
BellSouth Business Markets

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91085202**

Date: July 6, 2006

To: All Business Markets – Wholesale Customers

Subject: All Business Markets – Wholesale Customers – (Billing, Provisioning, Network Operations and Maintenance & Repair) – **REVISED** – Updates for Areas Affected by Hurricanes Katrina and Rita (Originally posted on October 4, 2005)

Wire Center Status

Based on BellSouth's assessment of the degree of devastation in areas severely impacted by Hurricane Katrina and Hurricane Rita, BellSouth began maintenance and provisioning plan by wire center based on a color system of **GREEN**, **YELLOW**, **ORANGE** or **RED**.

For information on what areas are currently designated as being **GREEN**, **YELLOW**, **ORANGE** or **RED**, please refer to the BellSouth hurricane Web site at:

<http://interconnection.bellsouth.com/network/disaster/mdrdocs/DisasterStatus.html>

Interconnection Services (ICS) customers are advised to use this Web site to gain insight on expected delays based on the severity of devastation.

Red Zones

- Red zones have been determined to be inaccessible, with severe facility damage and safety hazards that may include water, power, debris, and/or biohazards.
- BellSouth currently cannot specify when maintenance or service order activity may resume in Red zones.

Maintenance or provisioning due dates mechanically provided for Red Zones should not be considered actual commitments. BellSouth is making every effort to restore service in this area as quickly and safely as possible.

- Priorities for Telecommunications Service Priority (TSP) and essential service restorations are being performed if the conditions will allow access to perform those activities.
- ICS customers should use the designated priority process outlined in Carrier Notification letter SN91085183 updated September 30, 2005, to prioritize these essential services.
- An advisory message will be associated with the Firm Order Confirmation (FOC) that will advise that no firm appointments are being processed in Red zones.
- As service activity resumes, pending due date improvements will be conveyed with an FOC update. (PF'd orders use existing PF process)

Orange Zones

- ☑ Orange zones have been determined to include severe damage to BellSouth facilities, with *limited* access to those areas and to BellSouth facilities.
- ☑ BellSouth currently cannot estimate repair and service order activity in these areas due to severity of damage.

Maintenance or provisioning due dates mechanically provided for Orange Zones should not be considered actual commitments. BellSouth is making every effort to restore service in this area as quickly and safely as possible.

- ☑ BellSouth surveys and sweeps are in progress for Orange zones as access is allowed.
- ☑ ICS customers may see restorations as these sweeps are completed.
- ☑ Maintenance and provisioning dispatching will be limited to areas that are accessible based on restoration priorities.
- ☑ An advisory message will be associated with the FOC that will advise that no firm appointments are being processed in Orange zones.
- ☑ As service activity resumes, pending due date improvements will be conveyed with an FOC update. (PF'd orders use existing PF process)

Service Restoral Activities in Red and Orange Zones

Sweeps are being performed in areas to restore service. Sweep teams in the area consist of the following:

- Service technicians surveying damage to BellSouth's network and ensuring that the work areas are safe for repair crews
- Performing "simple" repairs such as reconnecting drop wires.

Swat teams in the area consist of the following:

- Construction crew – Linemen placing cable and poles
- Cable crew – Splicing new cables and rebuilding splice points
- Service technician crew – replacing and repairing connections from homes/businesses to cables and inside the homes/businesses

YELLOW ZONES

- ☑ Yellow zones are identified as areas where conditions have improved and BellSouth is approaching normal dispatch activities.
- ☑ Commitments may still be extended as some delays are expected.
- ☑ Provisioning due dates will be conveyed with the initial FOC.

Green Zones

Normal operations

Due to the extensive local damage in the devastated areas, certain addresses may be inaccessible. ICS customers are asked to validate power and access availability prior to submitting maintenance and provisioning requests to assist BellSouth in efficiently restoring service in hurricane impacted areas.

BellSouth appreciates your patience as we make every effort to recover from this unprecedented disaster. We will keep the Web site updated with the most current information. All providers are encouraged to use this information in communications with your end users.

Please contact your BellSouth support manager or account team representative as appropriate with any questions.

Sincerely,

ORIGINAL SIGNED BY KRISTEN E. SHORE

Kristen E. Shore – Director
BellSouth Business Markets