
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083817**

Date: September 12, 2003

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs (OSS) – Announcement of a New Procedure for BellSouth Retail Pending Service Order (PSO) Information to be Added to the BellSouth CLEC Service Order Tracking System (CSOTS)

This is to advise that effective October 13, 2003, with CSOTS Release 1.1, information regarding BellSouth retail PSOs will be viewable in CSOTS. This enhancement is a result of a Change Control Process (CCP) change request, CR1199. This change will replace the manual process that was implemented on May 5, 2003, as announced in Carrier Notification SN91083676, which will be revised at a later date.

Beginning October 13, 2003, when a CSOTS user inquires by the specific search criteria of Telephone Number (TN), any order issued by a company in the user's profile or issued by BellSouth retail since September 1, 2003, will be returned on the Service Order List.

As a result of making BellSouth retail PSOs viewable in CSOTS, there will be three changes in the application:

1. When a BellSouth retail PSO is displayed on the Service Order List, only the PSO order number and current Due Date (DD) will be viewable if BellSouth retail issued the order.
2. When a user clicks on a BellSouth retail PSO order number to view the details of the PSO, an Authorization Verification window will be returned. This will require the CLEC user to indicate positively that he or she is authorized by the end-user to view this service order. If the CLEC user cannot respond positively, he or she must click Cancel and will be returned to the Service Order List screen.
3. When a user indicates that he or she is authorized to view this service order, only the following information will be returned:
 - a. The entire Service and Equipment (S&E) section of the PSO.
 - b. The Customer Contact (CCON) information and data from the bill section of the PSO, when available.
 - c. The current DD of the service order.

Please contact your BellSouth Customer Support Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services