
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91085251**

Date: November 21, 2005

To: All Interconnection Services Customers

Subject: All Interconnection Services Customers – (Maintenance/Repair and Provisioning) - Improvement of Due Date Intervals for Repair and Provisioning in Hurricane Impacted Areas for the states of Alabama, Florida, Louisiana and Mississippi

BellSouth has made significant service restoration progress over the past few weeks in those areas impacted by Hurricanes Katrina, Rita and Wilma, allowing additional opportunities for BellSouth to improve repair and provisioning intervals. Although repair and provisioning intervals for BellSouth services in these areas are determined based upon the overall condition of the serving wire center, due to progress in service restoration, BellSouth is able to reduce the general wire center repair and provisioning intervals in certain limited areas served by certain wire centers (“allocation areas”).

The attached document outlines the processes BellSouth follows for updating repair and provisioning intervals for Plain Old Telephone Service (POTS) and designed services purchased under the Interconnection Agreement and for access services purchased from BellSouth’s tariffs. Repair and provisioning requests for essential services and Telecommunications Service Priority (TSP) will continue to be processed on an expedited basis in all service areas as conditions permit.

While wire centers remain impacted in the aftermath of the hurricanes, BellSouth will proactively update extended or delayed due dates as disaster-affected allocation areas open; no action is required on the part of the Interconnection Services customer.

For up-to-date information regarding the status of impacted central offices, Interconnection Services customers can refer to the BellSouth Interconnection Services Web site at:

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

Sincerely,

Original signed by Kristen E. Shore for W. Keith Milner

W. Keith Milner – Assistant Vice President
BellSouth Interconnection Services

Attachment

PROCESSES FOR UPDATING REPAIR AND PROVISIONING INTERVALS AS EXCHANGE OR ALLOCATION AREAS OPEN

Local

Plain Old Telephone Service (POTS)

- For repair of POTS service purchased from the Interconnection Agreement, a commitment interval will be assigned based upon the condition of the wire center from which the service is provided. That interval is communicated to the Interconnection Services customer by a BellSouth representative or through the electronic repair system, depending on the manner in which the repair request was submitted. Once BellSouth repairs the outside plant facilities serving a particular allocation area within the wire center, rendering that allocation area "open" for service repairs, BellSouth will prioritize pending POTS repair requests by date of trouble report receipt, reduce the commitment interval as conditions permit, and repair the affected service on a first in, first out basis.
- For provisioning new service in locations impacted by the hurricanes, BellSouth will return a Firm Order Confirmation (FOC) containing an extended due date reflecting the then-current interval for the wire center generally. (Additional extensions may be required depending on restoration progress). Once BellSouth repairs the outside plant facilities serving a particular allocation area within the wire center, rendering the allocation area "open" for POTS provisioning, BellSouth will prioritize pending requests for new POTS based upon the receipt date of the Local Service Request (LSR). In cases where the provisioning interval can be improved, BellSouth will return to the customer a revised FOC reflecting an improved due date interval.
- For ongoing repair and provisioning requests for POTS, as situations improve in the impacted areas, BellSouth will resume normal maintenance commitments and provisioning intervals and will work those orders accordingly. Prior repair and provisioning requests for POTS that received extended commitment dates and intervals will be accommodated with an improved commitment date or interval as work load permits and, if reduced intervals have not been provided, the service will be repaired or provisioned as described in the previous paragraphs.

Designed Services

- Requests to repair designed services purchased from the Interconnection Agreement in impacted areas will be held in pending status until a commitment interval can be determined based upon the condition of the wire center from which the service is provided. Once BellSouth repairs the outside plant facilities serving a particular allocation area within the wire center, rendering that allocation area "open" for service repairs, BellSouth will prioritize pending designed services repair requests on a first in, first out basis and schedule the repair as conditions permit.
- Requests to provision designed services purchased from the Interconnection Agreement in impacted areas will be assigned a commitment date based upon the standard due dates for the requested service. BellSouth will return an FOC to the Interconnection Services customer reflecting the standard interval; however, in impacted areas (identified by the chart on the BellSouth Interconnection Services Web site) these due dates may not be met due to impaired conditions. Once BellSouth repairs the outside plant facilities serving a particular allocation

area within the wire center, rendering the allocation area “open” for provisioning of designed services, BellSouth will prioritize pending requests for designed services based upon the earliest due date contained in the original FOC. Where the service is rescheduled, the BellSouth Customer Wholesale Interconnection Network Services (CWINS) will notify the Interconnection Services customer of the new due date interval and schedule the service installation.

- For ongoing repair and provisioning requests for designed services, as situations improve in the impacted areas, BellSouth will resume standard repair and provisioning intervals, and will work those orders accordingly. Pending repair and provisioning requests for designed services that are delayed will be accommodated as work load permits, as described in the previous paragraphs.

Access Services

- Requests to repair access services purchased from BellSouth’s access tariffs in impacted areas will be held in pending status until a commitment interval can be determined based upon the condition of the wire center from which the service is provided. Once BellSouth repairs the outside plant facilities serving a particular allocation area within the wire center, rendering that allocation area “open” for service repairs, BellSouth will prioritize pending access services repair requests by date of receipt and will schedule the repair.
- Requests to provision access services purchased pursuant to the access tariff in impacted areas will not be assigned a commitment date until BellSouth can determine when services will be available. Once BellSouth repairs the outside plant facilities serving a particular allocation area within the wire center, rendering the allocation area “open” for provisioning of access services, BellSouth will contact the customer and will provide an FOC containing the commitment date.