
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91085183**

Date: September 23, 2005

To: All Interconnection Services Customers

Subject: All Interconnection Services Customers – (Billing) – **REVISED** – BellSouth Billing Relief Plan due to Hurricane Katrina (Originally posted on September 14, 2005)

While BellSouth continues to assess and to restore network damages caused by Hurricane Katrina and her aftermath, BellSouth also continues to be mindful of the effect that this tremendous natural disaster has had on its Interconnection Services customers, and in that light, has determined the following bill credit procedures:

- For wholesale services provided to BellSouth's Interconnection customers, BellSouth will provide service credits for the period the service was not available to the Interconnection customer.
- For wholesale services provided to BellSouth's Interconnection customers, BellSouth will proactively prorate service credits (excluding usage based charges) to August 29, 2005, only in the central offices listed in Interconnection Services Long-Term Disaster-Affected Central Offices List.

<http://interconnection.bellsouth.com/network/hurricane.html>

- For a particular disaster-affected central office, the proactive credit will cover the period between August 29, 2005, and the date BellSouth removes such disaster-affected central office from the list mentioned above.
- Once a central office is removed from BellSouth's list of disaster-affected central offices, BellSouth's Interconnection customers' respective network management centers should determine cases where service is still not functional for particular end users, and the Interconnection customer should follow normal trouble reporting processes for those products and services. Interconnection customers should submit such trouble reports within **thirty (30)** calendar days of the **original notice (that is, within 30 days following September 14, 2005)** or within **thirty (30)** calendar days of the date that the applicable central office is removed from BellSouth's list of disaster-affected central offices, whichever is later. For such trouble reports submitted to BellSouth within such **thirty (30)** calendar days, BellSouth will assume that the trouble condition commenced as of the date the central office was removed from BellSouth's list of disaster-affected central offices.
- To assist BellSouth in the efficient restoration of service, BellSouth requests of its Interconnection customers that before a trouble report is made to BellSouth, the Interconnection customer will verify the readiness of the service location to receive service including the integrity of the physical structure (for example, customer location or cell site) as well as that commercial

power is available to that structure. By helping BellSouth in utilizing its resources effectively, service will be restored in the most timely manner.

- If the Interconnection customer determines that, due to the disaster, its end user may no longer be able to utilize the product or service at the current service address, BellSouth requires the Interconnection customer to submit to BellSouth appropriate service requests (e.g., Local Service Request or Access Service Request) to move, suspend or disconnect that service or product. Interconnection customers should submit disconnect orders as soon as possible for those services not required going forward due to the disaster.
- Service guarantees, such as those found in BellSouth's FCC Tariffs regarding Service Installation Guarantees ("SIG") and Service Assurance Warranties ("SAW"), as well as other in service assurance provisions, will not apply in Louisiana, Mississippi, Alabama **and in portions of Florida (specifically, the counties of Santa Rosa and Escambia in West Florida and the counties of Monroe, Dade and Broward in South Florida)** until further notice.

Thank you for continuing to work with BellSouth as we make progress toward restoring and replacing BellSouth's network. In the aftermath of Hurricane Katrina and subsequent consequences of that disaster, progress is incremental and fluid. BellSouth will utilize the Interconnection Services Web site and other publicly available channels to communicate with its wholesale customers regarding the affected areas.

Sincerely,

ORIGINAL SIGNED BY W. KEITH MILNER

W. Keith Milner – Assistant Vice President
BellSouth Interconnection Services