
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083365**

Date: October 16, 2002

To: Enhanced Service Providers/Information Service Providers (ESPs/ISPs)

Subject: ESPs/ISPs - Operator Services Automatic Call Distribution (OS-ACD) to be Offered in Tennessee

This is to announce that, effective October 16, 2002, BellSouth will offer OS-ACD Service in Tennessee. Other locations will be added based on market growth and customer demand.

OS-ACD Service gives ESPs/ISPs call distribution and call management functions to support customer-provided Operator Service Positions (OSPs). Compatible Customer Provided Equipment (CPE) and software will be required.

This service uses Nortel Networks' Traffic Operator Position System (TOPS™). For calls delivered to the BellSouth Operator Services network by the customer, BellSouth's OS-ACD Service will queue, route, and manage calls to customer-provided OSPs that are compatible with Nortel's Open Position Protocol (OPP). The number of positions served and the call processing capacity of the OS-ACD Service are engineered based on the customer's requirements and available capacity.

Nortel's OPP will be used as the network interface between BellSouth's OS-ACD Service and the customer's OSP's. The OPP network interface is defined in Nortel document number Q214-1. To order this document contact:

Nortel Networks Inc.
Nicholas S. Costantino
Global Carrier Products Brand Manager
Operator (TOPS/IWS) and Tandem Services
Tel: USA (919) 997-5285
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Customers desiring to establish OS-ACD service should contact their BellSouth Account Team Representative.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services