

BellSouth Corporation
Suite 900
1133-21st Street, N.W.
Washington, DC 20036-3351

kathleen.levitz@bellsouth.com

Kathleen B. Levitz
Vice President-Federal Regulatory

202 463 4113
Fax 202 463 4198

July 1, 2004
Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: WC Docket No. 01-321; WC Docket No. 02-112;
WC Docket No. 03-197; and CC Docket No. 96-149

Dear Ms. Dortch:

This is filed in response to a Commission staff request that BellSouth answer the following question:

Question: Does BellSouth have any retail customers that take access services (switched or special) from BellSouth for whom no ASR would be created in connection with their ordering service? If so, for each category of customer for which no ASRs were created, please identify in general terms the type of access service provided as well as the BellSouth affiliate that provides the service. Also, please give us an idea of how much of BellSouth's access services are provided without any use of the ASR process.

Response: No, BellSouth does not take any access service requests from a retail customer without an ASR being created.

Retail customers request access service through the Regional End User Access Center (REUAC) in the following manner:

- Call the REUAC; or
- Fax the request to the REUAC; or
- Email the request to the REUAC

Once the service request is received, the BBS Customer Service Associate (CSA) types the requested information on the IC ASR

screen and all related screens directly into EXACT. At this point, the process is the same for all ASRs and the order is included in the metric calculations.

In accordance with Section 1.1206, I am filing this notice electronically and request that you please place it in the record of the proceedings identified above. Please do not hesitate to call me if you have any questions relating to this filing. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Kathleen B. Levitz". The signature is written in a cursive style with a large initial 'K' and a long, sweeping tail on the 'z'.

Kathleen B. Levitz

cc: Julie Veach
William Dever
Michael Carowitz
William Kehoe
Pamela Megna
Brad Koerner
Ben Childers