming Island Wholesale Operations Center includes a Local Carrier Service Center (LCSC) and a Customer Wholesale Interconnection Network Service (CWINS) Center. Operating solely as a call center for CLEC Resale and Unbundled Network Elements (UNE) orders and escalations, the Fleming Island LCSC is able to handle calls faster and more effectively. This enables the existing LCSCs to concentrate on processing orders, thus creating efficiencies. Additionally, the new CWINS center enhances BellSouth's ability to meet the growing demand for wholesale services through additional maintenance and provisioning capacity.

Mark Butterworth is the Operations Assistant Vice President (OAVP) of the Fleming Island Wholesale Operations Center. Kar Mcleod is the Resale Operations Director and David Pugh serves as the UNE Operations Director of the Fleming Island LCSC. Ron Brooks serves as the Operations Director of the CWINS Center. Kar Mcleod, David Pugh and Ron Brooks report to Mark Butterworth.

Beginning Monday, August 19, 2002, all UNE calls placed to the Birmingham, Alabama LCSC will be routed to Fleming Island. UNE CLECs currently handled by the Birmingham LCSC will continue to dial the same telephone number. Calls will be routed from the Birmingham LCSC via its Automatic Call Distribution (ACD) to Fleming Island. This is the final phase to consolidate all LCSC inquiries to a single center.

Beginning June 21, 2001, all UNE calls placed to the Atlanta LCSC began to be routed to Fleming Island. UNE CLECs currently handled by the Atlanta LCSC continue to dial the same telephone number. Calls are routed from the Atlanta LCSC via its ACD to Fleming Island.

Beginning February 19, 2001, all Resale calls placed to the Atlanta LCSC began to be routed to Fleming Island. Resale CLECs currently handled by the Atlanta LCSC continue to dial the same telephone number. Calls are directed from the Atlanta LCSC via its ACD.

Fleming Island LCSC

The Fleming Island LCSC used a phased approach for taking calls from CLECs as detailed below:

Date	Phase
January 15, 2001	Fleming Island began accepting Resale Consumer calls and escalations from the Birmingham Center
February 6, 2001	Fleming Island began accepting <u>all</u> Resale calls and escalations from the Birmingham Center
February 19, 2001	Fleming Island began accepting <u>all</u> Resale calls and escalations from the Atlanta Center
June 21, 2001	Fleming Island began accepting <u>all</u> UNE calls and escalations from the Atlanta Center
August 19, 2002	Fleming Island will begin to accept <u>all</u> UNE calls and escalations from the Birmingham Center

To contact the Fleming Island LCSC, CLECs will continue to dial the same telephone number used currently. Calls will be directed from the LCSCs via the ACD. In addition, CLECs should continue to send all manual Local Service Requests (LSRs) to the same center that currently handles their LSRs. The only difference is that UNE calls that were previously handled by the Atlanta LCSC **and Birmingham LCSC** will now be routed to the Fleming Island Center.

UNE Escalation Process for Atlanta **and Birmingham** UNE Orders

The escalation process for UNE orders sent to the Atlanta **and Birmingham** LCSC is shown on the table below. For first level escalations, CLECs will contact a service representative via the current 800 telephone number. The ACD will automatically route the call to a Fleming Island service representative. The Fleming Island Center will have access to the same order systems as the existing Birmingham and Atlanta LCSCs, thus allowing the viewing and modification of CLEC orders

If the service representative is unable to assist the CLEC in the first phase of escalation, second level escalations will be made by the service representative, who will arrange for a Center Manager to call the CLEC. At least one hour should be allowed for the Center Manager to call.

First and second level escalations for Atlanta **and Birmingham** UNE orders are handled Monday through Friday from 8:00 AM to 6:00 PM Eastern Time (ET).

If the second level manager is unable to assist the CLEC, the Fleming Island staff will handle third and fourth level escalations. During regular business hours (Monday through Friday 8:00 AM to 6:00 PM ET) David Pugh will be the contact for third level escalations and Mark Butterworth for fourth level escalations. At least one hour should be allowed for callbacks on third and fourth level escalations.

