

ORIGINAL

**ATTACHMENT B**

BellSouth Telecommunications, Inc.  
FPSC Docket No. 991267-TP  
Request for Confidential Classification  
Page 1 of 1  
2/4/00

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF BELL SOUTH'S  
RESPONSES TO STAFF'S FIRST SET OF DISCOVERY (INTERROGATORY  
NOS. 2, 3, 4, AND 5 AND REQUEST FOR PRODUCTION NO. 1) FILED  
JANUARY 14, 2000, IN FLORIDA DOCKET NO. 991267-TP**

**2 Redacted Copies of Material for Public Record**

DOCUMENT NUMBER-DATE

01617 FEB-48

FPSC-RECORDS/REPORTING

BellSouth Telecommunications, Inc.  
FPSC Dkt. No. 991267-TP  
Staff's 1<sup>st</sup> Set of Interrogatories  
December 10, 1999  
Item No. 2  
Page 1 of 1  
**PROPRIETARY**

REQUEST: With what ALEC did BellSouth try to negotiate a settlement in the Fall of 1997?

RESPONSE:

RESPONSE PROVIDED BY: David P. Scollard  
Manager  
600 N 19<sup>th</sup> Street  
Birmingham, AL 35203



BellSouth Telecommunications, Inc.  
FPSC Dkt. No. 991267-TP  
Staff's 1<sup>st</sup> Set of Interrogatories  
December 10, 1999  
Item No. 3  
Page 1 of 1  
**PROPRIETARY**

REQUEST: Was the negotiation initiated by the ALEC or by BellSouth? If BellSouth, what prompted the attempt at negotiation?

RESPONSE:

RESPONSE PROVIDED BY: David P. Scollard  
Manager  
600 N 19<sup>th</sup> Street  
Birmingham, AL 35203

BellSouth Telecommunications, Inc.  
FPSC Dkt. No. 991267-TP  
Staff's 1<sup>st</sup> Set of Interrogatories  
December 10, 1999  
Item No. 4  
Page 1 of 1  
**PROPRIETARY**

REQUEST: What were the specific issues in question with regard to reciprocal compensation for ISP traffic?

RESPONSE:

RESPONSE PROVIDED BY: David P. Scollard  
Manager  
600 N 19<sup>th</sup> Street  
Birmingham, AL 35203

BellSouth Telecommunications, Inc.  
FPSC Dkt. No. 991267-TP  
Staff's 1<sup>st</sup> Set of Interrogatories  
December 10, 1999  
Item No. 5  
Page 1 of 1  
**PROPRIETARY**

REQUEST: Did BellSouth attempt to negotiate a settlement on these issues with any other ALECs? If the response is affirmative, what was the result? If the response is negative, why not?

RESPONSE:

RESPONSE PROVIDED BY: David P. Scollard  
Manager  
600 N 19<sup>th</sup> Street  
Birmingham, AL 35203

**BELLSOUTH TELECOMMUNICATIONS, INC.**

**FPSC DOCKET NO. 991267-TP**

**STAFF'S FIRST REQUEST FOR PRODUCTION OF DOCUMENTS**

POD NO. 1

**PROPRIETARY**

# CRIS/CABS Work Request

RF-XXXX

(5-97)

Page 1

OLECISP.  
DOC

## 1. Instructions

Please complete ALL the requested information and submit to the appropriate person/group per CBS procedures  
For Microsoft Word users: The form is password protected to prevent erasing the field titles. Select cancel on the password box and press OK on the error window. Select 'Normal' option under 'View' to make text larger on screen. To enter information on the form, click in the field where you see the ' ' field. To select box, click with mouse in box or use 'X' key. If you need to remove the protection to enter more information, select 'unprotect document' option under 'Tools', and enter the password of 'save'. See CRIS/CABS Work Request Job Aid for additional instructions.

## 2. General Project Information

### 2a. Project (Product/Service) Information (Requester)

Project Name CLEC/ISP REPORT

Requester/Project Reference Number

Abstract (Brief- 30 Character or less) Description of Request  
Identify CLEC to ISP calls

### 2b. Other Related Work Request Cross Reference #

Application or Tool

Reference Number(s)

97070201-T

2c. Impacted Systems Please check (X) boxes for all impacted systems. Note: If CRIS bill page is being changed, CABS box should also be checked due to CRIS Bill in CABS Format offering.

☐ CRIS ☒ CABS ☐ QUANTUM

## 3. For IT Business Analyst/Project Manager Use Only

CPATS/Control Number

97071713

Revision Number

Revision Date

Received Date

Information Technology Business Analyst (CRIS only)

Information Technology Project Manager (CABS only)

Information Technology System Manager (CABS only)

## 4. Requester & CBS Administrative Information

### Administrative Information (Requester, Billing Program Director/Sponsor)

Date Submitted  
06-16-97

Customer Desired Due Date (CDDD)  
08-01-97

Requester Name  
Bob Cunningham

Requester Department  
Customer Billing Services

Requester RC  
20521100

Requester Phone Number  
205 321-1400

CBS/COU Project Lead Name  
Bob Cunningham

CBS/COU Project Lead Dept  
Customer Billing Services

CBS/COU Project Lead Phone Number  
205 321-1400

Cost Object/Initiative

ENC-RPT Remove potential high revenue loss to BST for reciprocal ISP/CLEC calls.

Billing Program Director/Sponsor  
Barbara Olsen

Billing Prog Director/Sponsor Dept  
PCU

Billing Program Director/Sponsor Phone Number  
404 335 0873

Other Contacts

Information Technology Contact(s) ??? Susan Luedee 205-988-6574

1000

**5. Description of Business Objective (Requester)**

5a. What has generated the need for this change/work? Please check (X) the appropriate box.

☐ New/Enhanced Product/Service    ☐ National Standards    ☐ Customer Services    ☒ Internal/Infrastructure

## 5b. General Description of Business Objective(s)

- Describe possible alternatives/options/manual workarounds.
- Describe Current Process. (If service is currently being performed, describe how it is done.)

Work request is to identify CLEC originated calls that terminate to an Internet Service Provider (ISP) numbers, within the BST IntraLata Network. These calls are to be marked such that the minutes of usage (MOU) will not be charged nor billed to the CLEC provider.

## 5c. Other Considerations of Business Objective

Work report is for the development of necessary files and reports to identify this usage on a monthly calendar basis by state and CLEC originated provider.

**6. Business Impact (Requester/Billing Program Director/Sponsor)**

6a. Expense/Revenue Impact Complete all that apply.

Projected Expense Reduction (Annual Amount)

\$ \_\_\_\_\_ or ☐ N/A

Projected Revenue (Annual Amount)

\$ \_\_\_\_\_ or ☐ N/A

6b. Prioritization Criteria Check (X) all that apply.

For Mandated and High Ratings, provide rationale in 6c below.

For items 1a, 1b, and 1c, attach a copy of the mandate.

For Items 4d, 4e, and 4f, document the \$ amount of revenue generation, expense reduction, and/or head count savings.

2DD \_\_\_\_\_ FOR CABS USE ONLY: Enter 3 Character Prioritization Code. See Job Aid for details.

- ☐ 1a. Mandated: Legal/PSC/FCC Mandate (written or verbal)
- ☒ 1b. Mandated: Corporate and PSC/FCC Joint Agreement
- ☐ 1c. Mandated: Approved Tariff
- ☐ 2a. PON (Purchase Order Number) Contractual Obligations (Authorized)
- ☐ 2b. PON (Purchase Order Number) Contractual Obligations (Pending Authorization)
- ☒ 3a. Corporate Initiatives: Corporate Dictate from EPC or Board of Directors
- ☐ 4a. High: Audit Findings
- ☐ 4b. High: Officer Priority
- ☐ 4c. High: Other Contractual Agreements
- ☐ 4d. High: Revenue Generation or Revenue Protection    At RISK:    \$    \_\_\_\_\_
- ☐ 4e. High: High Expense Reduction    At RISK:    \$    \_\_\_\_\_
- ☐ 4f. High: OA Initiatives    Head Count:    #    \_\_\_\_\_
- ☐ 4g. High: Customer Commitment
- ☐ 4h. High: Billing Integrity
- ☐ 4i. High: Customer Satisfaction
- ☐ 5a. Medium: Process Improvement
- ☐ 6a. Low: Process Improvement

0002

# CRIS/CABS Work Request

RF-XXXX

(5-97)

Page 3

OLECISP.  
DOC

---

NOTE: High expense reduction  $\geq \$400,000$  or  $\geq 5$  FTE's  
Medium expense reduction  $< \$400,000$  and  $\geq \$200,000$  or  $< 5$  FTE's and  $\geq 2$  FTE's  
Low expense reduction  $< \$200,000$  or  $< 2$  FTE's

---

0003

## 6c. Prioritization Rationale and Comments for Mandated and High

## 6d. Prioritization Special Considerations Check (X) all that apply and provide rationale in 6e below.

- ☐ Date Sensitivity If this request is date sensitive, provide critical dates (e.g. Tariff effective date, holiday promotion, critical market window) and rationale.
- ☒ Short/Long Term Impact If there are any specific short/long term impacts that we need to be aware of, list and explain.
- ☐ Constraints/Dependencies If there are any other constraints that might affect scheduling or if there are any other Work Requests dependent on this one, list and explain.

## 6e. Special Considerations for Prioritization Rationale and Comments Provide details of all items checked in 6d.

By identifying ISP dialed calls from an CLEC and removing these MOU messages from charges billed to the CLEC. Legal requirements - see attachment A

## 7. Preliminary Requirements (Requested Process/System Changes)

## 7a. Impacted Departments/Areas Check (X) appropriate column for area(s) affected by the proposed change. (Y=Yes, N=No, ?=Not Sure)

Y	N	?		Y	N	?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On-line Systems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	USOC/FID/BCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports/Files/MP Studies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service Order/CSR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conversions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Input Format
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Journals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	System Interfaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manual Workarounds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Settlements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Documentation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Billing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Training
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bill Format/Bill Media/Bill Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Network Changes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Usage to be Dropped/Zero-rated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other*:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adjustments/Treatment				
<input type="checkbox"/>	<input type="checkbox"/>		Approved by Bill Continuity Team (If Yes, attach Bill Mockup prior to submitting work request for funding approval)				

\* NOTE: See Job Aid for suggestions of OTHER items to include

## 7b. Preliminary Requirements Instructions (Details of Requested Process/System Changes)

Requirements must be provided for each area checked YES (Y) above. Please follow the instructions below, so that the requirements will be more complete and in a more usable format.

Quality Analysis Checklist Note: Please refer to local checklists for impacted area to insure billing integrity.

- Number each requirement individually.
- Define any terms that may be questionable. Translate acronyms.
- Give an example or a test case (tell us how to prove the product/service you are requesting)
- Define any inputs and triggers for the process.
- Define any outputs and effects for the product or service.
- Provide all constraints and conditions.
- Provide impacts to service agreements (e.g. increased transaction volume) and customer satisfaction criteria.

0004



## CRIS/CABS Work Request

## 7c. Preliminary Requirements (Detailed Statements/Information for Requested Process/System Changes)

#	
1.	<p><b>Description:</b> Create programming to use a table to be populated with Internet Service Provider (ISP) numbers defined down to the NPA NNX-XXXX level. Table is to be easily accessible for update and maintenance by CBS, not hard coded.</p> <p>Pass all local CLEC originated BST terminated traffic through new table to screen the terminating number to determine if number is ISP, if ISP mark the record as non-billable usage by assigning error code (SM) to record, and setting a unique indicator in the MAS 400 record.</p> <p><b>Inputs:</b> Input Data for table update will be manual or mechanical in nature, this is yet to be determined.</p> <p><b>Outputs &amp; Effects:</b> Identification of dialed ISP calls will be marked uniquely and dropped from CLEC billing.</p> <p><b>Constraints &amp; Error Conditions:</b></p> <p><b>Performance Impacts:</b></p>
2.	<p><b>Description:</b></p> <p><b>Test Cases:</b></p> <p><b>Inputs</b></p> <p><b>Triggers:</b></p> <p><b>Outputs &amp; Effects:</b></p> <p><b>Constraints &amp; Error Conditions:</b></p> <p><b>Performance Impacts:</b></p>

NOTE: To add another requirement, select 'unprotect document', enter the password 'save', click outside the right margin of the previous section and press enter.

Glossary (definitions/terms/acronyms):

## 8. Approvals

## 8a. Approval Signatures (Requester and Billing Program Director/Sponsor)

Signatures of both Requester and Billing Program Director/Sponsor are required prior to submitting request to CRIS/CABS.

Requester	Wayne Fleming/Bob Cunningham	Date	7/2/97
Billing Program Director/Sponsor	Barbara Olsen	Date	7/2/97

## 8b. Approval for Work or for T&amp;C

Please check (X) the appropriate boxes:

- ☐ This request is approved and covered by the Cost Object/Initiative shown in 4a.
- ☒ This is to request a non-binding Time & Cost (T&C) estimate only.

NOTE: Attach other documents electronically if possible.

0005



MESSAGE  
Subject: Retention of ISP/ESP Messages  
Sender: Sheri C. Irvin / AL, BRHM06  
PHONE-1=205 321-4410;

Dated: 09/11/97 at 16:26  
Contents: 3

Part 1

FROM: Sheri C. Irvin / AL, BRHM06

TO: Elizabeth H. Carnes / AL, BRHM09  
ERIC CASTILLO / NOTES  
DDT1=HPNOTES; DDV1=ERIC CASTILLO@BCI;

Part 2

Guys,

remember the emails I sent stating that Eric's team need to decide about deleting the ISP usage??? Welllllllll, I just discovered that Jim has sent it back to CBS (see attached), so I guess for now, we can forget it on Eric's team.

I'll keep you posted as FYI.

