
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91085178**

Date: September 13, 2005

To: All Interconnection Services Customers

Subject: All Interconnection Services Customers – (Maintenance & Repair) - Process to Improve Dispatch Priority for Provisioning and Maintenance Tickets in the Hurricane Katrina Affected Areas

Recognizing that restoration efforts in the Hurricane Katrina affected areas require expeditious action, BellSouth is requesting that all Interconnection Services customers first utilize the existing Telecommunications Service Priority (TSP) process when affected circuits are coded as "TSP." This process will allow BellSouth to restore service based on business needs and assign dispatch priority as appropriate.

To better respond to the needs of our customers who have circuits in queue that are not eligible to be TSP coded, BellSouth has implemented the Dispatch Improvement Form (DIF) Process. Using this process, customers can prioritize which of their existing service orders and trouble reports they would like processed first. All urgent service or maintenance requests related to restoration efforts must provide information indicating that the request is urgent in the Remarks section of the new order or the trouble ticket system to receive priority. This priority request will be reviewed for approval by the BellSouth Access and Carrier Provisioning Group. The Form is located at:

http://contact.bellsouth.com/Interconnection/acpg_dispatch.asp

Again, if new service orders and maintenance requests are TSP coded, there is no need to fill out this form, as the form only prioritizes those requests that are not TSP eligible.

Finally, please use standard processes to place any **NEW** service orders or to submit maintenance tickets for service in the Hurricane affected areas but not related to restoration efforts.

Please contact your BellSouth local support manager with any questions.

Sincerely,

ORIGINAL SIGNED BY PAT FINLEN FOR KRISTEN E. SHORE

Kristen E. Shore – Director
BellSouth Interconnection Services