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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91083972**

Date: February 9, 2004

To: Competitive Local Exchange Carriers (CLEC), Independent Telephone Companies (ICO), Interexchange Carriers (IXC), Payphone Service Providers (PSP) and Wireless Service Providers (WSP)

Subject: CLECs, ICOs, IXCs, PSPs, WSPs – (Directory Assistance/Directory Listings) - Enhancement to Directory Assistance (DA) Front-end Automation System

This is to advise that effective March 16, 2004, in order to improve the quality of the locality information BellSouth delivers to its DA operators and to help your company's end-users more efficiently negotiate the BellSouth DA front-end automation system, the following two enhancements will be implemented:

- A second prompt for customers who do not respond when the system asks, "what city?"
- A confirmation of the city, listing, or city and listing when this information has not been clearly provided

**The costs or call flows will not change.**

If you would like additional information, please contact your BellSouth Account Team representative.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services