

ORIGINAL

BELLSOUTH

BellSouth Telecommunications, Inc.
150 South Monroe Street
Suite 400
Tallahassee, Florida 32301

jerry.hendrix@bellsouth.com

Jerry D. Hendrix
Vice President
Regulatory & External Affairs

Phone: (850) 577-5550
Fax (850) 224-5073

October 25, 2005

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
05 OCT 25 PM 4:42
COMMISSION
CLERK

RE: Hurricane Wilma

Dear Ms. Bayo:

Pursuant to the requirements of Section D(1) of BellSouth Telecommunications, Inc.'s Extended and Modified Service Guarantee Program approved by the Florida Public Service Commission, (See Order No. PSC-05-0440-PAA-TL in Docket No. 050095-TL, dated April 25, 2005) BellSouth hereby declares a service emergency as of October 24, 2005, due to Hurricane Wilma.

Hurricane Wilma which was a Category 3 hurricane when it made landfall, has had a major impact on telephone service from Brevard County south to Key West. Due to the severity and scope of BellSouth's impacted territory, BellSouth has declared a State wide Force-Majeure. As of 1500 hours today, there were 80 Central Offices on emergency power and approximately 1757 DLCs on battery or failed. There are 3 Million plus customers without commercial power including BellSouth Central Offices, work centers, and administrative buildings. Due to the power aerial facilities down, it will be some time before commercial power is restored. Additionally, there are significant telephone aerial facilities down along with power facilities.

Due to circumstances in the states in the BellSouth region (i.e., Hurricane Katrina), BellSouth Florida will have to handle the restoration from Hurricane Wilma with its own Florida forces and contract help. BellSouth will be shifting forces from West Florida, Northeast Florida, and Orlando to assist in the restoration efforts for the southern portion of the state. BellSouth is requesting 90 contract Outside Plant Technician contract crews and 60 contract tree trimming

CMP _____
COM _____
CTR _____
ECR _____
ECL _____
IPC _____
ICA _____
ICR _____
GA _____
EC 1 _____
ITH _____

DOCUMENT NUMBER - DATE

10369 OCT 25 05

FPSC-COMMISSION CLERK

crews. In all Districts from Brevard south to Key West, BellSouth has established its customer commitment clocks for both installation and repair out for thirty days. As areas are cleared and it is determined repairs can be made more quickly, customers will be given individual appointments that are more in line with BellSouth's ability to provide service. In addition, BellSouth Florida Network has declared a Service Emergency with the CWA.

It will take some time for BellSouth to recover and regain normal installation and repair activities. However, BellSouth will provide updates to our recovery efforts and advise the Commission when the service emergency period is concluded. BellSouth views Hurricane Wilma as a force majeure event relieving BellSouth of penalty obligations under this plan.

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

Sincerely,

A handwritten signature in cursive script that reads "Jerry D. Hendrix M.S."

Jerry D. Hendrix

Cc: Braulio L Baez, Chairman
J. Terry Deason
Rudolph Bradley
Lisa Edgar
Beth Salak
Rhonda Hicks
Harold McLean
Charles Beck
Scott Mulcahy
Rick Moses