
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082190**

Date: February 1, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - Consulting Services Available to CLECs

This is to advise that effective February 28, 2001, BellSouth will offer consulting services to the CLECs covering the following subjects:

- Strategic Planning
- Operations
- Marketing and Sales
- Product Development
- Training

Strategic Planning consulting can facilitate a company's growth by thoughtfully analyzing its business plan and helping employees anticipate and plan for strategic changes.

Operations consultants review customer-care procedures, establish meaningful standards, formulate practical solutions to problems that exist and tracks results.

Marketing and Sales consultants take a company's current marketing and sales efforts and develop a plan that helps a company generate sales and customer loyalty.

Product Development consultants formulate development and implementation strategies for existing or emerging Telecommunications products. These products include Basic (Local), Switched, Data, Unbundled Network Elements (UNE) and Access services.

Training consultants conduct realistic assessments of training needs, design curricula (along with the appropriate training materials) to improve front line service skills, increase productivity and refine management techniques.

Fees for consulting will be negotiated on an individual project basis.

For further information on consulting services, please call 888-878-1045.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services