
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083414**

Date: October 31, 2002

To: BellSouth's Valued Wholesale Customers

Subject: Wholesale Customers - BellSouth National Directory Assistance
(NDA)/Customer Assistance Operators Labor Negotiations

BellSouth is currently negotiating with representatives of the Communications Workers of America (CWA) a working agreement that encompasses employees that provide National Directory and Customer Assistance.

BellSouth has a good working relationship with the CWA and is hopeful an agreement will be reached before the current contract expires on November 2, 2002 at 11:59 PM EST. However, in the event an agreement is not reached, BellSouth is prepared to maintain service for its NDA customers. BellSouth has contingency plans in place to staff affected centers with the appropriate resources.

While BellSouth does not anticipate a work stoppage, we feel it is important to inform you of the pending contract expiration and negotiations.

Please contact your BellSouth Account Team Representative with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

