
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91082473**

Date: May 6, 2005

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – (Network Operations) - **REVISED**: Notification to CLECs of Reportable Network Outages Report (originally posted on June 25, 2001 and revised on December 31, 2002)

This is to advise that BellSouth has made format modifications to the current Service Disruption Reports, being disseminated to both the BellSouth **retail organization** and the CLEC community for reportable outages as ordered by the various Public Service Commissions. The changes are being made in an effort to align this report with the industry standards as identified on the Alliance for Telecommunications Industry Solutions (ATIS) Web site located at:

www.atis.org

The changes are in accordance with the Network Reliability and Interoperability Council (NRIC) Steering Committee's NRIC IV, Focus Group 3, Subcommittee 2 (Data Analysis and Future Consideration) Report. The changes were implemented on February 1, 2003. See the Service Disruption form attached.

Consistent with the Georgia Public Service Commission's (PSC) order dated January 16, 2001, in Docket No. 7892-U, BellSouth has developed a process designed to notify CLECs when major network outages have occurred and a monthly Performance Measurement and Analysis Platform (PMAP) report to measure the mean time for delivery of these notifications. The notification is provided via a broadcast e-mail to Performance Measurement contacts of record.

Subscribing to the Notification E-Mail

An e-mail list entitled "Network Outage CLEC" has been developed and includes the names and e-mail addresses of all current primary CLEC contacts for PMAP reports. This e-mail distribution list has been validated and updated to ensure the accuracy of the list. If additional CLEC representatives wish to be included on this notification list, the following steps should be taken:

1. From the requestor's mailbox an e-mail should be sent to the following BellSouth e-mail account:

<mailto:List.manager@bellsouth.com>

2. In the Subject line of the above e-mail, the requestor should type SUBSCRIBE (followed by the e-mail distribution name) as shown in the following example:

Subject: SUBSCRIBE Network Outage CLEC

3. It is not necessary to type any message in the body of the e-mail. The above indication will automatically add the requestor to the e-mail notification list.
4. To delete a name from the same list, the requestor should type in the Subject area, "UNSUBSCRIBE" followed by the e-mail distribution name as follows:

Subject: UNSUBSCRIBE Network Outage CLEC

The indicated formats must be submitted exactly as shown for additions and deletions to be implemented automatically.

Please be aware that appropriate computer equipment and software are required for the service. Your company may incur additional costs for using the service associated with downloading, online time and subscription costs from Internet service providers and/or telecommunications companies. Rejected Electronic Delivery Notices will revoke this service if it remains unavailable after three (3) attempts. CLECs must maintain a valid e-mail address to receive electronic notifications.

Accessing the PMAP Report Entitled "M&R-7: Mean Time To Notify CLEC of Network Outages"

The monthly PMAP report that reflects BellSouth's measurement of the mean time for the notifications is accessible by the CLECs on the BellSouth Interconnection Services' Web site for Performance Measures at the following address:

<http://pmap.bellsouth.com>

This Web site provides secured access to the monthly PMAP reports for each CLEC. CLECs requiring access to these reports should contact their BellSouth account team representative for instructions on acquiring a User Identification and Password. This report is found in the Miscellaneous Aggregate Reports folder on the Reports page of the Web site.

Questions or issues related to this process should be directed to the appropriate BellSouth account team representative.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

SERVICE DISRUPTION

() Initial () Final

___ 120 Minute Initial Report

___ 72 Hour Initial Report

Box #1: Reporting Carrier		Box #2: Date of Incident: _____ Date of BST's Knowledge of Incident: _____	
Box #3: Time of Incident: _____ CST _____ EST Time of BST's Knowledge: _____ CST _____ EST		Box #4: Geographic Area Affected City: _____ CLLI: _____ State: _____ LATA: _____	
Box #7: Services Affected IntraLATA Intraoffice _____ IntraLATA Interoffice _____ InterLATA Interoffice _____ E911 _____		Box #5: Number of Customers Affected To be determined	
		Box #6: Number of Blocked Calls To be determined	
		Box #8: Outage Duration HRS _____ MINS _____	
Box #9: Background of the Incident _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____			
Box #10: Direct Cause _____ _____			
Box #11: Root Cause _____ _____			
Box #12: Name and Type of Equipment		Box #13: Specific Part of the Network Involved	
 _____ _____		 _____ _____	
Box #14: Methods Used to Restore Service _____ _____			
Box #15: Steps Taken to Prevent Recurrence of the Incident _____ _____ _____ _____ _____			
Box #16: Evaluation of Best Practices _____ _____ _____			