Sheri

Part 3

Forwarded MESSAGE  
Subject: Retention of ISP/ESP Messages  
Sender: Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;

Dated: 09/11/97 at 16:10  
Contents: 2

Part 3.1

TO: Sheri C. Irvin / AL, BRHM06  
PHONE-1=205 321-4410;

Part 3.2

Forwarded REPLY  
Subject: Retention of ISP/ESP Messages  
Sender: Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;

Dated: 09/11/97 at 14:45  
Contents: 4

Part 3.2.1

TO: David L. Hollett / AL, BRHM07  
PHONE-1=205-321-3736;

CC: Barbara Z. Bradley / AL, BRHM07  
PHONE-1=205-321-4402;  
Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;  
Bob J. Cunningham / AL, BRHM09  
PHONE-1=205-321-1400;  
Larry E. Glover / AL, BRHM06  
PHONE-1=205-321-3730;

Part 3.2.2

Dave,  
The usage is being dropped and "trapped" in LARIES, but I really think there needs to be some reports developed showing by carrier how much was excluded from the bill, and that report needs to be available to the ICSC. If there is a need to retain data for possible future billing, it also seems like we would want that data captured and retained in IT.  
Bob/Barbara,  
Please get with me to discuss your thoughts and then I will respond to Jim.

-->Susan:

0007

=>  
=>I need your feedback on Jim's message attached.  
=>  
=>If his statements about dumping the usage are correct, then I am assuming we  
=>are dropping the usage. It is my understanding that dropped usage can be saved  
=>to a file for future use, reporting, etc. If this is what we are doing, then  
=>there probably is no need to submit a work request to IT for any additional  
=>functionality except for the ability to re-enter the usage to the billing  
=>stream to be able to bill it back to the appropriate CLECs. This latter  
=>functionality may be part of our existing billing capabilities.  
=>  
=>Please go ahead and respond back to Jim for me unless there are some  
=>significant issues we need to talk through first.  
=>  
=>Thanks,  
=>  
=>Dave  
=>

Part 3.2.3

Susan:

I need your feedback on Jim's message attached.

If his statements about dumping the usage are correct, then I am assuming we are dropping the usage. It is my understanding that dropped usage can be saved to a file for future use, reporting, etc. If this is what we are doing, then there probably is no need to submit a work request to IT for any additional functionality except for the ability to re-enter the usage to the billing stream to be able to bill it back to the appropriate CLECs. This latter functionality may be part of our existing billing capabilities.

Please go ahead and respond back to Jim for me unless there are some significant issues we need to talk through first.

Thanks,

Dave

Part 3.2.4

Forwarded MESSAGE  
Subject: Retention of ISP/ESP Messages  
Sender: James H. Childress / AL, BRHM07  
PHONE-1=404-927-7560;

Dated: 09/11/97 at 10:17  
Contents: 2

Part 3.2.4.1

TO: David L. Hollett / AL, BRHM07  
PHONE-1=205-321-3736;  
  
CC: Barbara Z. Bradley / AL, BRHM07  
PHONE-1=205-321-4402;  
Jim Brinkley / AL, BRHM04  
PHONE-1=404-927-7520;  
Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;  
Bob J. Cunningham / AL, BRHM09  
PHONE-1=205-321-1400;

Part 3.2.4.2

Dave,

Thanks to the efforts of your folks and IT, I understand that BST is now able

0008

to exclude ISP/ESP traffic from our billing process. This action enables us to adhere to our side of the August policy letter to the CLECs where BST takes the position of neither paying for nor billing ISP/ESP usage. Because we had to put this in place so quickly, I also understand it has very little functionality and in fact just dumps the usage rather than storing it.

There is definitely a corporate need to track and store by CLEC the ISP/ESP usage excluded from the billing process. If BST loses this issue and is forced to pay the ISP/ESP invoices, we will want to bill the CLECs for the usage we have excluded. In addition, since we are studying the content of the traffic on our invoices closely, we can assume that the CLECs will be doing the same thing. Without the ability to track the excluded usage by CLEC, there will be no way to demonstrate what volumes we are talking about.

I'd like for CBS to develop an IT work request to provide the functionality discussed above. Please call me at 404-927-7560 so we can discuss this further.

Jim

MESSAGE  
Subject: Retention of ISP/ESP Messages  
Sender: Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;

Dated: 09/11/97 at 16:10  
Contents: 2

Part 1

TO: Sheri C. Irvin / AL, BRHM06  
PHONE-1=205 321-4410;

Part 2

Forwarded REPLY  
Subject: Retention of ISP/ESP Messages  
Sender: Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;

Dated: 09/11/97 at 14:45  
Contents: 4

Part 2.1

TO: David L. Hollett / AL, BRHM07  
PHONE-1=205-321-3736;

CC: Barbara Z. Bradley / AL, BRHM07  
PHONE-1=205-321-4402;  
Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;  
Bob J. Cunningham / AL, BRHM09  
PHONE-1=205-321-1400;  
Larry E. Glover / AL, BRHM06  
PHONE-1=205-321-3730;

Part 2.2

Dave,  
The usage is being dropped and "trapped" in LARIES, but I really think there needs to be some reports developed showing by carrier how much was excluded from the bill, and that report needs to be available to the ICSC. If there is a need to retain data for possible future billing, it also seems like we would want that data captured and retained in IT.  
Bob/Barbara,  
Please get with me to discuss your thoughts and then I will respond to Jim.

=>Susan:  
=>  
=>I need your feedback on Jim's message attached.  
=>  
=>If his statements about dumping the usage are correct, then I am assuming we  
=>are dropping the usage. It is my understanding that dropped usage can be saved  
=>to a file for future use, reporting, etc. If this is what we are doing, then  
=>there probably is no need to submit a work request to IT for any additional  
=>functionality except for the ability to re-enter the usage to the billing  
=>stream to be able to bill it back to the appropriate CLECs. This latter  
=>functionality may be part of our existing billing capabilities.  
=>  
=>Please go ahead and respond back to Jim for me unless there are some  
=>significant issues we need to talk through first.  
=>  
=>Thanks,  
=>  
=>Dave  
=>

Part 2.3

Susan:

I need your feedback on Jim's message attached.

If his statements about dumping the usage are correct, then I am assuming we are dropping the usage. It is my understanding that dropped usage can be saved to a file for future use, reporting, etc. If this is what we are doing, then there probably is no need to submit a work request to IT for any additional functionality except for the ability to re-enter the usage to the billing stream to be able to bill it back to the appropriate CLECs. This latter functionality may be part of our existing billing capabilities.

Please go ahead and respond back to Jim for me unless there are some significant issues we need to talk through first.

Thanks,

Dave

Part 2.4

Forwarded MESSAGE  
Subject: Retention of ISP/ESP Messages  
Sender: James H. Childress / AL, BRHM07  
PHONE-1=404-927-7560;

Dated: 09/11/97 at 10:17  
Contents: 2

Part 2.4.1

TO: David L. Hollett / AL, BRHM07  
PHONE-1=205-321-3736;

CC: Barbara Z. Bradley / AL, BRHM07  
PHONE-1=205-321-4402;  
Jim Brinkley / AL, BRHM04  
PHONE-1=404-927-7520;  
Susan H. Claytor / AL, BRHM07  
PHONE-1=205-321-2806;  
Bob J. Cunningham / AL, BRHM09  
PHONE-1=205-321-1400;

Part 2.4.2

Dave,

Thanks to the efforts of your folks and IT, I understand that BST is now able to exclude ISP/ESP traffic from our billing process. This action enables us to adhere to our side of the August policy letter to the CLECs where BST takes the position of neither paying for nor billing ISP/ESP usage. Because we had to put this in place so quickly, I also understand it has very little functionality and in fact just dumps the usage rather than storing it.

There is definitely a corporate need to track and store by CLEC the ISP/ESP usage excluded from the billing process. If BST loses this issue and is forced to pay the ISP/ESP invoices, we will want to bill the CLECs for the usage we have excluded. In addition, since we are studying the content of the traffic on our invoices closely, we can assume that the CLECs will be doing the same thing. Without the ability to track the excluded usage by CLEC, there will be no way to demonstrate what volumes we are talking about.

I'd like for CBS to develop an IT work request to provide the functionality discussed above. Please call me at 404-927-7560 so we can discuss this further.

Jim





MESSAGE  
Subject: ISP Recommendation  
Sender: Pinky W. Reichert / AL, BRHM07  
PHONE-1=205-977-1755;

Dated: 10/07/97 at 12:47  
Contents: 2

3

Part 1

FROM: Pinky W. Reichert / AL, BRHM07  
PHONE-1=205-977-1755;

TO: Gregg Beck / AL, BRHM02  
PHONE-1=404-927-7596;  
Elizabeth H. Carnes / AL, BRHM09  
PHONE-1=404 927-7598;  
ERIC CASTILLO / NOTES  
DDT1=HPNOTES; DDV1=ERIC CASTILLO@BCI;  
PHONE-1=(404) 529-7462;  
Sheri C. Irvin / AL, BRHM06  
PHONE-1=205 321-4410;

Part 2

Ladies and Gentlemen,

I've reviewed the ISP recommendations the team made and have shared them with Marc Cathey. Since I just sent him the E-Mail, if he has additional input, I'll send it at a later time.

Just wanted to share some comments that came out from our Billing Meeting with TCG on Friday morning, 10-3-97. They asked us what methodology we were using to extract the ISP usage. Barbara Bradley was on the call with us to hear the customer questions. BellSouth took an action item to ask Legal what we can and can't share with the customer about the process we used for gathering ISP usage. Teleport was very honest and said the usage sent to us didn't separate ISPs. They also expressed concern that noone had approached them to discuss the ISP issue before we paid only a portion of the bill. Teleport is going back to discuss the ISP usage within their internal organization. Teleport didn't ask the \$64,000 question about if our bills to them excluded that usage.

We have a face to face meeting on 10-14-97 and TCG has asked to discuss our process with them and mutually agree on what we should do going forward. At that time, we will need to share the details of what each bill included. I'm sure we will come up with some type of compromise adjustment and move forward. We plan to invite Lynn Smith's folks to the meeting also.

Based on the above, I'd like to reinforce the fact that we need to be sure our process of identifying this usage is on firm ground by. The assumptions we used must be validated.

I agree with Sheri and Beth that we need to get an exemption from Bill Guarantee for backbilling of the usage. Seems to me I remember a "Rule" for exemptions that allowed for a FCC or State mandate to be excluded. I don't have a clue how that process works today. In my former Staff Life, there was a committee that handled reviewing of exclusions and giving a yea or nay. Rick Klein used to chair the team and Debbie Marionneaux was a member. I'll check with Debbie and see if she can shed some light on the process.

Pinky

10/14  
Dussan,  
TCG denied our  
disputed from ISP.  
They expect full  
payment  
Gini Childress is  
going to get a  
call note from  
Pinky

0013



MESSAGE

Subject: procedures

Sender: Larry E. Glover /AL,BRHM06

Dated: 10/24/97 at 9:4

Contents:

Item 1

FROM: Larry E. Glover /AL,BRHM06

TO: Susan H. Claytor /AL,BRHM07 { Undisplayable address parts }

Item 2

Susan

This process has some big holes but I can not offer an alternative at this time. Just because a number shows up on one of these directories does not mean that it is actually an ISP. Wayne has not documented any part of the verification process. I will talk to Bob Cunningham about documenting this area.

The Source IV section has the word "guarantee" and I am not sure we will ever get in a position to say the list is 100% accurate and complete. If that is the expectation we should set the record straight now. Do we need to draft a letter to legal on the accuracy of the process and the affect on any PSC/FCC testimony?

On your service order proposal - can we expect the customer to tell us how he plans to use the line? Some customers would tell us that it is none of our business.

Thanks.

Larry G.

Item 3

MESSAGE

Subject: procedures

Creator: Susan H. Claytor /AL,BRHM07

Dated: 10/23/97 at 13:26

Contents: 3

Item 3.1

TO: Larry E. Glover /AL,BRHM06 { Undisplayable address parts }  
David L. Hollett /AL,BRHM07

Item 3.2

Larry,

Per our discussion today, attached is an Email I just received. My concern with these procedures is that it seems to recognize there are still gaps, it seems that it could change daily as the internet changes (how would you ever know what is on the Directory.Com vs other places), and it leaves that potentially big unknown in procedure IV. I also have questions about a call to an 800 number. I would think the 800 number would be published, which may be ok for invoice verification (assuming

they are including originating 800 service on our data base), but our terminations for billing would need the associated POTS number. It also focuses totally on Internet providers but does not address other ESP like 976 calling or N11.

To me the procedure needs to have rationale included which gets blessed by those who decided to pursue this process.

I would have a tough time if put on the witness stand to testify to the accuracy and completeness.

Any thoughts or concerns from you?

Item 3.3

MESSAGE

Subject: procedures

Creator: James H. Childress /AL,BRHM07

Dated: 10/23/97 at 12:29

Contents: 1

Item 3.3.1

TO: Susan H. Claytor /AL,BRHM07 { Undisplayable address parts }

Item 3.3.2

Susan,

Attached are the procedures that Wayne Fleming provided for determining ISP/ESP numbers. Your thoughts?

Jim

Item 3.3.3

MESSAGE

Subject: procedures

Creator: Wayne N. Fleming /AL,BRHM03

Dated: 10/20/97 at 11:54

Contents: 3

Item 3.3.3.1

FROM: Wayne N. Fleming /AL,BRHM03 { Undisplayable address parts }  
TO: Bob J. Cunningham /AL,BRHM09 { Undisplayable address parts }  
CC: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
James H. Childress /AL,BRHM07

Item 3.3.3.2

see attachment for your copy.

Item 3.3.3.3

TFXT  
Subject: procedures  
Creator: Susan H. Claytor /AL,BRHM07

Dated: 10/23/97 at 13:13  
Size: 999 bytes

Larry,  
Per our discussion today, attached is an Email I just received.  
My concern with these procedures is that it seems to recognize there are still gaps, it seems that it could change daily as the internet changes (how would you ever know what is on the Directory.Com vs other places), and it leaves that potentially big unknown in procedure IV.  
I also have questions about a call to an 800 number. I would think the 800 number would be published, which may be ok for invoice verification (assuming they are including originating 800 service on our data base), but our terminations for billing would need the associated POTS number. It also focuses totally on Internet providers but does not address other ESP like 976 calling or N11.  
To me the procedure needs to have rationale included which gets blessed by those who decided to pursue this process.  
I would have a tough time if put on the witness stand to testify to the accuracy and completeness.  
Any thoughts or concerns from you?



