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October 21, 1999

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: **BellSouth's Emergency Petition for Temporary Waiver
of Rule 25-4.040(5)** 991638-TL

Dear Ms. Bayó:

Enclosed is an original and fifteen copies of BellSouth Telecommunications, Inc.'s Petition for Temporary Waiver, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Nancy B. White
Nancy B. White (pw)

Enclosures

cc: All Parties of Record
Marshall M. Criser III
R. Douglas Lackey

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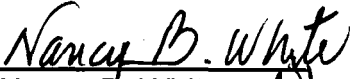
FPSC - RECORDS AND REPORTING

CERTIFICATE OF SERVICE
BellSouth's Petition for Temporary Waiver of Rule 25-4.040(5)

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

U.S. Mail this 21st day of October, 1999 to the following:

Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Nancy B. White (PW)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Emergency Petition by BellSouth)
Telecommunications, Inc. for Temporary)
Waiver of Rule 25-4.040(5), Florida)
Administrative Code)
_____)

Docket No. _____

Filed: October 21, 1999

**BELLSOUTH TELECOMMUNICATIONS, INC.'s
EMERGENCY PETITION FOR TEMPORARY WAIVER**

BellSouth Telecommunications, Inc. ("BellSouth"), pursuant to Section 120.542, Florida Statutes and Rule 28-104.004, Florida Administrative Code, hereby petitions the Commission to temporarily waive the section of Rule 25-4.040(5) requiring the provision of new or changed listings to directory assistance within 48 hours after connection of service because of maintenance needs.

Specifically, BellSouth seeks the following:

1. Rule 25-4.040(5) states in part that: "all new or changed listings shall be provided to directory assistance operators within 48 hours after connection of service, excluding Saturdays, Sundays, and holidays."
2. Beginning Saturday, October 23rd, and ending Saturday, October 30th, BellSouth Operator Services will be performing maintenance on the directory assistance database. This maintenance will create a higher efficiency in processing nightly listing updates and will allow a quicker and more effective acquisition of new listing information.
3. The maintenance is being done at this time in order to avoid interfering with Y2K activities during the last two months of the year and during the first two months of the new year. The maintenance is required because the

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current system has servers which are running at capacity. A delay in the maintenance could imperil the continued operation of the database.

4. During the maintenance period, service orders can be issued and the number will be available through the business office, but no updates will be processed into the database. Updates will be held in queue and processed to the database to be current by Monday, November 1st. There will be no impact to Operators, EWP or DADAS for ability to access and search existing listings. Referrals within Metromail/Experian localities (NDA) can still be sent and worked. Referrals within BellSouth localities cannot be processed during the seven-day maintenance period.

5. The weeklong timeframe is the "worst case" scenario. The work activity could go more quickly and the updates would go back on line in less time. BellSouth contact personnel such as the business office and repair have been notified so that they can respond appropriately to any customer inquiries. Also, normal intercept on changed service (i.e., customer moves and changes number) will work as usual.

6. BellSouth's temporary waiver request meets the standards of Section 120.542, Florida Statutes. The purpose of the underlying statutes 364.01(4) and 364.03 is, in part, to promote the public health, safety and welfare by ensuring that basic local telecommunications services are available to all consumers. BellSouth's temporary waiver will not undermine this purpose. To the contrary, the temporary waiver is necessary to satisfy this objective. As explained above, the maintenance to be performed on the directory assistance

database will improve the efficiency and effectiveness of the database and will ensure the integrity of the directory assistance database. A temporary waiver of the Rule's placement of listings provision is, therefore, necessary to avoid substantial economic and technological hardship.

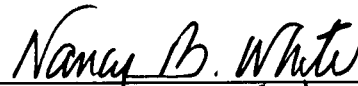
7. BellSouth submits that the equities in this case weigh heavily in favor of granting this temporary waiver.

8. Because the maintenance must be performed at the time discussed above, BellSouth seeks this temporary waiver on an emergency basis.

9. For all the foregoing reasons, BellSouth seeks a temporary waiver of the placement of listings provision of Rule 25-4.040(5).

Respectfully submitted this 21st day of October, 1999.

BELLSOUTH TELECOMMUNICATIONS, INC.



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