
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083594**

Date: February 13, 2003

To: Resale Competitive Local Exchange Carriers (CLECs)

Subject: Resale CLECs – Corrections to Certain CLEC End User Voice Mailboxes

This is to advise that beginning March 15, 2003, BellSouth will be conducting mailbox maintenance work that may involve some CLEC end user voice mailboxes. A few of the CLECs' customers were given features that differ from what they were sold and, therefore, do not match the User Guide they received. End user customers are always provided with voice prompts to guide them while using the service. However, if they have become accustomed to certain key presses, BellSouth needs to provide a message to the user that these key presses may change. With your company's permission, BellSouth would like to drop the following message in the end user's mailbox a day before the actual change:

"This is your voice mail administrator. Your voice mailbox's key press options will change soon due to service maintenance being conducted. Please note that the most important changes will be the key press options for erasing or replaying a message. Therefore, listen carefully to all system instructions for several days until you hear and are accustomed to the new key presses. After the change, the Erase and Replay keys will be reversed from what you have been using in the past. If you accidentally erase a message, as long as you are in the same mailbox session, you will have another opportunity to review messages when you return to the Main Menu. A deletion does not occur until you exit the mailbox or hang up. Your zero key is also helpful for explaining options you have at any given moment. Thank you for your patience and we apologize for the inconvenience."

These changes will be made in order to correct these mailbox features. However, BellSouth must have your company's permission in order to drop a message to your end user customers. Please send an e-mail to: Messaging.Notifications@bellsouth.com before March 14, 2003, with the following information:

RESH Codes
CLEC's Billing Name

The following Message Review options will change, with the Erase and Replay option being the most critical:

Correct for Service: **Erase = 1**
Save Msg = 2
Replay = 3
Rewind 5 seconds = 4
Advance 5 seconds = 6
Time/Date = 9 and 5

Incorrect for Service: **Replay = 1**
Save Msg. = 2
Erase Msg = 3
Rewind 5 seconds = 7
Advance 5 seconds = 9
Time/Date = 6

Please contact your BellSouth Local Contract Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services