

Nancy B. White
General Counsel - Florida

BellSouth Telecommunications, Inc.
150 South Monroe Street
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November 13, 2003

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850


**Re: Docket No.: 031038-TL
Petition of BellSouth Telecommunications, Inc. to Revise Customer
Contact Protocol**

Dear Ms. Bayó:

On November 7, 2003, BellSouth Telecommunications, Inc.'s filed its Petition to Revise Customer Contact Protocol in the captioned docket. On Page 4, paragraph 7 of the Petition it states "18% of residential customers did not choose BellSouth for IntraLATA service." This percentage rate is wrong. The correct sentence should read "82% of residential customers did not choose BellSouth for intraLATA service." BellSouth requests that the Commission make a note of this correction and file this letter with the Petition to Revise Customer Contact Protocol.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

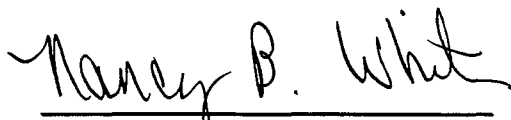

Nancy B. White
(UA)

cc: All Parties of Record
Marshall M. Criser III
R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 031038-TL

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via
via First Class U.S. Mail this 13th day of November 2003 to the following:

Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Nancy B. White (CA)