

---

**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification****SN91083039**

Date: May 15, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - Requests to Establish Directory Listing Only Accounts

This is to advise that BellSouth is receiving numerous Local Service Requests (LSR) to establish a 'Directory Listing Only account' where there is already an existing 'Directory Listing Only account' with the same account telephone number. Such requests are resulting in service order errors.

In order to process Directory Listing Only LSRs in a timely and efficient manner and to reduce errors, effective immediately, the following guidelines should be followed:

- When an existing 'Directory Listing Only account' is to be discontinued and a new account is to be established, **two** LSRs should be submitted: one to discontinue the existing account; and one to set up the new account.
- When submitting LSRs electronically, the request to discontinue the existing account should be submitted first.
- When submitting LSRs manually, in the remarks section of the request for the new account, enter the Purchase Order Number (PON) of the LSR to discontinue the existing account.

Example: Remarks- Process PON 123456 first.

Please contact your BellSouth Local Support Manager with any questions.

Sincerely,

**ORIGINAL SIGNED BY JIM BRINKLEY**

Jim Brinkley – Senior Director  
BellSouth Interconnection Services