

ORIGINAL

BELLSOUTH

BellSouth Telecommunications, Inc.

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October 22, 2002

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

RECEIVED FPSC
02 OCT 22 PM 4:34
COMMISSION
CLERK

021070-TL

RE: Transition of Supra's customers' telephone service

Dear Ms. Bayo:

Pursuant to the requirements of Section 2(d)(1) of the Stipulation and Settlement By and Between the Office of Public Counsel and BellSouth Telecommunications, Inc., approved by the Florida Public Service Commission on August 13, 2001, by Order PSC-01-1643-AS-TL in Docket No. 991378-TL, BellSouth hereby declares a service emergency as of October 22, 2002, due to the transition of Supra's customers to other service providers. Attachment A lists the exchanges impacted as a result of this transition.

In addition, BellSouth requests the Commission to grant a waiver of Commission Rule 25-4.073 (1)(d) due to the extremely high volume of calls associated with Supra customers transitioning their service. Unlike the service guarantee plan addressed above, answer time is reported to the Commission on a statewide basis. Therefore, BellSouth's waiver should be statewide.

DOCUMENT NUMBER-DATE

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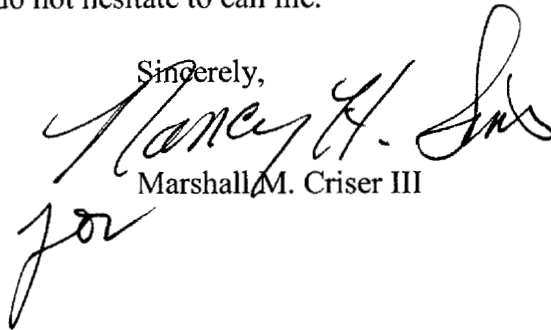
FPSC-COMMISSION CLERK

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BellSouth is making public service announcements to inform customers of the fact that indefinite commitments for installation and repair services are being made within the service emergency geographic area as well as a delay in business office answer times. We will advise when the service emergency is concluded.

If you have any questions, please do not hesitate to call me.

Sincerely,



Marshall M. Criser III

Attachment

Cc: Lila A. Jabor, 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

ATTACHMENT A

October 22, 2002 BellSouth Exchanges Impacted by
Transition of Supra's Customers

Archer	Jacksonville	Sunny Hills
Baldwin	Jacksonville Beach	Titusville
Belle Glade	Jensen Beach	Trenton
Boca Raton	Jupiter	Vero Beach
Boynton Beach	Keys	Weekiwachee Springs
Bronson	Keystone Heights	Welaka
Brooksville	Lake City	West Palm Beach
Bunnell	Lynn Haven	Yankeetown
Cantonment	Maxville	Yulee
Chiefland	Melbourne	
Chipley	Miami	
Cocoa	Micanopy	
Cocoa Beach	Middleburg	
Coral Springs	Milton Ravine	
Cross City	New Smyrna Beach	
Daytona Beach	Newberry	
DeBary	North Dade	
Deerfield Beach	Oak Hill	
DeLand	Old Town	
DeLeon Springs	Orange Park	
Delray Beach	Orlando	
Dunnellon	Oviedo	
East Orange	Pace	
Eau Gallie	Pahokee	
Fernandina Beach	Palatka	
Flagler Beach	Palm Coast	
Fort Pierce	Panama City	
Ft. Lauderdale	Pensacola	
Gainesville	Perrine	
Geneva	Pierson	
Graceville	Pomona Park	
Green Cove Springs	Pompano Beach	
Gulf Breeze	Ponte Vedra Beach	
Havana	Port St. Lucie	
Hawthorne	Sanford	
Hobe Sound	Sebastian	
Hollywood	St. Augustine	
Homestead	Stuart	