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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification****SN91083263**

Date: August 9, 2002

To: BellSouth Access Services Customers

Subject: BellSouth Access Services Customers - Delivering "Legendary Service"

This is to advise that BellSouth Access Markets has developed an ongoing action plan to provide legendary maintenance service in order to better serve customer needs and streamline its maintenance processes. The Access Maintenance organizations met in May 2002, and constructed plans to improve the speed and quality of its maintenance service, customer interfaces and communications. Implementation of this plan began on May 20, 2002, and will continue through the 4<sup>th</sup> Quarter 2003. The general concept of the plan is outlined below.

The plan is built around four components for success: **Communication, Speed, Quality and Interface.**

**Communication** is focused on positive interaction between BellSouth's access services customers, internal partners, and the Access Customer Advocacy Centers (ACAC). Emphasizing professional, courteous service is one aspect of this plan. The customer feedback that BellSouth received emphasized the need for constant communication and statusing. An effort is underway that is designed to enhance both the quality and quantity of status provided on customer troubles for both the electronically bonded customers as well as those who are not electronically bonded. Additionally, BellSouth is reviewing current testing capabilities to enhance the automated flow of testing information to its customers.

**Speed** is focused on eliminating unnecessary work in the centers and between organizations to build efficiency in the process and, as a result, drive down average trouble duration and access into the ACACs.

**Quality** is focused on the effectiveness of the service that is delivered. A part of this plan deals with better test isolation and better test accuracy in an effort to make every dispatch an effective one. This has the potential to not only reduce ineffective dispatches, but also reduce Failure Frequency, Repeat Reports, New Circuit Failures, and Chronics. BellSouth is currently trialing a new dispatch process to evaluate potential benefits and impacts on BellSouth customer measures, and establish new efficiencies in dispatching strategies. BellSouth is also enhancing test system scripting to interface with other systems in its network, for isolation accuracy, and reviewing current automatic testing parameters to improve testing capabilities.

**Interface** is focused on improving mechanization and interfacing between systems, internal departments, customers, and data collection locations in an effort to further enhance the access services.

Each area has a team comprised of ACAC Maintenance Managers led by an ACAC Operations Assistant Vice President with ad hoc participants/representatives from the BellSouth Network Work Management Center (WMC). Each component has multiple phases identified by ownership and timelines. As the overall plan evolves, so will the involvement of other organizations, e.g., Network Operations, Information Technology, Sales, Marketing, etc. All five ACACs are working simultaneously in parallel to implement a service that will be the benchmark for all other telecommunications companies.

The timeline for implementation is ambitious. There is a weekly conference call with all of the team members to ensure that the implementation is progressing on schedule. A project manager has also been commissioned to ensure that the action plan is implemented across all access centers, and in conjunction with BellSouth Network Operations. BellSouth will be providing specific details through BellSouth Account Teams and ACAC leadership as we progress through the timelines.

If you have any questions, please contact your BellSouth Account Team Representative.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services