

From: Knight, Mindy

To: 'John Zemp' <jzemp@cio.sc.gov>

CC: Adams, Marcia S <Marcia.Adams@SCDMV.net>  
Earley, Jr., Jimmy E. <Jimmy.Earley@SCDMV.net>  
Cockrell, Philip C <Philip.Cockrell@SCDMV.net>

Date: 10/28/2004 4:04:56 PM

Subject: BellSouth Telephone Directories

Attachments: image001.jpg

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Dear John,

Recently, DMV has received a number of complaints from citizens regarding incorrect telephone numbers for their local SC DMV field office. The incorrect numbers have all been published in recent BellSouth Telephone directories. The Summerville area has generated the most vocal of these complaints, some of which have reached Governor Sanford's ears.

Though we have discussed this before, the issue remains an important one to DMV, and, as the DMV telephone coordinator, I have been asked to give a full report on this situation. All DMV telephone number changes for publication were submitted to CIO in May 2004, but my contacts with BellSouth have stated that they never received those changes. BellSouth printed the incorrect numbers as a result.

Please provide to me a thorough account of your understanding of how this situation came about, its current status, and a timeframe in which you believe that we can successfully resolve this situation. Please let me know if your review of the matter indicates that a change in procedure is necessary in order to ensure that such matters do not occur again.

Thank you for your kind assistance and quick response to this issue.

Sincerely,

*Mindy Knight*

SCDMV Telecom Coordinator

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cc: Marcia Adams, Director, South Carolina Department of Motor Vehicles  
James Earley, Director, Customer Service & Products Division