
BellSouth Business Markets

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91086239**

Date: October 9, 2006

To: Competitive Local Exchange Carriers (CLEC) and Wireless Service Providers (WSP)

Subject: CLECs and WSPs – (OSS and Maintenance) – Notice of Extended Maintenance Window for the Customer Record Information System

This is to advise that, on October 22, 2006, the Customer Record Information System (CRIS) will perform an emergency database reorganization to avoid an outage. A technical evaluation of the CRIS system has resulted in a finding that a complete system outage is likely to occur if maintenance is not performed within the next two weeks.

The CRIS system, which is normally down for scheduled maintenance on Sundays from 12:00 AM ET until 10:00 AM ET, will be unavailable for two additional hours on Sunday October 22, 2006 from 12:00 AM (midnight) EDT until 12:00 PM (noon) EDT.

The extended maintenance window for the CRIS system will delay processing of Local Service Requests (LSR) received during this time period. Pre-order Service Inquiries (SI) requiring Customer Service Record (CSR) information will not be processed during this time. CLECs using the Trouble Analysis Facilitation Interface (TAFI) or the Electronic Communications Trouble Administration (ECTA) interface to report their customers' non-designed troubles will be able to resume normal operation after 12:00 PM (noon) EDT on October 22, 2006.

Please contact your BellSouth electronic commerce account team with any questions.

Sincerely,

ORIGINAL SIGNED BY KRISTEN E. SHORE

Kristen E. Shore – Director
BellSouth Business Markets