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Director

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October 28, 2002

Mrs. Blanca S. Bayo
Director, Division of the Commission Clerk
And Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Re: Transition of Supra's customers' telephone service

Dear Ms. Bayo:

As a follow up to BellSouth's October 22, 2002 letter regarding the Service Emergency due to the Transition of Supra's customers' telephone service, this letter notifies the Commission that BellSouth has reinstated its Service Settlement Plan on Monday October 28, 2002. Pursuant to Order No. PSC-02-1454-PCO-TL, issued October 21, 2002, BellSouth began implementation of the customer notice provisions in BellSouth's tariff. However, subsequent to BellSouth's filing of its Emergency Petition on October 21, 2002, Supra Telecom filed for Chapter 11 bankruptcy on October 23, 2002. BellSouth has delayed the implementation of its Service Continuity Plan tariff until further notice.

In BellSouth's letter of October 22, 2002, BellSouth also requested the Commission grant a waiver of Commission Rule 25-4.073 (1)(d) due to the extremely high volume of calls associated with this matter. While BellSouth has delayed the implementation of its Service Continuity Plan, BellSouth continues to request the answer time rule waiver due to the higher than normal call volumes BellSouth is experiencing in its business offices. Additionally, BellSouth continues to inform customers that they may experience a delay in business office answer times.

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FPSC-COMMISSION CLERK

Should you have any questions concerning this matter, please call me.

Sincerely,

Handwritten signature of Nancy H. Simon in black ink.

Director – Regulatory Relations

Cc:

Lila A. Jaber, Chairman

J. Terry Deason

Braulio L. Baez

Michael A. Palecki

Rudolph Bradley

Walter D'Haeseleer

Harold McLean

Beverlee DeMello

Jack Shreve

Charles Beck

Scott Mulcahy

Wayne Tubaugh