
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083240**

Date: July 24, 2002

To: All BellSouth Interconnection Services' Customers

Subject: All BellSouth Interconnection Services' Customers - Technician Sales Referrals

This is to advise that beginning July 22, 2002, BellSouth began posting a new report on the BellSouth Performance Measurement Web site to inform CLECs of sales referrals.

Currently, when a technician is dispatched to an end user's premises and the end user inquires about additional services or features, the technician may advise the end user to contact its service provider.

The new process that has been implemented will allow these potential sales referrals to be returned automatically to the end user's service provider.

In those instances where the provider is a CLEC, BellSouth will now provide these referrals on a Web site report that is updated daily. In the event these referrals present themselves, the report will list the sales referrals from the previous 30 days. The new report will be posted on the same Web site as the other Operations Reports (Pending Facilities (PF), Purchase Order Number (PON), Line Loss, etc.). The BellSouth Web site address is:

<https://pmap.bellsouth.com>

The following is an example of the information that will be posted on the report:

Date/Time: 07/01/2002 10:40 AM

Customer Name: Smith, John

Customer Telephone Number: (678) 555-5555

Customer Address: 2002 Clec Ln

Technician's Comments:

Response Type: Call -- Today after 10:00 AM before 05:00 PM

Customer requests the following information.

Comment: CUSTOMER WANTS INFORMATION ON (feature or service)

The BellSouth Web site is secure and each CLEC's information is only accessible by authorized representatives with passwords. Passwords can be obtained from the BellSouth Operations Support Systems (OSS) group. If a password needs to be reset, please contact the Electronic Communications Single Point of Contact (ECSPOC) at 800 663-3604 for the Atlanta office or the Birmingham office at 888-462-8030.

If you have any questions regarding the report, please contact your Company's designated BellSouth Customer Support Manager (CSM). If you do not have a designated CSM, call your BellSouth Local Support Manager at 1-800-511-6555.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services