

BellSouth Telecommunications, Inc.
Suite 400
150 South Monroe Street
Tallahassee, FL 32301-1556
marshall.criser@bellsouth.com

Marshall M. Criser III
Vice President
Regulatory & External Affairs
850 224 7798
Fax 850 224 5073

September 8, 2004

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

COMMISSION
CLERK

04 SEP - 8 AM 8:13

RECEIVED FPSC

RE: Hurricane Frances

000121A

Dear Ms. Bayo:

Pursuant to Section 4.5.4 of BellSouth's Self Effectuating Enforcement Mechanism Administration Plan ("Plan"), approved by the Florida Public Service Commission on February 12, 2002, by Order No. PSC-02-0187-FOF-TP, BellSouth is not obligated for penalties under Tier 1 or Tier 2 Enforcement Mechanism for non-compliance with a performance measure if such non-compliance is the result of a force majeure event.

Due to the severity of Hurricane Frances, BellSouth is defining its entire service area in the State of Florida the as the service emergency area effective September 7, 2004.

- CMP
- COM
- CTR
- ECR
- GCL
- OPC
- MMS
- RCA
- SCR
- SEC
- OTH

BellSouth will provide updates to our recovery efforts and advise the Commission when the service emergency period is concluded. BellSouth views Hurricane Frances as a force majeure event relieving BellSouth of penalty obligations under this plan.

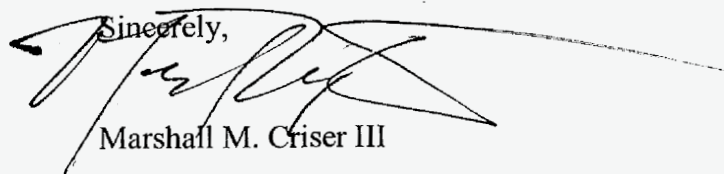
RECEIVED & FILED

Mar
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
09739 SEP-8 8
FPSC-COMMISSION CLERK

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

Sincerely,

A handwritten signature in black ink, appearing to read "Marshall M. Criser III", with a long horizontal flourish extending to the right.

Marshall M. Criser III

Cc: Braulio L Baez, Chairman
J. Terry Deason
Lila A. Jaber
Rudolph Bradley
Charles M. Davidson
Beth Salak
Lisa Harvey
Rhonda Hicks
Harold McLean
Charles Beck
Scott Mulcahy