
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91085213**

Date: October 11, 2005

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Business/Operational Process) – Single Point of Contact Established for Issues Related to the Aftermath of Hurricanes Katrina and Rita

As you are aware, in the aftermath of Hurricanes Katrina and Rita, BellSouth has posted Carrier Notification letters SN91085171, SN91085178, SN91085181, SN91085183, SN91085190, SN91085200 and SN91085202. BellSouth has also provided answers to Frequently Asked Questions (“FAQ”) on the following BellSouth Interconnection Services Web sites:

http://www.interconnection.bellsouth.com/network/faqs_access.html

http://www.interconnection.bellsouth.com/network/faqs_local.html

To assist in responding to concerns regarding restoration of service in the hurricane-impacted areas, BellSouth is establishing a Single Point of Contact (“SPOC”) to assist in obtaining responses to our customers’ questions and concerns. However, prior to contacting the SPOC, BellSouth requests that the CLEC first ensure that its issue is not addressed in the Carrier Notification letters or the FAQs.

Amanda Butler has been designated as the SPOC. She can be reached at (205) 321-4990, or at the following e-mail address:

Amanda.Butler@BellSouth.com

Please understand that the SPOC does not replace existing procedures and processes for provisioning and maintenance. Upon receipt of issues appropriately sent to Ms. Butler, she will send the CLEC an acknowledgement within 24 hours, and every attempt will be made to provide the CLEC with a written response to the CLEC’s issue within seven (7) business days.

If you have questions regarding this letter, please contact Ms. Butler. BellSouth appreciates your patience as we work diligently to restore service to all customers impacted by these hurricanes.

Sincerely,

ORIGINAL SIGNED BY W. KEITH MILNER

W. Keith Milner – Assistant Vice President
BellSouth Interconnection Services