# CRIS/CABS Work Request

RF-XXXX

(11-96)

Page 1

5

## 1. Instructions

Please complete ALL the requested information and submit to the appropriate person/group per CBS procedures

For Microsoft Word users: The form is password protected to prevent erasing the field titles. Select cancel on the password box and press OK on the error window. Select 'Normal' option under 'View' to make text larger on screen. To enter information on the form, click in the field where you see the ' ' field. To select box, click with mouse in box or use 'X' key. If you need to remove the protection to enter more information, select 'unprotect document' option under 'Tools', and enter the password of 'save'. See CRIS/CABS Work Request Job Aid for additional instructions.

## 2. General Project Information

### 2a. Project (Product/Service) Information (Requester)

Project Name: Project Encore (Local Interconnection)	Requester/Project Reference Number
--	------------------------------------

Abstract (Brief- 30 Character or less) Description of Request

Develop a process to withhold billing of ISP/ESP Minutes of Use traffic and to display withheld MOUs in the CLEC bills.

### 2b. Other Related Work Request Cross Reference #

Application or Tool	Reference Number(s)

### 2c. Impacted Systems Please check (X) boxes for all impacted systems

☐ CRIS ☒ CABS ☐ QUANTUM

## 3. For IT Project Management Use Only

CPATS/Control Number	Revision Number	Revision Date	Received Date
Information Technology Project Manager		Information Technology System Manager	

## 4. Requester & CBS Administrative Information

### 4a. Administrative Information (Requester, Plan Sponsor)

Date Submitted 11/5/97	Customer Desired Due Date (CDDD) 7/5/98	Requester Name Eric Castillo
Requester Department PCU	Requester RC 22032000	Requester Phone Number 404-927-7644
Project Lead Name E. H. Carnes	Project Lead Department InterConnection Services	Project Lead Phone Number 404-927-7598
Business Plan ID Project Encore: Local Interconnection.		
Plan Manager Name Libby Gerald	Plan Manager Department PCU	Plan Manager Phone Number 404-927-7875

### 4b. Administrative Information (CBS)

Billing Sponsor Name Sheri Irvin	Billing Sponsor Department CBS	Billing Sponsor Phone Number 205-321-4410
Other Contacts		
Information Technology Contact(s)		

### 4c. Benefiting Business Unit/Shared Resource Unit (ABIS-code) Please check (X) the appropriate boxes.

<input type="checkbox"/> E=Small Business	<input type="checkbox"/> N=Network
<input type="checkbox"/> F=Consumer	<input type="checkbox"/> P=PPSM (Property Proc. & Svc. Mgmt.)
<input type="checkbox"/> G=BBS (BellSouth Business Systems)	<input type="checkbox"/> Q=IT
<input type="checkbox"/> H=Public	<input type="checkbox"/> R=Customer Billing Services
<input type="checkbox"/> J=Operator Services	<input type="checkbox"/> S=Corporate
<input checked="" type="checkbox"/> K=Interconnect	<input type="checkbox"/> _____ (new business unit not listed)

0019

# CRIS/CABS Work Request

RF-XXXX

(11-96)

Page 2

## 5. Description of Business Objective (Requester)

5a. What has generated the need for this change/work? Please check (X) the appropriate box.

☐ New/Enhanced Product/Service ☐ National Standards ☒ Customer Services ☒ Internal/Infrastructure

### 5b. General Description of Business Objective(s)

- Describe possible alternatives/options/manual workarounds.
- Describe Current Process. (If service is currently being performed, describe how is it done.)

BST, in accordance with FCC direction, has decided to withhold billing Minutes of Use traffic originated in a facility base Competitive Local Exchange Company (CLEC) and terminating in an ISP/ESP provider connected to the BST network. As a result of this decision, communicated to the CLECs in SN91081223 BST letter dated August 12, 1997, CABS need to develop a process to 1) Withhold billing ISP/ESP destined MOU to the CLECs; 2) Display MOU withheld in the bill sent to the CLECs, without rating it; 3) Develop report to substantiate ISP/ESP MOUs in case of bill inquiries on a per CLEC basis.

### 5c. Other Considerations of Business Objective

## 6. Business Impact (Requester/Plan Manager)

6a. Expense/Revenue Impact Complete all that apply.

Projected Expense Reduction (Annual Amount)

\$ \_\_\_\_\_ or ☒ N/A

Projected Revenue (Annual Amount)

\$ \_\_\_\_\_ or ☒ N/A

6b. Prioritization Criteria Check (X) all that apply.

For Mandated and High Ratings, provide rationale in 6c below.

For Items 4d, 4e, and 4f, document the \$ amount of revenue generation, expense reduction, and/or head count savings.

FOR CABS USE ONLY: Enter 3 Character Prioritization Code. See Job Aid for details.

- ☒ 1a. Mandated: Legal/PSC/FCC Mandate (written or verbal)
- ☐ 1b. Mandated: Corporate and PSC/FCC Joint Agreement
- ☐ 1c. Mandated: Approved Tariff
- ☐ 2a. PON (Purchase Order Number) Contractual Obligations (Authorized)
- ☐ 2b. PON (Purchase Order Number) Contractual Obligations (Pending Authorization)
- ☐ 3a. Corporate Initiatives: Corporate Dictate from EPC or Board of Directors
- ☐ 4a. High: Audit Findings
- ☐ 4b. High: Officer Priority
- ☐ 4c. High: Other Contractual Agreements
- ☐ 4d. High: Revenue Generation or Revenue Protection At RISK: \$ \_\_\_\_\_
- ☐ 4e. High: High Expense Reduction At RISK: \$ \_\_\_\_\_
- ☐ 4f. High: OA Initiatives Head Count: # \_\_\_\_\_
- ☐ 4g. High: Customer Commitment
- ☐ 4h. High: Billing Integrity
- ☐ 4i. High: Customer Satisfaction
- ☐ 5a. Medium: Process Improvement
- ☐ 6a. Low: Process Improvement

NOTE: High expense reduction >=\$400,000 or >=5 FTE's

Medium expense reduction <\$400,000 and >=\$200,000 or <5 FTE's and >=2 FTE's

Low expense reduction <\$200,000 or < 2 FTE's

0020



# CRIS/CABS Work Request

RF-XXXX

(11-96)

Page 3

## 6c. Prioritization Rationale and Comments for Mandated and High

### 6d. Prioritization Special Considerations Check (X) all that apply and provide rationale in 6e below.

- ☒ Date Sensitivity If this request is date sensitive, provide critical dates (e.g. Tariff effective date, holiday promotion, critical market window) and rationale. **Needs to be in place by not later than July, 1998.**
- ☐ Short/Long Term Impact If there are any specific short/long term impacts that we need to be aware of, list and explain.
- ☐ Constraints/Dependencies If there are any other constraints that might affect scheduling or if there are any other Work Requests dependent on this one, list and explain.

### 6e. Special Considerations for Prioritization Rationale and Comments Provide details of all items checked in 6d.

## 7. Preliminary Requirements (Requested Process/System Changes)

### 7a. Impacted Departments/Areas Check (X) appropriate column for area(s) affected by the proposed change. (Y=Yes, N=No, ?=Not Sure)

Y	N	?		Y	N	?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On-line Systems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	USOC/FID/BCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports/Files/MP Studies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service Order/CSR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conversions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Input Format
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	System Interfaces
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manual Workarounds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Settlements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Documentation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Billing Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Training
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bill Format/Bill Media/Bill Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Network Changes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Usage to be Dropped/Zero-rated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other*: Rate Change, Rate Data Base
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adjustments/Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved by Bill Language & Design Continuity Team (BL&DCT)				

\* NOTE: See Job Aid for suggestions of OTHER items to include

### 7b. Preliminary Requirements Instructions (Details of Requested Process/System Changes)

Requirements must be provided for each area checked YES (Y) above. Please follow the instructions below, so that the requirements will be more complete and in a more usable format.

**Quality Analysis Checklist** Note: Please refer to local checklists for impacted area to insure billing integrity.

- Number each requirement individually.
- Define any terms that may be questionable. Translate acronyms.
- Give an example or a test case (tell us how to prove the product/service you are requesting)
- Define any inputs and triggers for the process.
- Define any outputs and effects for the product or service.
- Provide all constraints and conditions.
- Provide impacts to service agreements (e.g. increased transaction volume) and customer satisfaction criteria.

0021

Continued on Page 4

# CRIS/CABS Work Request

RF-XXXX  
(11-96)  
Page 4

## 7c. Preliminary Requirements (Detailed Statements/Information for Requested Process/System Changes)

#	Description
1.	Provide ability to 1) Identify ISP/ESP MOU traffic originated in a facility based CLEC, and destined to an ISP/ESP customer terminated in BST's network; 2) Withhold billing CLEC for ISP/ESP MOU destined traffic; 3) Display ISP/ESP MOU traffic, but do not rate it; 4) Develop report to substantiate ISP/ESP MOU on a per CLEC basis to support bill inquiry cases.
2.	
3.	
4.	

NOTE: To add another requirement, select 'unprotect document', enter the password 'save', click outside the right margin of the previous section and press enter.

Glossary (definitions/terms/acronyms):

## 8. Approvals

### 8a. Approval Signatures (Requester, Plan Manager, and COU Sponsor)

Signatures of Requester, Plan Manager, and COU Sponsor are required prior to submitting request to CRIS/CABS.

Requester	Date
Plan Manager	Date
COU Sponsor	Date

### 8b. Approval for Work or for T&C

Please check (X) the appropriate boxes:

- ☐ This request is approved and covered by the Business Plan in 4a.  
☒ This is to request a non-binding Time & Cost (T&C) estimate only.

NOTE: Attach other documents electronically if possible.

0022



MESSAGE

Dated: 12/16/97 at 10:24

Subject: ISP call retention

Contents: 3 6

Sender: Bob J. Cunningham /AL,BRHM09

Item 1

FROM: Bob J. Cunningham /AL,BRHM09 { Undisplayable address parts }  
TO: Barbara K. Olsen /AL,BRHM07 { Undisplayable address parts }  
CC: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
Susan H. Claytor /AL,BRHM07  
Sheri C. Irvin /AL,BRHM06 { Undisplayable address parts }

Item 2

Barbara,

Attached is a work request to permanently retain detailed CLEC dialed, ISP terminated calls for audit purposed and/or possibility of rebilling these messages at some time in the future.

Any question please give me a call at 205 321-1400

Thanks, Bob Cunningham

Item 3

**1. Instructions**

Please complete **ALL** the requested information and submit to the appropriate person/group per CBS procedures. For Microsoft Word users: The form is password protected to prevent erasing the field titles. Select cancel on the password box and press OK on the error window. Select 'Normal' option under 'View' to make text larger on screen. To enter information on the form, click in the field where you see the ' ' field. To select box, click with mouse in box or use 'X' key. If you need to remove the protection to enter more information, select 'unprotect document' option under 'Tools', and enter the password of 'save'. See CRIS/CABS Work Request Job Aid for additional instructions.

**2. General Project Information****2a. Project (Product/Service) Information (Requester)**

Project Name	ISP RECORD RETENTION	Requester/Project Reference Number
Abstract (Brief- 30 Character or less) Description of Request Permanent retention of ISP calls		

**2b. Other Related Work Request Cross Reference #**

Application or Tool	Reference Number(s)
	97122601-T

**2c. Impacted Systems** Please check (X) boxes for all impacted systems. Note: If CRIS bill page is being changed, CABS box should also be checked due to CRIS Bill in CABS Format offering.

☐ CRIS      ☒ CABS      ☐ QUANTUM

**3. For IT Business Analyst/Project Manager Use Only**

CPATS/Control Number 97122614	Revision Number	Revision Date	Received Date
Information Technology Business Analyst (CRIS only)			
Information Technology Project Manager (CABS only)		Information Technology System Manager (CABS only)	

**4. Requester & CBS Administrative Information****Administrative Information (Requester, Billing Program Director/Sponsor)**

Date Submitted 12-16-1997	Customer Desired Due Date (CDDD) 12-31-1997	Requester Name Bob Cunningham	
Requester Department Customer Billing Services	Requester RC 25021100	Requester Phone Number 205 321-1400	
CBS/COU Project Lead Name Bob Cunningham	CBS/COU Project Lead Dept Customer Billing Services	CBS/COU Project Lead Phone Number 205 321-1400	
Cost Object Initiative Maintain permanent CLEC dialed ISP calls for future audit and/or rebilling requirements			
Billing Program Director/Sponsor Barbara Olsen	Billing Prog Director/Sponsor Dept PCU	Billing Program Director/Sponsor Phone Number 404 335-0873	
Other Contacts			
Information Technology Contact(s)			

0025

**5. Description of Business Objective (Requester)**

5a. What has generated the need for this change/work? Please check (X) the appropriate box.

☐ New/Enhanced Product/Service    ☐ National Standards    ☐ Customer Services    ☒ Internal/Infrastructure
**5b. General Description of Business Objective(s)**

- Describe possible alternatives/options/manual workarounds.
- Describe Current Process. (If service is currently being performed, describe how is it done.)

Currently CLEC originated dialed calls that terminate to an identified ISP number (from table MS05.XFA1010.ISPT) are marked with an error code (TI). The records are then passed to LARIES as a TI error record, which prevents the record from entering the Bill stream. This issue is in litigation and BST may have to provide complete detailed records of each call, and or rebill these call records back to the CLEC. Thus we need the complete ISP identified record to be retained on a file indefinitely. Sending the records to LARIES will no longer be needed once retention file is in place.

**5c. Other Considerations of Business Objective****6. Business Impact (Requester/Billing Program Director/Sponsor)**

6a. Expense/Revenue Impact Complete all that apply.

 Projected Expense Reduction (Annual Amount)  
 \$ \_\_\_\_\_ or ☐ N/A

 Projected Revenue (Annual Amount)  
 \$ \_\_\_\_\_ or ☐ N/A

6b. Prioritization Criteria Check (X) all that apply.

For Mandated and High Ratings, provide rationale in 6c below.

For items 1a, 1b, and 1c, attach a copy of the mandate.

For items 4d, 4e, and 4f, document the \$ amount of revenue generation, expense reduction, and/or head count savings.

