
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082877**

Date: February 8, 2002

To: All BellSouth Interconnection Services' Customers

Subject: All BellSouth Interconnection Services' Customers – Change of BellSouth Voice Mail Service Access Numbers in the Panola Road, Conyers, Jonesboro, Hampton, Lawrenceville, and Smyrna, Georgia Central Offices (CO)

This is to advise that due to an increased demand for BellSouth voice mail services, BellSouth is initiating a capacity expansion project in the Panola Road, Conyers, Jonesboro, Hampton, Lawrenceville, and Smyrna, Georgia COs. This will result in a change to your company's end users' BellSouth voice mail service access numbers (the number your company's end users call to retrieve messages). The new access numbers listed in the table below will be issued to all new end users beginning on March 11, 2002.

Existing end users listed in the table below can begin using the new access numbers on March 11, 2002. During the period of March 11 through April 9, 2002, a permissive dialing period will be in effect during which both the old and new access numbers can be dialed.

HOST CO	CO Name	Old Access Number	New Access Number	Permissive Dialing Period
Panola Road	Panola Road	770-452-0452	770-455-1568	3-11-02 – 4-9-02
Conyers	Conyers	770-452-0452	770-455-0174	3-11-02 – 4-9-02
Jonesboro	Jonesboro	770-452-0452	770-455-1348	3-11-02 – 4-9-02
Hampton	Hampton	770-452-0452	770-455-1348	3-11-02 – 4-9-02
Lawrenceville	Lawrenceville	770-452-0452	770-455-1605	3-11-02 – 4-9-02
Smyrna	Smyrna	770-452-0452	770-455-1439	3-11-02 – 4-9-02

If your company would like for BellSouth to place a series of broadcast messages (Attachment 1) in your company's end users' mailboxes beginning March 11, 2002, please contact your BellSouth Local Contract Manager no later than February 28, 2002. A final reminder broadcast message will be placed in the end users' mailboxes beginning June 3, 2002.

To further assist with your company's communications efforts, BellSouth has provided the suggested direct mail letter found in Attachment 2.

Please contact your BellSouth Local Contract Manager if you have any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services

Attachments

Mailbox for CLEC Customers

CLEC SCRIPT NUMBER 1:

To be sent out Monday, March 11, 2002

This is your voice mail administrator with an important message about a change to your voice mail service. The change involves a new number for you to call to retrieve your messages.

The access number you are currently dialing is *[insert old access number]*. Your new access number is *[insert new access number]*. This new number can be used beginning today. You will no longer be able to access your messages using the old access number shortly after April 9, 2002. After that time, only the new number can be used to retrieve your voice mail messages.

Nothing else associated with your voice mail service is changing - only your access number. Any messages, pass codes, greetings, and personal options you currently have will remain as they are.

Once again, your new voice mail access number is *[insert new access number]*. If you have any questions concerning this number change, please call your local service provider.

CLEC SCRIPT NUMBER 2:

To be sent out Monday, April 1, 2002

This is your voice mail administrator with an important REMINDER about the access number change for your voice mail service. If you have already begun using the new access number by dialing *[insert new access number]* to retrieve your messages, we thank you.

If you have not, please begin using this number as soon as possible. You will no longer be able to access your messages using the old access number shortly after April 9, 2002.

Nothing else associated with your voice mail service is changing - only your access number. Any messages, pass codes, greetings, and personal options you currently have will remain as they are.

Once again, your new voice mail access number is *[insert new access number]*. If you have any questions concerning this number change, please call your local service provider

[insert date]

Voice Mail Mailbox Number: ***[insert mail box number]***

Dear Valued ***[insert END USER NAME]*** Customer:

Effective ***[insert start date]***, the number you call to retrieve messages from your BellSouth® Voice Mail mailbox is changing. This change is the result of an equipment expansion in your area.

Your new voice mail access number is *[insert new access number]*.

Please begin dialing your new access number on *[insert start date]* to reach your mailbox. Both your old and new access numbers will work for a period of time. However, your old access number will be disconnected shortly after ***[insert end date]***, at which time you will only be able to reach your mailbox by dialing your new access number.

Nothing else associated with your mailbox is changing - only your access number. Your messages, pass codes, greetings, and administrative options all remain the same.

We apologize for any inconvenience this change may cause you. If you have any questions, please call ***[insert CLEC NAME]***. Our continued goal is to provide you with reliable service, delivered by knowledgeable, courteous people. We value your business and thank you for choosing ***[insert CLEC NAME]*** for your communications needs.

Sincerely,

[insert CLEC NAME]