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

Nancy.Sims@BellSouth.com

Nancy N. Sims
Director
Regulatory & External Affairs

(850) 222-1201
Fax (850) 222-8640

September 8, 2004

Mrs. Blanca Bayo
Director, Commission Clerk &
Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Re: Emergency Request for Waiver due to Hurricane Frances

Dear Mrs. Bayo:

Due to the damaging effects of Hurricane Frances in BellSouth's territory in Florida, BellSouth Telecommunications, Inc. (BST) respectfully requests that the Florida Public Service Commission grant BST a statewide emergency waiver of certain tariffed charges in order to provide relief to hurricane victims who are BST end users. The waiver request includes the following:

- A waiver of the Secondary Service Order Charge for Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through September 24, 2004.
- One free month of Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through September 24, 2004
- A waiver of all regulated charges associated with MemoryCall Service and BellSouth Voice Mail Service including, but not limited to the Secondary Service Order Charge and the first month's charge for Message Waiting Indication for orders placed through September 24, 2004.
- A waiver of termination charges associated with term elections agreements in situations where a business is no longer operational because of the damage from the hurricane, and the business does not reopen or relocate.

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Further, BellSouth has invoked the use of the emergency clauses in Section A4 of our General Subscriber Service Tariff to waive service order charges for the relocation and the return of displaced customers. In addition, we plan on working with the customers who have been impacted by the storm on their billing and payment arrangements on an as needed basis.

We ask that this request be given priority treatment and that the waivers be granted effective Tuesday, September 7, 2004. Thank you for your assistance in this matter. If you have any questions or need any additional information, please let me know.

Yours truly,

Nancy H. Sims (mrs)

Nancy H. Sims
Director – Regulatory Relations

Copy to: Braulio L. Baez, Chairman
 J. Terry Deason
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