



BOULT • CUMMINGS  
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October 12, 2004  
T.R.A. DOCKET ROOM

Director Deborah Taylor Tate  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: Workshop to Gather Information on the Tennessee Regulatory Assurance  
Plan, service quality measurements and self-effectuating enforcement  
Mechanisms  
Docket 97-00309

Dear Director Tate:

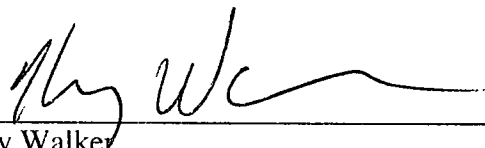
Per your request at the TRA Conference held on October 11, 2004, please accept for filing the attached contact names and telephone numbers of the individuals responsible for the six areas where CLEC customers are being negatively impacted by BellSouth operational issues. This letter was filed at the TRA on September 28, 2004

Issue	Contact Name and Number	Company
Troubles Within 30 Days Of Provisioning	T.J. Sauder 816-300-3202	Birch Telecom
Repeat Troubles Within 30 Days	Mary Conquest 256-382-5967	ITC^DeltaCom
Customer Trouble Report Rate	Mary Conquest 256-382-6967	ITC^DeltaCom
Missed Repair Appointments	Jayna Bell 404-942-3491	Covad
Inability To Test Line Shared Loops	Jayna Bell 404-942-3491	Covad
Premature Trouble Closure	Jayna Bell 404-942-3491	Covad

Respectfully submitted.

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By.

  
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Counsel for AT&T

October 12, 2002

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HW/bb

Encl.

cc: Joelle Phillips

CERTIFICATE OF SERVICE

I hereby certify that on the 12th day of October, 2004, a copy of the foregoing document was served on the parties of record, via hand-delivery, overnight delivery or U.S. Mail, postage prepaid, addressed as follows:

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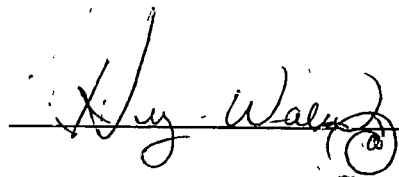
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