Escalation Process for Atlanta and Birmingham UNE Orders

Escalation Level	Contact	Coverage	Telephone Number
First Level	Service Representative	8:00 AM to 6:00 PM ET Monday – Friday (*)	CLEC continues to dial current 800 number and select the appropriate ACD option to be transferred to a service representative
Second Level	Manager	8:00 AM to 6:00 PM ET Monday – Friday (*)	CLEC requests the service representative to have a Manager return the call
Third Level	David Pugh – Center Director	8:00 AM to 6:00 PM ET Time Monday - Friday (*)	904-541-8216
Fourth Level	Mark Butterworth – OAVP	8:00 AM to 6:00 PM ET Monday - Friday (*)	904-541-8200

() There are no changes to the after-hours and weekend escalation process*

Resale Escalation Process for Atlanta Resale Orders

The escalation process for Resale orders sent to the Atlanta LCSC is shown on the table below. For first level escalations, CLECs will contact a service representative via the current 800 phone number currently used. The ACD will automatically route the call to a Fleming Island service representative. The Fleming Island Center will have access to the same order systems as the existing Birmingham and Atlanta LCSCs, thus allowing the viewing and modification of CLEC orders.

If the service representative is unable to assist the CLEC in the first phase of escalation, second level escalations will be made by the service representative, who will arrange for a Center Manager to call the CLEC. At least one hour should be allowed for the Center Manager to call.

First and second level escalations orders are handled from 7:00 AM to 7:00 PM ET Monday through Saturday.

If the second level manager is unable to assist the CLEC, the Fleming Island staff will handle third and fourth level escalations. During regular business hours (8:00 AM to 6:00 PM ET, Monday through Friday) Kar Mcleod will be the contact for third level escalations and Mark Butterworth for fourth level escalations. At least one hour should be allowed for callbacks on third and fourth level escalations.

Resale Escalation Process for Atlanta Resale Orders

Escalation Level	Contact	Coverage	Telephone Number
First Level	Service Representative	7:00 AM to 7:00 PM ET Monday – Saturday (*)	CLEC continues to dial current 800 number and select the appropriate ACD option to be transferred to a service representative
Second Level	Manager	7:00 AM to 7:00 PM ET Monday – Saturday (*)	CLEC requests the service representative to have a Manager return the call

Third Level	Kar Mcleod – Center Director	8:00 AM to 6:00 PM ET Time Monday -Friday (*)	904-541-8223
Fourth Level	Mark Butterworth – OAVP	8:00 AM to 6:00 PM ET Monday - Friday (*)	904-541-8200

(*) *There are no changes to the after-hours and weekend escalation process*

Resale Escalation Process for Birmingham

The process for handling Birmingham resale escalations is shown on the table listed below. For first level escalations, CLECs will contact a service representative via the 800 phone number used currently. The ACD will automatically route the call to a Fleming Island service representative. The Fleming Island Center will have access to the same order systems as the existing Birmingham and Atlanta LCSCs, thus allowing the viewing and modification of CLEC orders.

If the service representative is unable to assist the CLEC in the first phase of escalation, second level escalations will be made by the service representative, who will arrange for a Center Manager to call the CLEC. At least one hour should be allowed for the Center Manager to call.

First and second level escalations are handled from 7:00 AM to 7:00 PM Central Time (CT) Monday through Saturday.

If the second level manager is unable to assist the CLEC, the Fleming Island staff will handle third and fourth level escalations. During regular business hours (8:00 AM to 6:00 PM ET, Monday through Friday) Kar Mcleod will be the contact for third level escalations and Mark Butterworth for fourth level escalations. At least one hour should be allowed for callbacks on third and fourth level escalations.

Resale Escalation Process for Birmingham Only

Escalation Level	Contact	Coverage	Telephone Number
First Level	Service Representative	7:00 AM to 7:00 PM CT Monday – Saturday (*)	CLEC continues to dial current 800 number and select the appropriate ACD option to be transferred to a service representative
Second Level	Manager	7:00 AM to 7:00 PM CT Monday – Saturday (*)	CLEC requests the service representative to have a Manager return the call
Third Level	Ken Mcleod – Center Director	8:00 AM to 6:00 PM ET Time Monday -Friday (*)	904-541-8223
Fourth Level	Mark Butterworth – OAVP	8:00 AM to 6:00 PM ET Monday - Friday (*)	904-541-8200

(*) *There are no changes to the after-hours and weekend escalation process*

Fleming Island CWINS Center

The Fleming Island CWINS Center operates in the same manner as the existing Atlanta and Birmingham UNE Centers, providing maintenance and provisioning services for CLECs. The

CWINS Center will be assigned work on a CLEC-specific basis in the same manner in which work is currently assigned to the Atlanta and Birmingham UNE Centers

BellSouth trusts that your company will agree that this initiative will bring efficiencies to better serve you. As always, we welcome your feedback.

If you have any questions concerning the Fleming Island LCSC, please contact your BellSouth Local Contract Manager.

Sincerely,

ORIGINAL SIGNED BY MATTHEW STONE FOR JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services