
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083676**

Date: September 19, 2003

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – **REVISED**: Announcement of a New Procedure for Retail Pending Service Order (PSO) Information (Originally posted on April 22, 2003)

This is to advise that the manual process to obtain Retail PSO Information described below will be discontinued, effective October 20, 2003, after implementation of CLEC Service Order Tracking System (CSOTS) Release 1.1, announced on September 12, 2003, in Carrier Notification SN91083817.

Effective May 5, 2003, BellSouth began providing information on PSOs when the PSO is associated with BellSouth's retail customer accounts. The access to the PSO is contingent upon the requesting carrier having a signed letter of authorization from the end user. The existing blanket letter of agency process will be utilized for this purpose.

The information that BellSouth provides will include, when available:

- The nature of the pending service order
- The name of the person who is responsible for placing the order
- The service order due date

When a CLEC receives a clarification from BellSouth due to a PSO on a retail customer account and requires PSO information, the CLEC may call the BellSouth Fleming Island Local Carrier Service Center (LCSC). The Fleming Island LCSC representative will verbally provide the PSO information as described above.

The contact number for the Fleming Island LCSC is 800 872-3116. As stated above, on October 20, 2003, this manual process will be discontinued.

Please contact your BellSouth Customer Support Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY PAM TIPTON FOR JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services