
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082802**

Date: January 16, 2002

To: All BellSouth Interconnection Services' Customers

Subject: All BellSouth Interconnection Services' (ICS) Customers – **REVISED** - ICS Sales Organization Realignment (originally posted on January 4, 2002)

In order to enhance the customer care process for wholesale Interexchange Carrier (IXC) and Competitive Local Exchange Carrier (CLEC) customers, beginning January 4, 2002, and transitioning during the month of January, the BellSouth ICS Sales Organization will roll out a functional structure that focuses on Strategic Product Sales and Local Service Support. This structure will provide customers more direct access to subject and process experts for local services while maintaining traditional account team support for Strategic Products. Your company will find BellSouth's new structure provides higher quality customer care by directing your company's representatives directly to the appropriate groups who can respond to your company's needs more efficiently.

Strategic Product Sales

BellSouth will continue to provide professional full service account management, design support and service support for IXCs and CLECs for the following products:

- Special Access Transport
- Wireless Transport
- Dedicated Switched Access Transport
- Data Services (e.g. ADSL)
- Advanced Intelligent Network Services (AIN)
- Complex Resale (PRI, Frame Relay, Centrex, etc.)
- Professional Services (e.g. Training, Order Writing, etc.)
- Operator Services
- Billing and Collections

This move demonstrates BellSouth's continued emphasis to extend the service and support associated with these strategic products. Further enhancements will be announced during 2002.

Key Interface Contact: Assigned Account Team

Local Service Support

Last year BellSouth took significant steps to improve the efficiency and effectiveness of the communications process. First, it formed four user groups: Collocation, Unbundled Network Element-Platform (UNE-P), Facility-Based CLEC and Resale, to provide an open forum to exchange ideas between participants and identify and resolve operational issues. Secondly, it enhanced the BellSouth Interconnection Services' Web Site by adding both a more logical layout with improved content and search engine capability. Lastly, BellSouth centralized its ordering interface for most local services at the Fleming Island Service Center.

In continuation of this effort, BellSouth has created the following new functional interface points to communicate more efficiently with its customers about the following products:

Local Interconnection

Collocation

Unbundled Network Elements (UNE)

Simple Resale (1FR, 1FB, etc. and Associated Vertical Services)

Key Interface Contacts:

Local Contract Manager for Contract Implementation Issues – Assigned Contract Manager

Local Support Manager for UNEs and Simple Resale (Pre-Order) issues not answered by BellSouth Web site – 1-800-511-6555.

All other Local Interface Points and escalation lists remain unchanged, e.g., Operations Support System (OSS), Collocation, Trunking, Center Management, etc. During 2002, BellSouth will continue to enhance its Web Site to facilitate the efficient ordering and provisioning of its local services.

Your current BellSouth Account Team will be contacting your company soon to discuss these changes and introduce your new BellSouth contacts, if changes occur. A complete list of current and new contacts at BellSouth, including updated escalation guides, is available on the Web site at:

www.interconnection.bellsouth.com.

Sincerely,

ORIGINAL SIGNED BY QUINTON SANDERS

Quinton Sanders

Vice President – Sales

Attachment

Strategic Products Escalations *

Pre/Post Order	Level of Escalation	Refer To
Pre-Order	1 st	Assigned Account Manager
Pre-Order	2 nd	Sales Director
Pre-Order	3 rd	Assigned Assistant Vice President General Carrier - Marc Cathey, 205 321-4900 AT&T – Jan Burriss, 770 492-7590 MCI/WorldCom – Sharon Daniels 770 492-7540 Sprint – Petra Pryor 205 321-7700 BSLD/QWEST – Debra Stockton 770 936-3740 Wireless – Elina Rodriguez 770 454-2970
Post-Order	All	http://www.interconnection.bellsouth.com/contact/index.html

* Strategic products include Special Access Transport, Wireless Transport, Dedicated Switched Access Transport, Data Services (i.e., ADSL), Advanced Intelligent Network Services (AIN), Complex Resale (i.e., PRI, Frame Relay, Centrex, etc.), Professional Services (i.e., Training, Order Writing, etc.), Operator Services, and Billing and Collections.

Local Service/Products Escalations **

Local Service/Products	Level of Escalation	Refer To
Pre-Order UNE/Resale/ UNE-P	1 st	1-800-511-6555 or Assigned Local Support Manager
Pre-Order UNE/Resale/ UNE-P	2nd	Local Support Director Ed Dolensky 205-321-7759
Pre-Order UNE/Resale/ UNE-P	3rd	Assistant Vice President James Schenk 205-321-4700
Post Order	All	http://www.interconnection.bellsouth.com/contact/index.html

Local Contract Escalations **

Local Contract Issues	Level of Escalation	Refer To
Local Contract Issues	1 st	Local Contract Manager
Local Contract Issues	2nd	Local Contract Directors Van Cooper, 205-321-7766 Bill French, 205-321-4970 Jan Flint 770 492-7575
Local Contract Issues	3rd	Assistant Vice President James Schenk 205-321-4700
Post Order	All	http://www.interconnection.bellsouth.com/contact/index.html

** Local Service products include Local Interconnection, i.e., Collocation, Unbundled Network Elements (UNEs), and Simple Resale (i.e., 1FR, 1FB, etc.) and Associated Vertical Services.

As indicated above, BellSouth has separated Local Support and Local Contract Support to encompass the following:

Local Support will focus on pre-order, day-to-day activities, and requests related to all Local Products.

Local Contract Management will focus on implementation of existing InterConnection Agreements and Policy Issues.

Procedures and contacts for BellSouth's Operations Support Systems, Local Trunking, and Center Management will remain as it is.