



BellSouth Telecommunications
Labor Relations
1155 Peachtree Street NE
Suite 13G04
Atlanta, Georgia 30309

Salem C. Shunnarah
Senior Director
404 249-0150
404 249-0386 (FAX)

August 25, 2005

Ms. Beverly A. Hicks
Assistant to the Vice President
Communications Workers of America
District 3
3516 Covington Highway
Decatur, GA 30032

Dear Beverly:

Attached is a Memorandum of Agreement to provide for an incubation period to be used in the Consumer Services organization.

This trial is expected to be for less than 12 months beginning September 1, 2005.

If you concur, please sign the document and return a copy to my office.

Sincerely,

A handwritten signature in black ink, appearing to read "Salem C. Shunnarah".

Attachment

Memorandum of Agreement
Incubation Period for Consumer Sales Associates

BellSouth Telecommunications, Inc. (the Company) and the Communications Workers of America (the Union) recognize that it is in the best interest of the employees to gain additional on-the-job training immediately after the initial training period. To that end, the parties agree to a trial as outlined below:

Scope: Consumer Sales Associates who complete initial training on or after September 1, 2005.

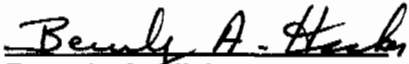
Guidelines:

1. Employees will enter a 12-week incubation period immediately following the 12-week initial training program.
2. Employees will have a ramped sales objective during the incubation period.
3. The employees in the incubation group will maintain a separate schedule for their immediate work group. Normally the schedule will not begin before 9:00 a.m. eastern time.
4. At the end of the incubation period, employees will be scheduled in accordance with Article 3.
5. Training during the incubation period will be done with consideration of the needs of the business.

Duration: This trial will not exceed 12 months beginning September 1, 2005.

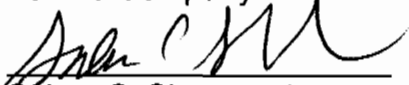
Should either party believe that the intended objectives of this trial are not being met, discussions will be held at the Executive level. By mutual consent at the Executive Level, this agreement may be withdrawn within 30 days at any point during the trial period. Withdrawal of the MOA would not include any classes already in the incubation period.

For the Union


Beverly A. Hicks
Assistant to the Vice President
CWA – District 3

11/3/05
Date

For the Company


Salem C. Shunnarah
Senior Director – Corporate Labor
BellSouth

11/3/05
Date