
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082465**

Date: June 21, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – BellSouth Customer Wholesale Interconnection Network Services
(CWINS) Maintenance Center Chronic Group

The purpose of this notification is to provide the CLECs and their Maintenance Service Centers with information regarding the BellSouth CWINS Maintenance Center Chronic Group. This notification also provides a further explanation of the process for CLECs to enter maintenance requests regarding chronic problems.

The BellSouth CWINS Maintenance Center Chronic Group performs maintenance analysis for chronic problems by reviewing historical trouble tickets. A designed circuit will be reviewed by CWINS for chronic problems when three trouble tickets have been closed within a thirty-day period. If the analysis indicates a chronic condition exists, a chronic maintenance report will be initiated. The Chronic Group will then perform a detailed analysis of the chronic maintenance report. The chronic resolution process could involve the following:

- Request for service release times
- Circuit monitoring
- Circuit stress testing
- Joint CLEC/BellSouth testing
- Component repair
- Referral to CLEC for resolution

Once the chronic condition is resolved, the chronic maintenance report will be closed. If the CLEC is involved in the chronic process, notification will be provided to the CLEC.

When a CLEC determines that a chronic condition regarding a circuit or service exists, a request may be made to the CWINS Maintenance Chronic Group for review. The CWINS center will open a chronic maintenance report and perform a chronic resolution procedure. The CLEC should provide any test results associated with the reported service at the time the chronic request is made. The chronic process is not intended for resolving immediate trouble conditions. The chronic resolution is a process to resolve obscure or intermittent conditions. The resolution period will vary based on the complexity of isolating the problem. Immediate trouble conditions should be handled through the normal maintenance reporting process. A status will be provided on all CLEC-initiated chronic requests and closed with the reporting CLEC.

Chronic Groups are located in each of the BellSouth operational CWINS Maintenance Centers. BellSouth believes the CLECs' understanding and utilization of the chronic process will be beneficial in providing improved customer service.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services