

BellSouth Telecommunications, Inc.

Legal Department

1025 Lenox Park Boulevard
Suite 6C01
Atlanta, GA 30319-5309

bennett.ross@bellsouth.com

Bennett L. Ross

General Counsel - Georgia

404 986 1718
Fax 404 986 1800

July 30, 2003

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

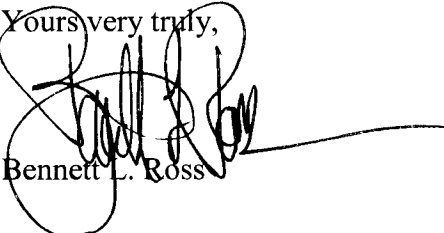
In the Data Notification workshop held on July 7, 2003, BellSouth Telecommunications, Inc. ("BellSouth") was asked to provide certain information in response to a question from workshop participants. Outlined below is BellSouth's response to this question:

September Data Notification / Provisioning Measurements/ Item 3 -- Specify the types of troubles that are not being correctly matched to service orders.

Response -- There are seven types of trouble scenarios not associated with the line portion of an ADSL to retail, line sharing, or line splitting service, but which are improperly being associated with service orders for the provisioning of the data side of a line connection. These trouble scenarios are identified by Trouble Type Codes in LMOS and are as follows: 1xx (No Dial Tone); 2xx (Can't Call Other); 3xx (Transmission); 4xx (Can't Be Called); 5xx (Memory Service Failure); 7xx (Physical); and 8xx (Miscellaneous). The remaining Trouble Type Codes are 6xx and 9xx, which represent physical troubles with Data and Video/Internet/ISP failures and are appropriate to associate with recently completed service orders for Line Sharing, Line Splitting, and ADSL provided to retail services.

Mr. Reece McAlister
July 30, 2003
Page 2

Enclosed please find an original and eighteen (17) copies of this letter, as well as an electronic version, for filing. I would appreciate your returning the three (2) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Yours very truly,

Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (via electronic mail)
Parties of Record (via electronic mail)

499543

PARTIES OF RECORD

Kristy R. Holley, Division Director
Consumers' Utility Counsel
47 Trinity Avenue, S.W.
4th Floor
Atlanta, GA 30334-4600
404-656-3982 (o)
kristy.holley@cuc.oca.ga.us

Suzanne W. Ockleberry
AT&T
1200 Peachtree Street, NE
Suite 8100
Atlanta, GA 30309
404-810-7175 (o)
sockleberry@att.com

Charles V. Gerkin Jr.
Attorney at Law
3939-E LaVista Road
Suite 313
Tucker, GA 30084
770-414-4206 (o)
charles.gerkin@comcast.net

Jeremy D. Marcus
Blumenfeld & Cohen
[Co-Counsel for Rhythm, aka ACI Corp.]
1625 Massachusetts Avenue, N.W.
Suite 300
Washington, DC 20036
202-955-6300 (o)
jeremy@technologylaw.com

John P. Silk
Georgia Telephone Association
1900 Century Boulevard, Suite 8
Suite 8
Atlanta, GA 30345
404-321-5368 (o)
jsilk@gta.org

Newton M. Galloway
Smith, Galloway, Lyndall & Fuchs
Suite 400 First Union Bank Tower
100 South Hill Street
Griffin, GA 30229
770-233-6230 (o)
ngalloway@sglf-law.com

Walt Sapronov
Gerry & Sapronov, LLP
Three Ravinia Drive
Suite 1455
Atlanta, GA 30346-2131
770-395-9100 (o)
info@gstelecomlaw.com

Frank B. Strickland
Strickland Brockington & Lewis
[Counsel for e.spire]
Midtown Proscenium – Suite 2000
1170 Peachtree Street, N.E.
Atlanta, GA 30309
404-885-5741 (o)
fbs@sblaw.net

William Bradley Carver
Alston & Bird LLP
One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309-3424
404-881-7000 (o)
bcarver@alston.com