**FOR CABS USE ONLY: Enter 3 Character Prioritization Code. See Job Aid for details.**

- ☐ 1a. Mandated: Legal/PSC/FCC Mandate (written or verbal)
- ☒ 1b. Mandated: Corporate and PSC/FCC Joint Agreement
- ☐ 1c. Mandated: Approved Tariff
- ☐ 2a. PON (Purchase Order Number) Contractual Obligations (Authorized))
- ☐ 2b. PON (Purchase Order Number) Contractual Obligations (Pending Authorization)
- ☒ 3a. Corporate Initiatives: Corporate Dictate from EPC or Board of Directors
- ☐ 4a. High: Audit Findings
- ☐ 4b. High: Officer Priority
- ☐ 4c. High: Other Contractual Agreements
- ☐ 4d. High: Revenue Generation or Revenue Protection    At RISK:    \$    \_\_\_\_\_
- ☐ 4e. High: High Expense Reduction    At RISK:    \$    \_\_\_\_\_
- ☐ 4f. High: OA Initiatives    Head Count:    #    \_\_\_\_\_
- ☐ 4g. High: Customer Commitment
- ☐ 4h. High: Billing Integrity
- ☐ 4i. High: Customer Satisfaction
- ☐ 5a. Medium: Process Improvement

☐ 6a. Low: Process Improvement

NOTE: High expense reduction  $\geq \$400,000$  or  $\geq 5$  FTE's

Medium expense reduction  $< \$400,000$  and  $\geq \$200,000$  or  $< 5$  FTE's and  $\geq 2$  FTE's

Low expense reduction  $< \$200,000$  or  $< 2$  FTE's

0027

## 6c. Prioritization Rationale and Comments for Mandated and High

## 6d. Prioritization Special Considerations Check (X) all that apply and provide rationale in 6e below.

- ☐ Date Sensitivity If this request is date sensitive, provide critical dates (e.g. Tariff effective date, holiday promotion, critical market window) and rationale.
- ☒ Short/Long Term Impact If there are any specific short/long term impacts that we need to be aware of, list and explain.
- ☐ Constraints/Dependencies If there are any other constraints that might affect scheduling or if there are any other Work Requests dependent on this one, list and explain.

## 6e. Special Considerations for Prioritization Rationale and Comments Provide details of all items checked in 6d.

Indefinite retention of complete CLEC Dialed ISP terminated calls.

## 7. Preliminary Requirements (Requested Process/System Changes)

## 7a. Impacted Departments/Areas Check (X) appropriate column for area(s) affected by the proposed change. (Y = Yes, N = No, ? = Not Sure)

Y	N	?		Y	N	?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On-line Systems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	USOC/FID/BCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports/Files/MP Studies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service Order/CSR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conversions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Input Format
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Journals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	System Interfaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manual Workarounds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Settlements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Documentation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Billing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Training
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bill Format/Bill Media/Bill Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Network Changes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Usage to be Dropped/Zero-rated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other*:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adjustments/Treatment				
<input type="checkbox"/>	<input type="checkbox"/>		Approved by Bill Continuity Team (If Yes, attach Bill Mockup prior to submitting work request for funding approval)				

\* NOTE: See Job Aid for suggestions of OTHER items to include

## 7b. Preliminary Requirements Instructions (Details of Requested Process/System Changes)

Requirements must be provided for each area checked YES (Y) above. Please follow the instructions below, so that the requirements will be more complete and in a more usable format.

Quality Analysis Checklist Note: Please refer to local checklists for impacted area to insure billing integrity.

- Number each requirement individually.
- Define any terms that may be questionable. Translate acronyms.
- Give an example or a test case (tell us how to prove the product/service you are requesting)
- Define any inputs and triggers for the process.
- Define any outputs and effects for the product or service.
- Provide all constraints and conditions.
- Provide impacts to service agreements (e.g. increased transaction volume) and customer satisfaction criteria.



## 7c. Preliminary Requirements (Detailed Statements/Information for Requested Process/System Changes)

#	
1.	<p>Description: Create a file to indefinitely retain calls originated by a CLEC where the termination number is identified as ISP (from file MS05.XFA1010.ISPT)</p> <p>Test Cases:</p> <p>Inputs</p> <p>Triggers:</p> <p>Outputs &amp; Effects:</p> <p>Constraints &amp; Error Conditions:</p> <p>Performance Impacts:</p>
2.	<p>Description:</p> <p>Test Cases:</p> <p>Inputs</p> <p>Triggers:</p> <p>Outputs &amp; Effects:</p> <p>Constraints &amp; Error Conditions:</p> <p>Performance Impacts:</p>
3.	<p>Description:</p> <p>Test Cases:</p> <p>Inputs</p> <p>Triggers:</p> <p>Outputs &amp; Effects:</p> <p>Constraints &amp; Error Conditions:</p> <p>Performance Impacts:</p>
4.	<p>Description:</p> <p>Test Cases:</p> <p>Inputs</p> <p>Triggers:</p> <p>Outputs &amp; Effects:</p> <p>Constraints &amp; Error Conditions:</p> <p>Performance Impacts:</p>

NOTE: To add another requirement, select 'unprotect document', enter the password 'save', click outside the right margin of the previous section and press enter.

Glossary (definitions/terms/acronyms):

## 8. Approvals

### 8a. Approval Signatures (Requester and Billing Program Director/Sponsor)

Signatures of both Requester and Billing Program Director/Sponsor are required prior to submitting request to CRIS/CABS.

Requester Bob Cunningham	Date 12-16-1997
Billing Program Director/Sponsor Barbara Olsen	Date 12-16-1997

### 8b. Approval for Work or for T&C

Please check (X) the appropriate boxes:

- ☐ This request is approved and covered by the Cost Object/Initiative shown in 4a.
- ☒ This is to request a non-binding Time & Cost (T&C) estimate only.

End

# CRIS/CABS Work Request

(5-97)

Page 6

ISPRETN  
.DOC

NOTE: Attach other documents electronically if possible.

---

End

PRIVATE/PROPRIETARY: Not for use or disclosure outside BELLSOUTH except by written agreement.

0030



MESSAGE

Subject: 800 dialed ISP calls  
Creator: Bob J. Cunningham /AL,BRHM09

Dated: 12/16/97 at 16:09  
Contents: 3

7

Item 1

FROM: Bob J. Cunningham /AL,BRHM09 { Undisplayable address parts }  
TO: Barbara K. Olsen /AL,BRHM07 { Undisplayable address parts }  
CC: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
Susan H. Claytor /AL,BRHM07  
Sheri C. Irvin /AL,BRHM06 { Undisplayable address parts }

Item 2

Barbara,

Attached is a work request to remove 1+800 dialed calls that terminate to an ISP number from being excluded from access billing.

Any questions please call me at 205 321-1400

Thanks, Bob Cunningham

Item 3

## CRIS/CABS Work Request

(5-97)

Page 1

800ISP  
.DOC**1. Instructions**

Please complete ALL the requested information and submit to the appropriate person/group per CBS procedures

For Microsoft Word users: The form is password protected to prevent erasing the field titles. Select cancel on the password box and press OK on the error window. Select 'Normal' option under 'View' to make text larger on screen. To enter information on the form, click in the field where you see the ' ' field. To select box, click with mouse in box or use 'X' key. If you need to remove the protection to enter more information, select 'unprotect document' option under 'Tools', and enter the password of 'save'. See CRIS/CABS Work Request Job Aid for additional instructions.

**2. General Project Information**

<b>2a. Project (Product/Service) Information (Requester)</b>	
Project Name 800 ISP calls	Requester/Project Reference Number
Abstract (Brief- 30 Character or less) Description of Request drop 800 ISP dialed calls from ISP lookup	
<b>2b. Other Related Work Request Cross Reference #</b>	
Application or Tool	Reference Number(s) 97121701-T

**2c. Impacted Systems** Please check (X) boxes for all impacted systems. Note: If CRIS bill page is being changed, CABS box should also be checked due to CRIS Bill in CABS Format offering.

☒ CRIS ☒ CABS ☐ QUANTUM

**3. For IT Business Analyst/Project Manager Use Only**

CPATS/Control Number 97121807	Revision Number	Revision Date	Received Date
Information Technology Business Analyst (CRIS only)			
Information Technology Project Manager (CABS only)		Information Technology System Manager (CABS only)	

**4. Requester & CBS Administrative Information**

<b>Administrative Information (Requester, Billing Program Director/Sponsor)</b>			
Date Submitted 12-16-1997	Customer Desired Due Date (CDDD) 12-31-1997	Requester Name Bob Cunningham	
Requester Department Customer Billing Services	Requester RC 25021100	Requester Phone Number 205 321-1400	
CBS/COU Project Lead Name Bob Cunningham	CBS/COU Project Lead Dept Customer Billing Services	CBS/COU Project Lead Phone Number 205 321-1400	
Cost Object/Initiative Drop 800 ISP dialed calls from lsp lookup <b>ENC- INF</b>			
Billing Program Director/Sponsor Barbara Olsen	Billing Prog Director/Sponsor Dept PCU	Billing Program Director/Sponsor Phone Number 404 335-0873	
Other Contacts			

Information Technology Contact(s)

# CRIS/CABS Work Request

nr-aaaa

(5-97)

Page 2

800ISP  
.DOC

## 5. Description of Business Objective (Requester)

5a. What has generated the need for this change/work? Please check (X) the appropriate box.

☐ New/Enhanced Product/Service ☐ National Standards ☐ Customer Services ☒ Internal/Infrastructure

### 5b. General Description of Business Objective(s)

- Describe possible alternatives/options/manual workarounds.
- Describe Current Process. (If service is currently being performed, describe how is it done.)

Eliminate 800 dialed calls that terminate to a ISP number from being identified as a (TI) error---

### 5c. Other Considerations of Business Objective

## 6. Business Impact (Requester/Billing Program Director/Sponsor)

6a. Expense/Revenue Impact Complete all that apply.

Projected Expense Reduction (Annual Amount)

\$ \_\_\_\_\_ or ☐ N/A

Projected Revenue (Annual Amount)

\$ \_\_\_\_\_ or ☐ N/A

6b. Prioritization Criteria Check (X) all that apply.

For Mandated and High Ratings, provide rationale in 6c below.

For items 1a, 1b, and 1c, attach a copy of the mandate.

For Items 4d, 4e, and 4f, document the \$ amount of revenue generation, expense reduction, and/or head count savings.

FOR CABS USE ONLY: Enter 3 Character Prioritization Code. See Job Aid for details.

- ☐ 1a. Mandated: Legal/PSC/FCC Mandate (written or verbal)
- ☒ 1b. Mandated: Corporate and PSC/FCC Joint Agreement
- ☐ 1c. Mandated: Approved Tariff
- ☐ 2a. PON (Purchase Order Number) Contractual Obligations (Authorized)
- ☐ 2b. PON (Purchase Order Number) Contractual Obligations (Pending Authorization)
- ☒ 3a. Corporate Initiatives: Corporate Dictate from EPC or Board of Directors
- ☐ 4a. High: Audit Findings
- ☐ 4b. High: Officer Priority
- ☐ 4c. High: Other Contractual Agreements
- ☐ 4d. High: Revenue Generation or Revenue Protection At RISK: \$ \_\_\_\_\_
- ☐ 4e. High: High Expense Reduction At RISK: \$ \_\_\_\_\_
- ☐ 4f. High: OA Initiatives Head Count: # \_\_\_\_\_
- ☐ 4g. High: Customer Commitment
- ☒ 4h. High: Billing Integrity
- ☐ 4i. High: Customer Satisfaction
- ☐ 5a. Medium: Process Improvement
- ☐ 6a. Low: Process Improvement

NOTE: High expense reduction > = \$400,000 or > = 5 FTE's

Medium expense reduction < \$400,000 and > = \$200,000 or < 5 FTE's and > = 2 FTE's

Low expense reduction < \$200,000 or < 2 FTE's

Continued on Page 3

# CRIS/CABS Work Request

(5-97)

Page 3

800ISP  
.DOC

---

## CRIS/CABS Work Request

(5-97)

Page 4

800ISP  
.DOC

## 6c. Prioritization Rationale and Comments for Mandated and High

## 6d. Prioritization Special Considerations Check (X) all that apply and provide rationale in 6e below.

- ☐ Date Sensitivity If this request is date sensitive, provide critical dates (e.g. Tariff effective date, holiday promotion, critical market window) and rationale.
- ☒ Short/Long Term Impact If there are any specific short/long term impacts that we need to be aware of, list and explain.
- ☐ Constraints/Dependencies If there are any other constraints that might affect scheduling or if there are any other Work Requests dependent on this one, list and explain.

## 6e. Special Considerations for Prioritization Rationale and Comments Provide details of all items checked in 6d.

Delay in working this request will have an impact on access billing. Calls that are 800 dialed and terminate to an ISP number are being dropped from billing today.

## 7. Preliminary Requirements (Requested Process/System Changes)

## 7a. Impacted Departments/Areas Check (X) appropriate column for area(s) affected by the proposed change. (Y=Yes, N=No, ?=Not Sure)

Y	N	?		Y	N	?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On-line Systems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	USOC/FID/BCS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports/Files/MP Studies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service Order/CSR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conversions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Input Format
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Journals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	System Interfaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manual Workarounds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Settlements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Documentation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Billing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	User Training
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bill Format/Bill Media/Bill Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Network Changes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Usage to be Dropped/Zero-rated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other*:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adjustments/Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved by Bill Continuity Team (If Yes, attach Bill Mockup prior to submitting work request for funding approval)				

\* NOTE: See Job Aid for suggestions of OTHER items to include

## 7b. Preliminary Requirements Instructions (Details of Requested Process/System Changes)

Requirements must be provided for each area checked YES (Y) above. Please follow the instructions below, so that the requirements will be more complete and in a more usable format.

**Quality Analysis Checklist** Note: Please refer to local checklists for impacted area to insure billing integrity.

- Number each requirement individually.
- Define any terms that may be questionable. Translate acronyms.
- Give an example or a test case (tell us how to prove the product/service you are requesting)
- Define any inputs and triggers for the process.
- Define any outputs and effects for the product or service.
- Provide all constraints and conditions.
- Provide impacts to service agreements (e.g. increased transaction volume) and customer satisfaction criteria.

Continued on Page 4



# CRIS/CABS Work Request

Hr-XXXX

(5-97)

Page 5

800ISP  
.DOC

## 7c. Preliminary Requirements (Detailed Statements/Information for Requested Process/System Changes)

#	
1.	Description: Taking the 72D record, & using the CRIS Toll Guide file, identify if the terminating number was originally dialed as 1 + 800, if yes do NOT pass call record to the ISP lookup file, but pass on to billing. Test Cases: Inputs Triggers: Outputs & Effects: Constraints & Error Conditions: Performance Impacts:
2.	Description: Test Cases: Inputs Triggers: Outputs & Effects: Constraints & Error Conditions: Performance Impacts:
3.	Description: Test Cases: Inputs Triggers: Outputs & Effects: Constraints & Error Conditions: Performance Impacts:
4.	

