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**BellSouth Business Markets**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91085183**

Date: October 18, 2006

To: All Business Markets – Wholesale Customers

Subject: All Business Markets – Wholesale Customers – (Billing) – **COMPLETELY REVISED** – Update to BellSouth Billing Relief Plan due to Hurricane Katrina (Latest revision posted on November 11, 2005)

In the immediate aftermath of Hurricane Katrina, BellSouth advised its Wholesale Business Markets customers that BellSouth would provide proactive billing credits until the disaster-affected central offices had been restored and outside plant facilities were determined to be generally capable of providing service to the end users' premises. BellSouth has provided updates on the restoration status of its central offices and outside plant, and continues to post the Katrina Wire Center Update on the BellSouth Interconnection Services Web site at:

[http://www.interconnection.bellsouth.com/alerts\\_and\\_notifications/network/disaster/hurricane/index.html](http://www.interconnection.bellsouth.com/alerts_and_notifications/network/disaster/hurricane/index.html)

Currently, all central offices in Louisiana have been restored and are operational. However, there are specific areas in Louisiana where some outside plant facilities remain unavailable. BellSouth is currently providing service to some of the customers served through each of these central offices, and all service providers have now had adequate time to assess their customer bases and determine their service needs. Furthermore, because service is available to many end users served from these central offices, in many instances, Wholesale Business Markets customers are receiving the services they ordered, and further credits in those cases are not appropriate. Therefore, effective 30 days from the date of this Carrier Notification letter (CNL), BellSouth will discontinue the proactive credits that have been provided for more than a year in response to Hurricane Katrina.

Within the next 30 days, Wholesale Business Markets customers should review their recent bills and determine the actual status of circuits for which credits have been applied. If a given circuit is working, then there should be no need for any further action when the proactive credits for that circuit cease. If a given circuit is not working, the Wholesale Business Markets customer must submit to BellSouth an appropriate trouble report or service request (i.e., Local Service Request (LSR) or Access Service Request (ASR)) to move, suspend, repair or disconnect the service or product.

BellSouth will continue to make every effort to process these requests in a timely manner. As indicated in CNL **SN91086118**, effective September 26, 2006, Force Majeure was lifted in the remaining portions of Louisiana, and BellSouth is again subject to service guarantees and other service assurance provisions, including Service Quality Measurement/Self-Effectuating Enforcement Mechanism (SQM/SEEM).

Thank you for working with BellSouth as we continue to restore and replace BellSouth's network in the New Orleans metropolitan area. BellSouth will continue to utilize the Interconnection Services Web site

and other publicly available channels to communicate with its wholesale customers regarding restoration status.

Sincerely,

**ORIGINAL SIGNED BY KRISTEN E. SHORE**

Kristen E. Shore – Director  
BellSouth Business Markets