Daniel S. Walsh
Attorney General Office
Department of Law—State of Georgia
40 Capitol Square, S.W.
Atlanta, GA 30334-1330
404-657-2204 (o)
dan.walsh@law.state.ga.us

Stephen S. Melnikoff
General Attorney – Regulatory Law Office
U. S. Army Legal Services Agency
Department of the Army
901 N. Stuart Street, Suite 700
Arlington, VA 22203-1837
703-696-1643 (o)
stephen.melnikoff@hqda.army.mil

Peter C. Canfield
Dow Lohnes & Albertson
One Ravinia Drive, Suite 1600
Atlanta, GA 30346
770-901-8800 (o)
pcanfield@dlalaw.com

Anne E. Franklin
Arnall Golden & Gregory, LLP
[Counsel for Broadslate, NorthPointe]
2800 One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309
404-873-8536 (o)
anne.franklin@agg.com

D. Mark Baxter
Thomas M. Browder, III
Stone & Baxter, LLP
577 Mulberry Street
Suite 1111
Macon, GA 31201
478-750-9898 (o)
mbaxter@stoneandbaxter.com
tbrowder@stoneandbaxter.com

David I. Adelman, Esquire
Charles B. Jones III, Esquire
Hayley B. Riddle, Esquire
Sutherland, Asbill & Brennan LLP
999 Peachtree Street, N.E.
Atlanta, GA 30309-3996
(404) 853-8106 (o)
[Counsel for ITC^DeltaCom, WorldCom]
diadelman@sablaw.com
cbjones@sablaw.com
hbriddle@sablaw.com

Charles F. Palmer
Troutman Sanders LLP
5200 NationsBank Plaza
600 Peachtree Street, NE
Atlanta, GA 30308-2216
404-885-3402 (o)
charles.palmer@troutmansanders.com

Nanette S. Edwards
Regulatory Attorney
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, AL 35802
256-382-3856 (o)
nedwards@itcdeltacom.com

William R. Atkinson
Sprint Communications Company L.P.
3065 Cumberland Boulevard
Mailstop GAATLD0602
Atlanta, GA 30339
404-649-4882 (o)
bill.atkinson@mail.sprint.com

Genevieve Morelli
Andrew M. Klein
Kelley Drye & Warren LLP
[Counsel for KMC Telecom]
1200 Nineteenth Street, N.W.
Washington, DC 20036
202-877-1257 (o)
gmorelli@kelleydrye.com
aklein@kelleydrye.com

Mark M. Middleton, Esquire
Mark M. Middleton, P.C.
4231 Quail Ridge Way
Norcross, GA 30092-1318
404-806-0808 (o)
[Counsel for CTAG]
mark@middletonlaw.net

Charles A. Hudak
Friend, Hudak & Harris, LLP
Three Ravinia Drive
Suite 1450
Atlanta, GA 30346-2131
770-399-9500 (o)
chudak@fh2.com

Dulaney L. O’Roark III, Esquire
WorldCom, Inc.
Concourse Corporate Center Six
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328
[Counsel for WorldCom, Inc.]
770-284-5498 (o)
de.oroark@wcom.com

Eric J. Branfman
Swidler & Berlin
3000 K Street, N.W.
Suite 300
Washington, DC 20007
202-945-6940 (o)
ebranfman@swidlaw.com

Charles E. Watkins, Esquire
Senior Counsel
Covad Communications Company
1230 Peachtree Street, N.E., 19th Floor
Atlanta, GA 30309
404-942-3492 (o)
gwatkins@covad.com
jbell@covad.com

Rose Mulvany Henry, Esquire
Birch Telecom of the South, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108
[Counsel for Birch Telecom]
816-300-3000 (o)
rmulvany@birch.com

Margaret Ring
Director Regulatory & Governmental Affairs
Network Telephone
815 South Palafox Street
Pensacola, FL 32501
[Counsel for Network Telephone]
margaret.ring@networktelephone.net