
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082596**

Date: September 5, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - Improvement Requested for Local Service Providers (LSP) Request for End User Customer Record Information Pursuant to a Blanket Letter of Agency (LOA)

This is to advise that in Carrier Notification Letter [SN91082331](#) posted on May 1, 2001, the BellSouth Customer Markets Retail Units advised the industry that these groups would formalize a request for end user customer record information from the current LSP on every customer request. These requests were implemented to facilitate the orderly change of service provider and reduce the costs of clarifications and extra work for all LSPs involved in this process. BellSouth requested a response with customer information, including the unbundled loop circuit number (when applicable), within 24 hours.

The response of several CLECs is very much appreciated, however, the process has not been completely successful because:

- Several CLECs have declined to provide customer record information based upon a valid BellSouth Blanket LOA.
- On the average, only 30% of customer record requests are returned.
- The average response time received for request of customer records is 4 days.
- Several CLECs respond to a valid Local Service Request (LSR) submission with clarifications for "billing reasons" and do not provide a timely Firm Order Confirmation (FOC).

The lack of response to the request for customer records may cause increased end user customer dissatisfaction and extra work for all LSPs involved with LSR clarification delays. Only accurate, complete and timely delivery of customer record information by the LSP currently serving the end user customer can eliminate the delay and extra work from the present process.

BellSouth provides on line customer record information on an almost immediate basis and manual requests for records within 24 hours. BellSouth requests that all CLECs work cooperatively with BellSouth to improve the conversion process and honor the Blanket LOAs that the companies have with each other for timely delivery of customer record information. The majority of the interconnection agreements between BellSouth and the CLECs operating in the BellSouth region contain language specifically authorizing both parties to exchange customer record information pursuant to a blanket LOA.

BellSouth will monitor the progress of cooperation in this critical area that impacts end user customers and the industry. If progress is not shown, BellSouth's only recourse will be to refer specific practices of CLECs to the appropriate regulatory body.

BellSouth looks forward to working with the industry to improve the process for each other and our customers.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services