NOTE: To add another requirement, select 'unprotect document', enter the password 'save', click outside the right margin of the previous section and press enter.

Glossary (definitions/terms/acronyms):

## 8. Approvals

### 8a. Approval Signatures (Requester and Billing Program Director/Sponsor)

Signatures of both Requester and Billing Program Director/Sponsor are required prior to submitting request to CRIS/CABS.

Requester Bob Cunningham	Date 12-16-1997
Billing Program Director/Sponsor Barbara Olsen	Date 12-16-1997

### 8b. Approval for Work or for T&C

Please check (X) the appropriate boxes:

- ☐ This request is approved and covered by the Cost Object/Initiative shown in 4a.  
☒ This is to request a non-binding Time & Cost (T&C) estimate only.

NOTE: Attach other documents electronically if possible.

MESSAGE

Subject: 97121701-T CRIS Request  
Creator: Barbara K. Olsen /AL,BRHM07

Dated: 12/17/97 at 6:11  
Contents: 3

Item 1

TO: DISTRIBUTION (Title: 97121701-T CRIS Request)

Item 2

I concur in working this request for a time and cost estimate.

Barbara Olsen

Item 3

# REQUIREMENTS DOCUMENT

## 98012102 - ISP 800 Traffic

### Preliminary Requirements

#### ***Business Opportunity***

CBS supplies CABS with a list of telephone numbers that represent Internet Service Providers (ISPs). CABS uses this list to assign a 'TI' error to all recordings that terminate to these numbers. The 'TI' error code keeps access and local interconnection charges from being billed to these recordings. However, some of these numbers represent terminating 800 numbers. Therefore, CABS needs to make modifications to not assign a 'TI' error to terminating 800 traffic.

#### ***Impact On CABS***

1. The CABS process that assigns 'TI' needs to be modified to keep from assigning 'TI' errors to terminating 800 traffic.

### Detailed Requirements

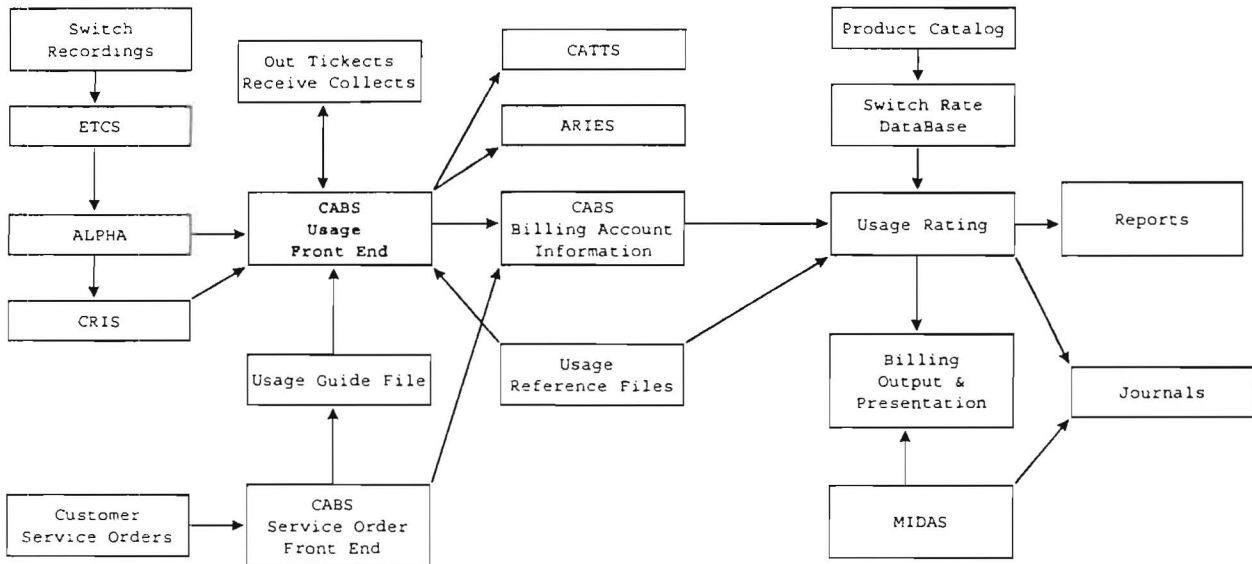
1. Identification of Terminating 800 Traffic

In order to prevent 'TI' errors from being assigned to terminating 800 traffic CABS will have to change the manner in which it processes the ISP number list it currently receives from CBS. When this file is being loaded into CABS for processing each number should be checked against the CRIS Guide File. If the CRIS Guide File list that number as a terminating 800 number, then CABS should not consider that number an ISP number. This will prevent all traffic terminating to that number from being assigned a 'TI' error.

# REQUIREMENTS DOCUMENT

## 98012102 - ISP 800 Traffic

### Business Model



# REQUIREMENTS DOCUMENT

## 98012102 - ISP 800 Traffic

### User Acceptance Testing

#### *Identification of User's Involvement in Testing*

CBS will have to supply a list of ISP numbers that represent both terminating 800 traffic and non-terminating 800 traffic.

#### *Test Scenarios and Test Verification Media*

The following is a list of test scenarios for each requirement and the media need to verify the test results:

##### 800 ISP Traffic

Terminating usage to a 800 ISP number should not have a 'TI' error assign and therefore should have either Access or Local Interconnection changes applied.

##### Non-800 ISP Traffic

Terminating usage to a non-800 ISP number should have a 'TI' error assign and therefore should not have either Access or Local Interconnection changes applied.

# REQUIREMENTS DOCUMENT

## 98012102 - ISP 800 Traffic

### Operational Requirements/Dependencies

*Reference File Updates*

*External System Changes*

*Effective Date Dependency*

*Preconditioning/Cleanup*

*User Trigger Event*

### Design Constraints/Considerations

# REQUIREMENTS DOCUMENT

## 98012102 - ISP 800 Traffic

=====

### REQUIREMENTS APPROVALS

CBS Rep: \_\_\_\_\_ Date: \_\_\_\_\_  
                    Bob Cunningham

Proj. Mgr: \_\_\_\_\_ Date: \_\_\_\_\_  
                    , CABS-IT

Sys. Mgr: \_\_\_\_\_ Date: \_\_\_\_\_  
                    , CABS-IT

Tester: \_\_\_\_\_ Date: \_\_\_\_\_  
                    , CABS-IT

MESSAGE

Dated: 12/26/97 at 7:00

Subject: 97122601-T CABS Request  
Sender: Barbara K. Olsen /AL,BRHM07

Contents: 3

Item 1

FROM: Barbara K. Olsen /AL,BRHM07 { Undisplayable address parts }  
TO: Bob J. Cunningham /AL,BRHM09 { Undisplayable address parts }  
Kent Hamblen /AL,BRHM07 { Undisplayable address parts }  
Deborah M. Musgrove /AL,BRHM07  
CABS Request /AL,BRHM07 { Undisplayable address parts }  
CC: Darrel R. Boatright /AL,BRHM07 { Undisplayable address parts }  
Tommy Galey /AL,BRHM07 { Undisplayable address parts }  
Libby D. Gerald /AL,BRHM06 { Undisplayable address parts }  
George W. Heaton /AL,BRHM07

Item 2

I approve this request for a time and cost estimate.

Barbara Olsen

Item 3

RF-

XXXX

CRIS/CABS Work Request

(5

-97)

Pa

ge 1

ISP RE

T

N

.DOC

1. Instructions

Please complete ALL the requested information and submit to the appropriate person/group per CBS procedures

For Microsoft Word users: The form is password protected to prevent erasing the field titles. Select cancel on

the password box and press OK on the error window. Select 'Normal' option under 'View' to make text larger on

screen. To enter information on the form, click in the field where you see the '?' field. To select box, click

with mouse in box or use 'X' key. If you need to remove the protection to enter more information, select

'unprotect document' option under 'Tools', and enter the password of 'save'. See CRIS/CABS Work Request Job Aid for additional instructions.

2. General Project Information

2a. Project (Product/Service) Information (Requester)

Project Name ISP RECORD RETENTION Requester/Project Reference Number ?

Abstract (Brief- 30 Character or less) Description of Request

Permanent retention of ISP calls

2b. Other Related Work Request Cross Reference #

Application or Tool Reference Number

?

?97122601-T

?

?

2c. Impacted Systems Please check (X) boxes for all impacted systems.

Note: If CRIS bill page is being

changed, CABS box should also be checked due to CRIS Bill in CABS Form at offering.

? CRIS

X CABS

? QUANTUM

3. For IT Business Analyst/Project Manager Use Only

0044





Date: March 5, 1998

To: Allan Price  
Bill Stacy

Copy to: Bill McNair  
Scott Schaefer  
Jim Childress  
Leo Shoemaker  
Fred Hamff

From: Dave Hollett

Subject: North Carolina and Florida Orders Concerning ISP

We understand that the North Carolina commission issued an order related to ISP calls between BellSouth and US LEC, and the Florida commission issued a similar order for WorldCom. To my knowledge, CBS has not been notified formally of the NC ruling, though billing is impacted by the order. We did receive a copy of the FL ruling.

We need to know who will be responsible for coordinating implementation of these orders. We are currently facing serious resource constraints in the CABS billing area of IT, so any necessary billing changes will need to be submitted soon to even be a candidate for Release 98.3, currently scheduled for implementation in 4th quarter, 1998. We also have a pending request for bill format changes related to ISP. That work request is based on the assumption that ISP is not billable. If the ISP billing policy is likely to be changing because of the North Carolina and Florida orders, we should probably defer this current bill format request to allow other critical billing work to be done instead.

Attached are concerns and questions specific to the billing of ISP that we believe need to be addressed by someone in ICS and/or Regulatory.

Please let me know as soon as possible how you assess the impact of these rulings on billing for local interconnection. If you have questions, please call me at 205-321-3736.

ISP Issues to be Addressed

1. Do the rulings apply to all CLECs or only to US LEC in North Carolina and WorldCom in Florida?
2. We quit billing for calls terminated to an ISP, but we held that usage. Should that held usage be billed? If so, would billing guarantee apply, and should the usage be billed or should a debit adjustment be made to the bill?
3. Does the pending billing change request submitted by the local interconnection project team need to be suspended? This request, to detail the non-billed ISP usage on the bill, is currently targeted for CABS Release 98.2, which has serious resource jeopardies.
4. Does a new request to begin billing ISP usage in North Carolina and Florida need to be submitted? If so, what is the priority in light of the resource contention in CABS?
5. Will BellSouth change the policy regarding billing for ISP on a state by state basis, or is it likely we will change the policy for all states at the same time?



## SECTION 1 -- OVERVIEW

### Description

BellSouth currently has a policy of not billing calls terminating to Internet Service Providers (ISPs). CABS and BBI supports this policy by assigning the ARIES Error Code 'TI' to these calls to prevent their billing. The TI errors are not subsequently reentered for processing. The implementation of the procedures necessary to identify and assign the 'TI' Error Code was considered Phase I of the CLEC ISP Project.

Phase II will involve the implementation of procedures that will discontinue the setting of the 'TI' Error Code and instead display at zero rate, the CLEC ISP volumes on the CABS bill. This change in processing is being done in order to track CLEC ISP volumes for the CLEC as well as for BellSouth. The overall BellSouth policy of not billing for these calls however, remains intact.

### Process Summary

The process for identifying CLEC Terminating ISP traffic will remain the same. Once the traffic is identified however, the 'TI' Error Code will not be assigned. Instead, the traffic will be guided, rated (at zero rate), and billed as any other Feature Group D Terminating (FGD) usage would be. **Exhibit I is the Business Model for this project.**

### Additional References

ATTACHMENT TABLE		PAGE
I-BUSINESS MODEL		4
II-STAT PAGE		5
III-BILL PAGE		6
IV-RATE ELEMENT PRODUCT UPDATE FORM		7
V-MP-4027		8

## SECTION 2 -- BBI OPERATIONS IMPACT

Issue Date: 9/8/98

Page 1

Revision Date:

**Affected Work Groups**

The table below lists all work groups in BBI and whether the group is impacted. For the work groups with an impact (indicated by a YES) a reference to the page for information is noted.

BBI WORK GROUP	IMPACT YES/NO	PAGE #
ACCOUNTS DATABASE		
BILL MAILING		
BILLING CONTROL/VERIFICATION	YES	3
BILLING INTERFACE GATEWAY (BIG)		
PRODUCT CATALOG	YES	3
BRU/EBRU/CEVU		
CLUB/EBS		
DATA ENTRY		
JOURNALS		
ARIES	YES	3
MISCELLANEOUS REVENUE		
PAYMENT REMITTANCE OFFICE		
RATE DATABASE/RATE FILE		
SETTLEMENTS		
SERVICE ORDER/HOLD FILE		
CATTS	YES	2
USAGE	YES	2
RATING	YES	2

**Usage**

CABS Usage Front End will continue to check Terminating FGD traffic against a list of ISP numbers supplied by BBI. When Terminating FGD matches the ISP list, the following steps will be taken:

- CABS Traffic Type '10' will be assigned.
- Jurisdiction '0' (Interstate) will be assigned.

**Rating**

Usage with a CABS Traffic Type of '10' will be assigned a BDT Stat Element value of '78'.

Usage with a Stat Element value of '78' will not have any usage factors applied. This includes PIU, PLU, NCTA, and T/O factors.

Usage with a Stat Element value of '78' will be zero rated. It will be assigned a Bill Category of '4' (Miscellaneous), and a Bill Element value of '34' (Terminating ISP).

**CATTS**

Usage with the ISP CABS Traffic Type ('10') will be assigned a CATTS Traffic Group of '17'.

**Product Catalog**

The Product Catalog will have to be updated with the billing information necessary to display ISP usage on the bill. The rate for the usage will be zero. **Exhibit IV is the**

Issue Date: 9/8/98

Page 2

Revision Date:

## Usage Rate Element Product Update Form for ISP Traffic.

## ARIES

With the implementation of this project, TI Errors will no longer be produced. There are no plans at this time to release or delete the previously created TI Errors.

