

---

**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification****SN91083473**

Date: November 15, 2002

To: All BellSouth Interconnection Services' Customers

Subject: All BellSouth Interconnection Services' Customers - Service Level Agreement (SLA) Tariff Filing

This is to advise that BellSouth is updating Sections 40.1, Frame Relay and 40.8, Asynchronous Transfer Mode (ATM) of the General Subscriber Services Tariff (GSST). These updates will become effective beginning with Alabama on December 16, 2002 and finishing with Tennessee and Kentucky on December 23, 2002.

SLAs are designed to provide the customer with set standards to which that product should perform. This would allow a customer to potentially receive compensation if the service does not perform and or is interrupted.

If you have any questions, please contact your BellSouth Local Support Manager.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services