

Diamond Williams

000121A-TP

From: WOODS, VICKIE (Legal) [vf1979@att.com]
Sent: Tuesday, January 18, 2011 2:35 PM
To: Filings@psc.state.fl.us
Subject: 000121A-TP AT&T Florida's Letter to Ann Cole re: Force Majeure Declaration
Attachments: Document.pdf

A. Vickie Woods

Legal Secretary to E. Earl Edenfield, Jr., Tracy W. Hatch,

and Manuel A. Gurdian

BellSouth Telecommunications, Inc. d/b/a AT&T Florida

150 South Monroe, Rm. 400

Tallahassee, FL 32301-1558

(305) 347-5560

vf1979@att.com

B. Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems Permanent Incumbent Local Exchange Telecommunications Companies.

C. BellSouth Telecommunications, Inc.

on behalf of Tracy W. Hatch

D. 4 pages total in PDF format (Letter and Certificate)

E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Letter to Ann Cole re: Force Majeure Declaration

.pdf

<<Document.pdf>>

DOCUMENT NUMBER-DATE

00407 JAN 18 =

FPSC-COMMISSION CLERK

1/18/2011



Tracy Hatch
AT&T Legal
General Attorney

Suite 400
150 S. Monroe Street
Tallahassee, FL 32301
850-425-6360

January 18, 2011

Ms. Ann Cole
Commission Clerk
Division of Commerce Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121A-TP – Force Majeure Declaration

Dear Ms. Cole:

Pursuant to Section 4.5.2 of AT&T Florida's Self Effectuating Enforcement Mechanism Administration Plan ("Plan"), AT&T Florida hereby declares a Force Majeure Event beginning January 10, 2011 and ending January 16, 2011, due to the winter storm in the Southeastern region of the country causing AT&T Florida to experience delays in processing for the Local Service Centers ("LSCs"), Access Service Centers ("ASCs") and Billing Centers.

AT&T's centers that serve the Southeast region are located in Birmingham, Alabama and Tucker, Georgia. The Governors of each state declared a statewide State of Emergency. The snow and icy conditions resulted in road closings with numerous other roads rendered impassable or blocked. For public safety concerns, citizens were encouraged not to drive their vehicles and stay off the highways. Hence, numerous AT&T personnel were unable to attend normal work shifts, therefore negatively impacting AT&T's ability to perform its center operations. Accordingly, as it relates to performance that is measured by the Plan, the winter storm prevented AT&T Florida from meeting the performance standards associated with the metrics that measure the work activities of those centers, specifically:

- Reject Interval ("RI") – (excluding Fully Mechanized)
- Firm Order Confirmation Timeliness ("FOCT") – (excluding Fully Mechanized)
- Mean Time to Deliver Invoices ("BIT") – (excluding Invoice delivered electronically)
- Percent Billing Adjustment Requests Responded to within 40 Business Days ("BEC")

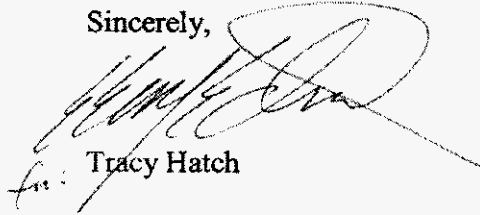
DOCUMENT NUMBER DATE

00407 JAN 18 =

FPSC-COMMISSION CLERK

If you have any questions, please call me at (850) 425-6360.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Hatch", written over a horizontal line. The signature is fluid and cursive.

Tracy Hatch

cc: All parties of record
Jerry D. Hendrix
Gregory R. Follensbee
E. Earl Edenfield, Jr.

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail this 18th day of January, 2011 to the following:

Adam Teitzman
Staff Counsel
Lisa Harvey
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6175
Fax. No. (850) 413-6250
ateitzma@psc.state.fl.us
lsharvey@psc.state.fl.us

Jerry Hallenstein
Florida Public Service
Commission Staff
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6818
jhallens@psc.state.fl.us

David Rich
Florida Public Service
Commission Staff
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6830
drich@psc.state.fl.us

Howard E. (Gene) Adams
Pennington, Moore, Wilkinson,
Bell & Dunbar, P.A.
Post Office Box 10095 (32302)
215 South Monroe Street, 2nd Floor
Tallahassee, FL 32301
Tel. No. (850) 222-3533
Fax. No. (850) 222-2126
gene@penningtonlawfirm.com
Represents Time Warner

David Konuch
Senior Counsel
Regulatory Law & Technology
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
dkonuch@fcta.com

Douglas C. Nelson
Sprint Nextel
233 Peachtree Street, NE
Suite 2200
Atlanta, GA 30303
Tel. No. 404 649-0003
Fax No. 404 649-0009
douglas.c.nelson@sprint.com

Vicki Gordon Kaufman
Keefe Anchors Gordon & Moyle P.A.
The Perkins House
118 N. Gadsden St.
Tallahassee, FL 32301
Tel. No. (850) 681-3828
Fax. No. (850) 681-8788
vkaufman@kagmlaw.com
Represents Cbeyond
Represents Deltacom

Dulaney O'Roark III (+)
Vice Pres. & Gen. Counsel – SE Region
Verizon
5055 N Point Parkway
Alpharetta, GA 30022
Tel. No. (678) 259-1449
Fax No. (678) 259-1589
De.OROark@verizon.com

D. Anthony Mastando
DeltaCom
VP-Regulatory Affairs
Senior Regulatory Counsel
Ste 400
7037 Old Madison Pike
Huntsville, AL 35806
Tel. No. (256) 382-3856
Fax No. (256) 382-3936
tony.mastando@deltacom.com

Ms. Katherine K. Mudge
Covad Communications Company
7000 N. MoPac Expressway, Floor 2
Austin, TX 78731
Tel. No. (512) 514-6380
Fax No. (512) 514-6520
kmudge@covad.com

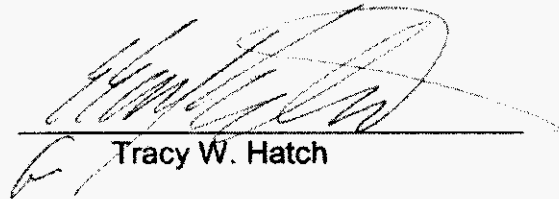
Cbeyond Communications, LLC
Charles E. (Gene) Watkins
320 Interstate North Parkway
Suite 30
Atlanta, GA 30339
Tel. No. (678) 370-2174
Fax No. (978) 424-2500
gene.watkins@cbeyond.net

Time Warner
Carolyn Ridley
555 Church Street, Ste. 2300
Nashville, TN 37219
Tel. No. (615) 376-6404
Fax. No. (615) 376-6405
carolyn.ridley@twtelecom.com

Susan J Berlin
NuVox
2 N Main St
Greenville, Sc 29601
Tel No (864) 331 7323
sberlin@nuvox.com

Matthew J. Feil
c/o Gunster Law Firm
215 South Monroe Street, Suite 618
Tallahassee, FL 32301
Tel. No.: (850) 521-1708
Fax No.: (850) 576-0902
mfeil@gunster.com
Represents CompSouth/Nuvox

Law Offices of Alan C. Gold, P.A.
Alan Gold
1501 Sunset Drive Second Floor
Coral Gables, FL 33143
Tel. No. (305) 667-0475
Fax. No. (305) 663-0799
agold@acgoldlaw.com
Represents STS



Tracy W. Hatch

(+) Signed Protective Agreement