Billing Control/  
Verification

The Stat Page of the printed bill will be modified to display the correct verbiage for a BDT Record Type of 103527 (Statistics Record), and a BDT Stat Element value of '78' (Terminating ISP). **Exhibit II is an example of the Stat Page Modifications.**

The Bill Page of the printed bill will be modified to display the correct verbiage for a BDT Record Type of 103520 (Miscellaneous Bill Record), and a Miscellaneous Element of 'K3' (Terminating ISP). **Exhibit III is a example of the Bill Page Modifications.**

The MP-4027 will be modified to display the ISP Traffic Type. **Exhibit V is an example of the MP-4027 modifications.**

## SECTION 3 -- IMPLEMENTATION SCHEDULE

Implementation  
Schedule

CLEC Internet Service Provider - Phase II will be implemented in CABS Release 98.2.

	Sites	Implementation Date
Pilot	GA, TN	10/2/98
Final	AL,FL,LA,KY,NC,SC,MS	10/9/98

## SECTION 4 -- SUPPORT CONTACTS

## BBI Contacts

BBI contacts are provided in the table below.

Contact Information	Primary Contact	Secondary Contact
Name	Harold L. Alexander	Brenda Wood
Address	25D3 BST City Center	25D3 BST City Center
Phone #	205-321-3203	205-321-4407
Beeper #	205-619-3548	205-619-3615
Manager Group	CABS-LOB	CABS-LOB

## IT Contact

The IT contact for this implementation is listed below.

Name	Phone #
Dan Furlong	205-988-6980

NOTE: IT should only be contacted if immediate assistance is needed, the problem is system specific, and the BBI contacts cannot be reached.

EXHIBIT I - BUSINESS MODEL

---

Exhibit II  
STAT Page Modifications

---

---

BILL NO	404 S01-0117 117
INVOICE NO	S010117117-98001
BILL DATE	JAN 01, 1998
ACNA DLT	PAGE 144

---

\* \* \* \* \* INTERSTATE STATS FOR OFFICE ATLNGABU84C CIC 10233 \* \* \* \* \*  
DEC 01 97 THRU DEC 31 97

GA - EC 5192

TERMINATING	RECORDED MOU	MESSAGES	T/O	FACTORED MOU
TANDEM -RESIDENT				
ISP/ESP	136	97		136
	-----	-----		-----
TOTAL TERM	136	97		136



Exhibit III  
BILL Page Modifications

BILL NO 404 S01-0117 117  
INVOICE NO S010117117-98001  
BILL DATE JAN 01, 1998  
ACNA DLT PAGE 145

\* \* \* \* \* INTERSTATE USAGE FOR OFFICE ATLNGABU84C CIC 10233 \* \* \* \* \*  
DEC 01 97 THRU DEC 31 97

RATE CATEGORY	QUANTITY	RATE	AMOUNT
MISCELLANEOUS - GA - EC 5192			
TERMINATING ESP/ISP	136	0.000000	0.00
TOTAL MISCELLANEOUS CHARGES - GA - EC 5192 . . . . .			0.00
TOTAL INTERSTATE USG CHGS FOR OFFICE ATLNGABU02T CIC 10233			0.00

\*\*\*\*\*  
TOTAL USSAGE CHARGES FOR OFFICE ATLNGABU84C CIC 10233 25.58  
\*\*\*\*\*

## Exhibit IV

## RATE ELEMENT PRODUCT UPDATE FORM

Field Name	Size	Value
Bill Category Value	5	4
Bill Category Description	45	Miscellaneous
Bill Element Value	5	34
Bill Element Description	45	Terminating ISP
Orig/Term Indicator (Direction)	1	2
Facility/Term Indicator (Transport Type)	1	0
Tandem/Direct Indicator (Route)	1	0
Rate Category Value	5	4
Rate Category Description	45	Miscellaneous
Rate Element Value	5	29
Rate Element Default Description	45	Terminating ISP
Interstate Account Code-Premium	3	JEO
Interstate Account Code-Non Premium	3	JEO
Intrastate Account Code-Premium	3	GEO
Intrastate Account Code-Non Premium	3	GEO
Local Account Code-Premium	3	CNB
Local Account Code-Non Premium	3	CNB
Bill Element to BDT Translate (BC/BE/OT)	1/2/1	4/34/2
BDT Element ID	2	K3
BDT Record Type	6	103520
BDT Description	45	Terminating ISP
PPS Indicator	1	0
PPS Indicator Description	45	
PPS Tracking Indicator	1	H
PPS Tracking Indicator Description	45	
PPS Index	2	20
PPS Index Description	45	

Work Request #: 97111410

CLEC Internet Service Provider - Phase II

## Exhibit V

MP-4027

FSD MV10-3.8

DATE 08/21/98

TIME 19:14

REPORT MONTH : JUL

ACCOUNT: 901S190017

CABS BILLING ANALYSIS

BILL VERIFICATION

FOR THE JUL 19 BILL PERIOD

ACNA: THB FG: D END OFFICE: ARTNTNMTR55 CIC: 6444 TSC: N/A

MP-4027

RETAIN 6 MO

TENNESSEE

PAGE 382

JURISDICTION: INTERSTATE  
 ORIG/TERM/OTH: TERMINATING  
 ROUTING: TANDEM  
 PORTED IND: RESIDENT

USAGE DATE	TRAFFIC TYPE	MOU	MSGs	FROM DATE	THRU DATE	ACCESS NUMBER	LTL
980709	ISP/ESP	5,000	0.0	1	980701	980718	901867
MMPHTNCTDS0							
**** BELL INTER TOTAL FROM 07/01/98 TO 07/18/98:		5,000		1			
**** TT TOTAL NON-J		5,000		1			
980619	NON 800	0	35.8	8	980619	980630	901867
MMPHTNCTDS0							
980622	NON 800	1	4.5	8	980619	980630	901867
MMPHTNCTDS0							
980623	NON 800	1	16.1	2	980619	980630	901867
MMPHTNCTDS0							
980624	NON 800	0	17.9	4	980619	980630	901867
MMPHTNCTDS0							
980701	NON 800	0	25.0	4	980701	980718	901867
MMPHTNCTDS0							
980706	NON 800	0	35.3	4	980701	980718	901867
MMPHTNCTDS0							
980707	NON 800	0	14.0	3	980701	980718	901867
980709	NON 800	5,000	0.0	1	980701	980718	901867
MMPHTNCTDS0							
**** BELL INTER TOTAL FROM 06/30/98 TO 06/30/98:		2		22			
**** BELL INTER TOTAL FROM 07/01/98 TO 07/18/98:		5,001		12			
**** TT TOTAL NON-J		5,003		34			
**** TOTAL END OFFICE NON-J FOR CIC 6444		10,003		35			

Issue Date: 9/8/98

Revision Date:

Page 7

Notice  
 Not For Use Or Disclosure Outside  
 BellSouth Except Under Written Agreement

0055



**CLEC ISP - Phase II**  
**DCP 97111410**

Script#	Description	Prerequisites	File/Inputs	Expected Results	BAN/CKT ID/SRVC ORDER	Output
US001	Verify that calls terminating to an Internet Service Provider no longer generate a TI Error Code.	Terminating FGD usage to an Internet Service Provider		The usage will update to the billing account and no TI Error Condition is generated.		MS05.PFA10 08.UTTI Error File or Stat File
US002	Verify that terminating usage is properly displayed on the customer account	Terminating FGD Usage (Non ISP terminated) Account should have factors being applied to terminating usage.		Usage displayed on the customer bill All factors should apply		Bill, 4027,
US003	Verify that terminating ISP usage is properly displayed on the customer account	Terminating FGD ISP Usage Account should have factors being applied to terminating usage.		Usage displayed on the Stat Page Usage displayed on the Bill Page Usage should be assigned Traffic Type 10 Usage should be interstate jurisdiction Usage should be zero rated No Factors are applied (PIU,PLU,NCTA,T/O,etc)		Bill, 4027,
US004	Verify that terminating ISP usage is properly displayed on the customer account	Terminating FGD ISP Usage should be the only type usage on this account		The Stat Page should be produced even though there is a Bill Page with zero revenue.		Bill , 4027
BI001	Verify the BDT Records created from the Terminating ISP Usage	Terminating FGD ISP Usage.		BDT Record Types 103520 - Bill Record and 10350J - Stat Record with the following values: Stat Element = 78 Jurisdiction = Interstate No Factors applied No Rate (zero) Bill as Miscellaneous Charge (Misc EI K3) Rate Catagory = 04 Rate Element = 34		Bill , BDT Records
BI002	Verify Stat Page of the Bill displays the correct verbage for ISP Terminating usage.	Terminating FGD ISP Usage Account should have factors being applied to terminating usage.		BDT Record Type of 103527, Stat Record,with a BDT Stat Element of 78 Stat Page with the verbage per the requirements		Bill BDT Records
BI003	Verify that CABS Usage Rating and MAVRIC handle the ISP Usage the same	Terminating FGD ISP Usage		MAVRIC Reports don't identify differences between MAVRIC and CABS Usage Rating MU24A10		MAVRIC Reports MP3341
BI004	Verify that the Bill Suppress Indicator on the Bill Header Record is set to off for bills that have 10 35 20 records with mise element of 'K3'	ISP Usage on account Script US004 Account with ISP usage only		Printed and Transmitted bills are not suppressed	Job MU70A15 MP3061	Print of Bill Header Record (100101)

**CLEC ISP - Phase II**  
**DCP 97111410**

Script#	Description	Prerequisites	File/Inputs	Expected Results	BAN/CKT ID/SRVC ORDER	Output
ON001	Verify ISP Traffic is assigned a CATTS Traffic Group 17	System test must be expanded to include ARIES (MS11A80, 83)		Volume of traffic type 10 = volume of CATTS Traffic Group 17		
RP001	Verify the 4027 Rpt is formatted with the new ISP usage	Terminating FGD Usage to an ISP		4027 Report with the wording per the design document		4027 Report

0058

## Single Work Request

---

<b>Work Request #:</b> 97111410	<b>Short Description:</b> WITHHOLD BILLING OF ISP/ESP MINUTES	
<b>Scoping Priority:</b> 0	<b>Work Request Status:</b> Complete	
<b>Cost Object:</b> ENC-CABS	<b>Responsible Group:</b>	
<b>Date Received:</b> 2/12/98	<b>Reference #:</b>	
<b>Effective Date:</b>	<b>CDDD:</b> 7/5/98	<b>Target Release:</b> CABS.98.2
<b>Entered By:</b> Castillo,Eric	<b>Target Date:</b> 07/10/98	<b>Cust. Priority:</b>
<b>Date Entered:</b> 11/14/97	<b>Mandated:</b> N	<b>Database Impacting:</b> N

---

<b>Requester:</b> Castillo,Eric	<b>Requirements Approval Date:</b>
<b>Item Coordinator:</b> Alexander,Harold	<b>Commit Date:</b> 10/9/98
<b>CBS Manager:</b> Alexander,Harold	<b>Design Baseline Date:</b>
<b>Planning SME:</b> FURLONG,DANIEL B	<b>Complete Date:</b> 10/9/98
<b>Business Analyst:</b> MEYER,RENEE BEALE	<b>Closeout Date:</b> 12/31/98
<b>STF Tester:</b> BROWN,PHILIP W	<b>Last Update Date:</b> 1/12/99
<b>Design Coordinator:</b> Zimmer,Suzanne	

---

<b>Billing Program Director:</b> ,	<b>EWP:</b> UNAUTH
<b>Business Plan Manager:</b> ,	<b>OLA:</b>
<b>Requesting Business Unit:</b>	
<b>Revenue Generated:</b> 0	<b>Expense Reduction:</b> 0

---

**Business Summary:** BST, IN ACCORDANCE WITH FCC DIRECTION, HAS DECIDED TO WITHHOLD BILLING MINUTES OF USE TRAFFIC ORIGINATED IN A FACILITY BASED COMPETITIVE LOCAL EXCHANGE COMPANY (CLEC) AND TERMINATING IN AN ISP/ESP PROVIDER CONNECTED TO THE BST NETWORK. AS A RESULT OF THIS

**Risk Probability:**

**Risk Impact:**

**Risk Description:**Bst, in accordance with FCC direction, has decided to withhold billing minutes of use traffic originated in a facility based Competitive Local Exchange Company (CLEC) and terminating in an ISP/ESP provider connected to the BST network.

**Mitigation Plan:**

**Status Notes:**12/28/98 Entered closeout date and changed EWP to unauthorized. J Morgan (733-5332)

---

**Business Function:**Withhold Billing of ISP/ESP

**Business Assumptions:**

**Business Solution(s)**

**System Solution(s)**

**Production Verification Plan:**

**File Location(s)**

**Physical Location:**

**Customer Satisfaction Rating:** 5

**Satisfaction Form Sent:** 1/6/99

**Requester Cost Rating:** 5

**Requester Timely Rating:** 4

**Requester Satisfaction Rating:** 5

**Requester Quality Rating:** 4

**Satisfaction Comments:**

**Summary Estimate Information**

**Estimation Status:** No Estimate Needed

**Estimation Sent:** N

0059





---


---

**PRIVATE/PROPRIETARY:** Not for use or disclosure outside BellSouth except by written consent.

0061

# REQUIREMENTS DOCUMENT

## 97071713 - Identify CLEC to ISP Calls

6-16-97

### Conceptual Requirements

#### Business Opportunity

BellSouth's position is not to bill Local Interconnection charges for calls originating from the CLEC and terminating to an Internet Service Provider (ISP) number that's a BellSouth customer.

#### Impact On CABS

1. CBS needs to supply a list of ISP numbers to CABS
2. CABS needs to check the Called Party on all terminating records against the ISP number list and assign an error code if there is a match.

0062

# REQUIREMENTS DOCUMENT

## 97071713 - Identify CLEC to ISP Calls

### DETAILED REQUIREMENTS

#### INPUT FORMAT DESCRIPTIONS

##### A. ISP Number List

CBS will have to supply a list of ISP numbers to CABS. A list will be maintained on a PC application by CBS. When this list is updated by either additions or deletions CBS will send an updated file to the nine CABS processing sites. This updated list will overlay the file that was being used by CABS. This option will remove CABS from the process of updating ISP numbers.

The format of the ISP file to be used by CABS would be the same regardless of which option is used. The following is the layout of the ISP file.

<u>Field Name</u>	<u>Length</u>	<u>Description</u>
ISP Number	10 bytes	NPA and seven digit ISP number
Effective Date	8 bytes	The date of when the number was added to the ISP File. This will be the date that CABS starts assigning an error to calls made to this number. This field will be in CCYYMMDD format, i.e. 19970723.
Termination Date	8 bytes	The date that CABS is to no longer assign an error code to calls made to this number. This field will be in CCYYMMDD format, i.e. 19970723. If this field is not populated, then the number is considered active.

The format of the file will be an eighty byte fixed record in a fixed block format. This file will also have to be sorted in ascending order by ISP Number.

#### DETAILED BUSINESS RULES

##### A. Identification of ISP Calls

All terminating access records with a Call Code 066 or 119 will have to perform the following functions;

- 1 Check to see if the call terminates to a BellSouth end office. If it does, then proceed to step 2, else resume normal processing.
- 2 An attempt should be made to match the Called Party Number to a number on the ISP File. If a match is found, then proceed to step 3, else resume normal processing.
- 3 If the date of the usage is prior to the Effective Date or after the Termination Date on the ISP File, then the usage should be processed as normal. If this is not the case, then proceed to step 4.
- 4 Assign a T1 error to the usage recording. The T1 error code will uniquely identify calls from a CLEC that terminated to an ISP that is a BellSouth customer.

The only calls that CABS receives with an ISP number in the Called Party Number should be for local calls made from a CLEC end user. Calls made from a BellSouth end user would be processed through CRIS. An end user would not call an ISP using a long distance or toll number.

# REQUIREMENTS DOCUMENT

## 97071713 - Identify CLEC to ISP Calls

IDENTIFICATION of USER'S INVOLVEMENT in TESTING

OPERATIONAL REQUIREMENTS/DEPENDENCIES

OUTPUT FORMAT DESCRIPTIONS

BUSINESS MODEL

OPERATIONAL REQUIREMENTS/DEPENDENCIES

DESIGN CONSTRAINTS/CONSIDERATIONS

# REQUIREMENTS DOCUMENT

## 97071713 - Identify CLEC to ISP Calls

=====

### REQUIREMENTS APPROVALS

Requester: *R Cunningham* Date: 8/11/97  
Bob Cunningham

Project Team Member: *B Bradley* Date: 8/11/97  
Barbara Bradley

Project Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
Suzanne Zimmer

System Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
Dan Furlong, CABS-IT

Post-it™ Fax Note	7671	Date <u>8-12-97</u>	# of pages <u>1</u>
To <u>SUZANNE ZIMMER</u>	From <u>BOB CUNNINGHAM</u>		
Co./Dept.	Co.		
Phone #	Phone #		
Fax # <u>988-6570</u>	Fax #		



MESSAGE

Dated: 10/27/97 at 12:00

Subject: UDW valuation

Contents: 3

Creator: Bob J. Cunningham /AL,BRHM09

Item 1

TO: Karen W. Berryman /AL,BRHM07

CC: Bob J. Cunningham /AL,BRHM09; PHONE-205-321-1400

Item 2

Karen, attached is the response on the UDW CLEC billing verification.

I do not have anything to respond on the wireless, since the revenue volume was very low compared to the CLEC's, thus we did not followup with the wireless data.

Thank you for your assistance in allowing us (CBS) to use the UDW. It proved to be a great value to us.

Bob Cunningham

Item 3

<Page ?

Private/Proprietary - Contains Private and/or Proprietary Information. May not be used or disclosed outside the BellSouth Companies except pursuant to a written agreement .

>

Consumer UDW

Project Valuation

?

To: Bob Cunningham

From: Karen Berryman

3535 Colonnade Parkway

Birmingham, Alabama

35243

Location: South Colonnade, S2D1

Phone: (205) 977-1582 / Fax: (205) 977-1213

CC: Bob Yingling, Joey Schultz, Steve Brown

Date: ?

Project Information

Number:

0067

&lt;-----&gt;

CBS001b

&lt;-----&gt;

Name:

&lt;-----&gt;

CLEC Billing Validation (CFMS)

&lt;-----&gt;

The completion of this questionnaire is the final step in the UDW project life cycle. Consumer's goal is to identify the value being provided by the usage data. This information will be used to plan Consumer's future participation in the Usage Data Warehouse.

As the requester, you are the only one who knows the full extent of the benefits that this usage data has provided to your business unit. By filling out the questionnaire you will help ensure that we will be able to continue to meet your needs.

Please answer the questions below and return the questionnaire to me by e-mail, Fax, or inter-office mail before 10/31/97. If you have any questions, please don't hesitate to contact me.

1. Would you like assistance to complete this questionnaire?
  - a) No   X   Yes        (If Yes, please call Karen Berryman to schedule an appointment.)
2. How were the project results of benefit to your organization?
  - i) Incremental Revenue:
 

?The additional revenue generated by incorporating usage data into the project.?

Example: If your last promotion using list data had a 10% take rate and the current promotion that used Usage Data had a 15% take rate, the incremental revenue associated with your project would be based on that 5%.

    - a) Please Describe the benefit.
 

           Additional revenue was not generated - see (B)
    - b) Please indicate the dollar value associated with the benefit:
 

           .none
  - iii) Circle the level of confidence you have in the Dollar Value.
 

1	2	3	4	5
	6	7	8	9
10 Lowest				
Highest				
  - iv) Please describe the way in which the value was determined:

0068



- ii) Cost Avoidance;  
?Expenses that are avoided or reduced through the application of this data?

Examples include reduced contractor expenses and the cost of outside data.

a) Please Describe the benefit.

existing company revenue dollars were saved in that the data from the UDW proved that reciprocal billing by the CLEC was greatly inflated, thus we owed them substantially less.

b) Please indicate the dollar value associated with the benefit:

EG: (1) customer billed BST \$80,468.62 (1) month bill, should have been billed

\$ 7,584.31 based on UDW data

iii) Circle the level of confidence you have in the Dollar Value.

1 2 3 4 5  
6 7 (8) 9  
10  
lowest

Highest

iv) Please describe the way in which the value was determined:

Using ISP (internet service provider) numbers determined by the UDW that belong to the CLEC, these calls were removed from reciprocal billing, thus the reduction of revenues due to the CLEC from BST.

iii) Competitive Positioning: Retention;  
?The revenue or value associated with retaining individual customers in the current competitive marketplace..?  
This may include supporting BellSouth's strategic initiatives.

a) Please Describe the benefit.

the CLEC may determine that transferring ISP service from BST ownership to CLEC ownership is no longer profitable, thus BST will retain customers. This is based on ISP terminating traffic no longer being paid to the CLEC as reciprocal compensation.

b) Please indicate the dollar value associated with the benefit:

Unknown

0069

iii) Circle the level of confidence you have in the Dollar Value.

1                      2                      3                      4                      5  
                     6                      7                      8                      9  
 10  
 Lowest

Highest

iv) Please describe the way in which the value was determined:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

iv) Qualitative Benefit (Learning);  
 ?Benefits that do not have a direct revenue associated with them, but provide new learnings about our customers and/or products.?

a) Please Describe the benefit.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

b) Please indicate any dollar value you would have paid to an outside vendor for this information:

\_\_\_\_\_

v) Any Other Benefits;

a) Please Describe the benefit.

\_\_\_\_\_  
 \_\_\_\_\_

b) Please indicate the dollar value associated with the benefit:

\_\_\_\_\_

iii) Circle the level of confidence you have in the Dollar Value.

1                      2                      3                      4                      5  
                     6                      7                      8                      9  
 10  
 Lowest

Highest

iv) Please describe the way in which the value was determined:

\_\_\_\_\_

0070

- c) Now that you have gone through the entire life cycle of the project, what would you change to increase the value of the results?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

4. May we present your results to others within BellSouth for internal marketing purposes?

a) Yes ☒ No ☐

- i) Please describe any considerations or limitations
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

5. What geographic area would you like to see the UDW expanded into next?

All  
states \_\_\_\_\_

6. Will this project need to be re-run? Yes ☐ No ☐  
a) Monthly ☒ Quarterly ☐ Yearly ☐ Other ☐ (Please describe below)  
Monthly if data was available for all sites
- \_\_\_\_\_
- \_\_\_\_\_

7. Comments? Suggestions?

Data from the UWD was presented in any level of detail desired, and in a timely fashion.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

MESSAGE

Dated: 8/12/97 at 14:48

Subject: data warehouse info

Contents: 3

Creator: Bob J. Cunningham /AL,BRHM09

Item 1

TO: Jeanne Harem /AL,BRHM06; PHONE=205-988-1982  
CC: Barbara Z. Bradley /AL,BRHM07; PHONE=205-321-4402  
Wayne N. Fleming /AL,BRHM03; PHONE=204-444-0582  
Rita B. Forrest /AL,BRHM08; PHONE=205-321-4434  
Nona R. Relf /AL,BRHM08; PHONE=205-321-2549  
Dave C. Szczuka /AL,BRHM02; PHONE=205-977-8714  
Rebecca A. Webber /AL,BRHM06; PHONE=205-321-4645  
BCC: Bob J. Cunningham /AL,BRHM09; PHONE=205-321-1400

Item 2

Jeanne; Attached is the information you requested, not as brief as you may have liked, infact a bit (windy)- but what the heck.  
I included this mail to others as information, and food for thought.

Bob Cunningham

Item 3

CLEC & CMRS (Cellular ) Reciprocal Billing Issues

CLEC- Competitive Local Exchange Company  
CMRS- Commercial Mobile Radio Service (Cellular service)

The recent FCC Order on Local Competition for both CLEC and CMRS providers now permits the carriers to bill BST for the usage traffic that BST terminates to them.

The invoice billing that BST has received thus far indicates that the revenue impact to the company is in the 10's of millions of dollars and is growing each month. Of major concern is that BST has no method to date in validating usage charges that are presented to BST from the CLEC & CMRS providers.

Another major concern that has been identified is that the CLEC providers are signing up ISP (Internet Service Providers) to use their facilities (NPA-NNX scope of numbers). If the ISP provider is a BST account, there is no negative revenue impact to BST regardless of how large the call usage grows on terminated calls. However, if the ISP transfers to a CLEC, BST has lost an account & now will be compensating the CLEC for all the ISP terminated traffic.

0072

The Company's position is that NO mutual compensation should be billed to either party for any calls terminating to ISP numbers.

On 6-25-1997 Karen Barryman (Customer Services)  
Wayne Fleming (Customer Operations)  
Jeanne Harem (I.T.)  
Bob Cunningham (CBS)

met to discuss using the Data Warehouse as a means to validate usage data that the CLEC & CMRS providers were sending us. It was agreed that Jeanne Harem would program the Data Warehouse with information we requested, even though data as of today is restricted to only the state of Georgia. Usage data for May 1997 was used and provided us with some startling results:

We used the only CLEC account on hand that had usage for Georgia:  
Wireless CMRS data is forthcoming, we have three or more accounts to check.

See next page for results for data output.

Page 2

CLEC account name under study is MFS; (Georgia only)

Usage for May 1997 charged to BST was 9,249,267 MOU (minutes of use)  
Usage rate is; .0087, thus  $9,249,267 \times .0087 = \$ 80,468.62$   
due to MFS based on invoice.

Data warehouse reflected BST terminating traffic to the CLEC NPA-NNX codes that this customer owns was:  
13,012,667 MOU.  
Of the above usage 12,240,907 MOU was identified as terminating to ISP numbers associated with this account.

Thus 13,012,667 (Total BST terminated usage including  
ISP terminated usage)  
- 12,240,907 (Total ISP usage)  
871,760 (Total BST terminating usage  
only)

0073

871,760 X .0087 = \$ 7,584.31 due the CLEC if ISP  
usage is not included in  
reciprocal billing.

Using the Data Warehouse gave us the ability to identify and  
separate usage types terminating to the CLEC, which then  
can be used to validate and aid in disputing usage charges.  
The Warehouse data can be screened in any number of methods,  
giving the end user a very large and powerful tool.

Another plus for the Data Warehouse is that changes can be  
made as needed, the system is not locked into release dates  
and other constraints.

Supporting information can be obtained from;

Bob Cunningham (CBS) 205 321-1400

0074

## CLEC & CMRS (Cellular ) Reciprocal Billing Issues

CLEC- Competitive Local Exchange Company

CMRS- Commercial Mobile Radio Service (Cellular service)

The recent FCC Order on Local Competition for both CLEC and CMRS providers now permits the carriers to bill BST for the usage traffic that BST terminates to them.

The invoice billing that BST has received thus far indicates that the revenue impact to the company is in the 10's of millions of dollars and is growing each month. Of major concern is that BST has no method to date in validating usage charges that are presented to BST from the CLEC & CMRS providers.

Another major concern that has been identified is that the CLEC providers are signing up ISP (Internet Service Providers) to use their facilities (NPA-NNX scope of numbers). If the ISP provider is a BST account, there is no negative revenue impact to BST regardless of how large the call usage grows on terminated calls. However, if the ISP transfers to a CLEC, BST has lost an account & now will be compensating the CLEC for all the ISP terminated traffic.

The Company's position is that NO mutual compensation should be billed to either party for any calls terminating to ISP numbers.

On 6-25-1997 Karen Barryman (Customer Services)  
Wayne Fleming (Customer Operations)  
Jeanne Harem (I.T.)  
Bob Cunningham (CBS)

met to discuss using the Data Warehouse as a means to validate usage data that the CLEC & CMRS providers were sending us. It was agreed that Jeanne Harem would program the Data Warehouse with information we requested, even though data as of today is restricted to only the state of Georgia. Usage data for May 1997 was used and provided us with some startling results:

We used the only CLEC account on hand that had usage for Georgia:  
Wireless CMRS data is forthcoming, we have three or more accounts to check.

See next page for results for data output.

Page 2

CLEC account name under study is MFS; (Georgia only)

Usage for May 1997 charged to BST was 9,249,267 MOU (minutes of use)

Usage rate is: .0087, thus  $9,249,267 \times .0087 = \$ 80,468.62$  due to MFS based on invoice.

Data warehouse reflected BST terminating traffic to the CLEC NPA-NNX codes that this customer owns was: 13,012,667 MOU.

Of the above usage 12,240,907 MOU was identified as terminating to ISP numbers associated with this account.

Thus	13,012,667	(Total BST terminated usage including ISP terminated usage)
	- 12,240,907	(Total ISP usage)
	<u>871,760</u>	(Total BST terminating usage only)

$871,760 \times .0087 = \$ 7,584.31$  due the CLEC if ISP usage is not included in reciprocal billing.

Using the Data Warehouse gave us the ability to identify and separate usage types terminating to the CLEC, which then can be used to validate and aid in disputing usage charges. The Warehouse data can be screened in any number of methods, giving the end user a very large and powerful tool.

Another plus for the Data Warehouse is that changes can be made as needed, the system is not locked into release dates and other constraints.

Supporting information can be obtained from;

Bob Cunningham (CBS) 205 321-1400

0076



Jeanne;

This letter is to request the use of the UDW (usage data warehouse) in handling a dispute between BST & MCI- METRO's service in Georgia. Interconnect would be the source of funding for this study, however time and charges will be required to assure funding. Please provide study cost to me as soon as possible so that we can then pass cost information to Interconnect for approval.

Listed are the details required in this study.

List of MCI NPA/NXX codes:

404	479	***= current known ISP NPA/NXX scope
404	957	
770	238	
770	239	
770	240	**
770	243	
770	280	**
770	281,282,283,284,285	
770	369,370,371,372,373,374,375,376	
770	624,625,626,627,628,629	

Data to be used: month of September 1997

1) Require: All BST identified originating local calls (001) terminating to numbers above -total number of calls & total MOU against each NPA/NXX

2) require: All BST identified originating local calls (001) terminating to numbers above, where the number terminated to was identified as ISP. Total number of calls & total MOU against each NPA/NXX

Any questions, please call me at 321-1400

Thanks;  
Bob Cunningham

0078

---

444-0000 FAX FAX WH/... FLEMING  
Send OLE-ten W. Lee

20-97

(H)

( ) 12

PROJECT: BARBARA BRADLEY / BOB CUNNINGHAM

Data warehouse - 2 months of Data only & only for Ga. at Present.

Per Genie Harin - to get data from warehouse need a Sponsor CLU -

6-24-97 called Karen & left word

Karen Berryman 205-977-1582  
Consumer Services - Marketing  
Colonades - S2 D2

called her 6-24-97 for her group as sponsor for our Request:

Want: Data: ① BST to Wireless 1-30 eg. calls/mo. if possible one month data  
② Wireless to BST " " "  
→ Looking for % traffic split & Possible Bill Values

① Sort Wireless originating to BST A) By account or ?  
& get Sub total of # calls & MOU B) NPA NNX XXXX level

② Sort BST to Wireless A) Sort By NPA NNX  
get Sub total of # calls & MOU

(B)

continue ↓

0079

Pull a Ga Bill (MAY 97) for compare  
to give me data (Bill) what are in.

(B)

6/5/91

if given a list of ISP # for Ga.  
sort on these #<sup>s</sup> dialed from  
a CLEC originated #. (cf 119)

Genie Believes Karen may have a canned  
Query on ISP ~~??~~ ?? ✓ out.  
59 min - 30 min hours in any given day.

7<sup>30</sup> Linda 988  
Genie Karen Pager 889-0674 982

term to CLEC.

LIST

①	ALL	DST	LOCAL / INTL.
②	"	IXC	
③	"	ICD	
④		OR	PE-EC
⑤		OLEC	to OLEC

~~Barbara  
Bradley~~

not that over

\* Genie Haren

Data warehouse Ga only (2 mo)

① Pull off Wireless calls -

high level also BST to wireless  
Wireless to BST  
for 70/30 Rule

~~orig wireless~~ Sorted By 

NPA	NNX	XXXX
Sub	total	

BST - (term) NPA NNX  
Say →

② (then) → BST to Wireless - sort  
get monthly total

③ → call Wayne Fleming can we get  
ISP # in Ga

How long  
could she do then see if Genie to  
get this pulled

also need  
Return a letter

CLEC to ISP

# CLEC warehouse

① OLEC orig to ISP. # calls & mov

By CLEC account.

② to OLEC

need Broken down By. ① BST to CLEC 001/006

② IC0 to CLEC 001/006

③ IXC to CLEC 119

④ CLEC to CLEC 119

⑤ Wireless to CLEC 001/006 & 066

⑥ calls to CLEC/ISP - 001/006 - 066 - 119

Provide  
call vol  
& mov vol

BellSouth

Term	NPAN	Minutes of Use	CallType	OrigInd	# of Messages
	205263	162	6	0	40
	305341	0	6	0	2
	305341	5	66	1	6
	305507	370	6	0	125
	305521	107	6	0	33
	305908	0	6	0	1
	334323	0	330	0	1
	404228	0	6	0	1
	404228	0	330	0	2
	404228	3222	1	0	893
	404228	19	66	5	11
	404254	6267	1	0	962
	404254	0	330	0	5
	404254	1	66	5	2
	404267	499	192	0	294
	404267	15260	6	0	1294
	404267	0	330	0	647
	404267	228	41	0	124
	404267	0	68	0	1
	404267	487	132	0	163
	404267	2582686	1	0	222564
	404267	32	192	1	16
	404267	4889	66	1	266
	404267	831	1	3	21
	404267	62	192	5	61
	404267	0	6	5	1
	404267	19903	66	5	11081
	404267	196	1	5	63
	404267	626	66	7	139
	404267	82	66	9	19
	404287	218372	1	0	8519
	404287	0	330	0	10
	404287	2595	72	0	107
	404287	2	6	0	5
	404287	5	66	5	9
	404479	256032	1	0	47932
	404479	106	192	0	30
	404479	23	132	0	9
	404479	0	330	0	127
	404479	233	6	0	91
	404479	1	68	0	2
	404479	39	41	0	11
	404479	0	66	1	5
	404479	12	192	1	2
	404479	26	1	5	18
	404479	2	192	5	3

calls  
origins

0 = BELL SOUTH orig

1 = ICC orig

3 = RCC ?

5 = CMRS ORIG

7 = CLEC ORIG TO  
CLEC9 = Service Provider  
mial.X = orig NPA-NNX  
"0"

## CLECBS

404479	5597	66	5	2623
404479	14	66	7	5
404479	36	66	9	19
404503	884	72	0	11
404503	149762	1	0	2544
404503	0	66	5	2
404720	0	66	5	1
404748	0	6	0	1
404748	127	1	0	48
404748	12	68	0	5
404748	18	66	5	12
404836	10	41	0	1
404836	0	330	0	2
404836	58688	1	0	6719
404836	0	132	0	2
404836	1	6	0	4
404836	232	66	5	138
404836	0	1	5	2
404965	26065	6	0	1252
404965	18	41	0	5
404965	1	192	0	3
404965	0	330	0	99
404965	2752038	1	0	147929
404965	4746	66	1	184
404965	4	192	1	2
404965	3174	66	5	1609
404965	0	6	5	1
404965	110	1	5	12
407206	0	330	0	2
407304	0	330	0	1
407514	27	6	0	13
407514	0	330	0	1
407514	0	66	5	1
407531	29	6	0	4
407531	102	66	7	8
407541	29	6	0	23
407594	0	330	0	5
407670	0	330	0	1
407916	344	6	0	66
423291	0	330	0	1
502719	0	6	0	1
561226	0	6	0	1
561227	50	6	0	10
561227	46	1	0	7
561227	35	66	7	3
615345	183	6	0	57
615777	421	6	0	152
615843	91	6	0	18
615844	4	6	0	3



## CLECBS

704319	83	6	0	29
706243	1470	6	0	200
706243	8	132	0	3
706243	7	192	0	5
706243	0	330	0	70
706243	317950	1	0	37295
706243	4	68	0	2
706243	1	192	1	1
706243	484	66	5	224
706243	3	6	5	2
706243	0	66	8	3
770225	1162785	1	0	40273
770225	18751	6	0	291
770225	0	192	1	1
770238	100076	1	0	53462
770238	0	132	0	1
770238	36	41	0	28
770238	5	192	0	6
770238	0	330	0	6
770238	21	6	0	20
770238	355	66	1	197
770238	1264	66	5	926
770238	14	1	5	10
770238	0	6	5	1
770239	0	330	0	153
770239	19	68	0	7
770239	122	132	0	28
770239	467784	1	0	57328
770239	207	192	0	93
770239	1104	6	0	536
770239	50	41	0	25
770239	239	66	1	128
770239	16	6	5	7
770239	8403	66	5	4154
770239	73	1	5	45
770239	49	192	5	36
770239	34	66	7	16
770240	17	132	0	17
770240	116	192	0	44
770240	7595	6	0	309
770240	53	41	0	35
770240	0	330	0	250
770240	641196	1	0	83065
770240	36	66	1	21
770240	1	1	3	3
770240	5330	66	5	3208
770240	35	1	5	36
770240	6	192	5	6
770240	41	66	7	11

## CLECBS

770240	4	66	9	1
770243	53	192	0	31
770243	100317	1	0	36223
770243	108	6	0	87
770243	23	132	0	12
770243	0	330	0	19
770243	17	41	0	17
770243	47	66	1	26
770243	4391	66	5	2612
770243	35	192	5	21
770243	91	1	5	47
770243	25	66	7	20
770250	1058201	1	0	35278
770250	14860	6	0	629
770250	0	41	0	1
770250	7149	66	1	109
770250	0	66	5	4
770261	2917	1	0	869
770280	450	132	0	219
770280	232	192	0	123
770280	790	41	0	153
770280	0	330	0	159
770280	33665	6	0	1556
770280	7444677	1	0	372703
770280	48	72	0	43
770280	2126	66	1	307
770280	0	192	1	1
770280	7185	1	5	365
770280	3	6	5	2
770280	56	192	5	38
770280	18945	66	5	11815
770280	194	66	7	66
770281	86	41	0	62
770281	73	192	0	58
770281	12	132	0	5
770281	155	6	0	73
770281	150162	1	0	21101
770281	0	330	0	79
770281	0	192	1	1
770281	40	66	1	16
770281	19	1	5	19
770281	1126	66	5	723
770281	21	192	5	14
770281	145	66	7	32
770282	0	330	0	75
770282	36	41	0	15
770282	158	6	0	96
770282	77468	1	0	11938
770282	41	132	0	30

## CLECBS

770282	179	192	0	72
770282	8	1	5	6
770282	12	192	5	8
770282	452	66	5	299
770283	0	330	0	29
770283	2	72	0	8
770283	35	132	0	27
770283	677	6	0	258
770283	42	41	0	14
770283	102953	1	0	31483
770283	49	192	0	14
770283	56	66	1	13
770283	36	1	5	28
770283	1	6	5	2
770283	13710	66	5	4489
770283	25	192	5	6
770283	38	66	7	35
770284	0	330	0	16
770284	54	132	0	28
770284	125	41	0	110
770284	321107	1	0	122202
770284	967	6	0	246
770284	26	192	0	29
770284	91	66	1	45
770284	0	1	3	1
770284	0	192	5	1
770284	65	1	5	38
770284	14145	66	5	9504
770284	203	66	7	139
770285	43673	1	0	3236
770285	3	192	0	1
770285	0	330	0	31
770285	70	6	0	15
770285	36	66	5	25
770286	4	6	0	5
770286	1979	1	0	799
770286	0	330	0	5
770286	67	66	5	33
770308	26285	6	0	1333
770308	3	41	0	1
770308	6714602	1	0	241190
770308	19022	66	1	536
770308	1301	1	3	34
770308	7681	1	5	254
770308	180	66	5	134
770308	1	6	5	2
770325	910996	1	0	33499
770325	15303	6	0	653
770325	4607	66	1	139

## CLECBS

770325	2	66	5	4
770369	4	1	0	12
770369	0	66	5	1
770370	124797	1	0	34139
770370	0	330	0	82
770370	30	41	0	25
770370	290	6	0	71
770370	2	192	0	3
770370	1	132	0	3
770370	0	72	0	1
770370	21	66	1	9
770370	17	1	5	8
770370	2523	66	5	1790
770370	102	66	7	32
770370	8	66	9	3
770371	4	6	0	2
770371	5629	1	0	1241
770371	1	192	0	1
770371	0	192	5	1
770371	128	66	5	100
770372	0	330	0	20
770372	4	41	0	6
770372	23991	1	0	2358
770372	34	66	5	38
770373	114412	1	0	2885
770373	0	66	5	5
770374	59	1	0	64
770374	0	66	5	6
770375	57	1	0	44
770375	1	66	7	2
770376	126	1	0	62
770485	0	330	0	3
770485	0	41	0	2
770485	1379	1	0	906
770485	34	6	0	4
770485	260	66	5	112
770485	0	66	X	1
770557	31	5	0	4
770557	0	330	0	4
770557	193	6	0	65
770557	9675	1	0	1982
770557	14	66	5	17
770558	5	68	0	7
770558	42	192	0	12
770558	4	132	0	5
770558	608	6	0	268
770558	64559	1	0	24311
770558	0	330	0	35
770558	27	41	0	20

## CLECBS

770558	78	66	1	34
770558	0	192	1	1
770558	24	1	5	12
770558	2445	66	5	1472
770559	0	330	0	386
770559	48333	1	0	14004
770559	46	6	0	16
770559	2	132	0	4
770559	5	41	0	1
770559	0	330	3	1
770559	451	66	5	268
770624	21911	1	0	2020
770624	15	6	0	12
770624	0	330	0	14
770624	26	66	5	8
770625	54	132	0	30
770625	388	6	0	194
770625	171	41	0	31
770625	143489	1	0	38129
770625	0	330	0	69
770625	32	192	0	20
770625	0	72	0	2
770625	11	68	0	3
770625	3	192	1	4
770625	144	66	1	55
770625	555	1	5	157
770625	5	192	5	3
770625	5274	66	5	2788
770625	0	66	7	2
770626	216	1	0	54
770627	934	1	0	658
770627	0	41	0	1
770627	5	66	5	19
770628	54	1	0	253
770628	0	66	5	8
770629	381	1	0	167
770672	23	1	0	105
770674	0	132	0	1
770674	585	1	0	327
770674	0	192	0	1
770674	0	66	5	1
770675	0	41	0	1
770675	2126	1	0	630
770676	978	1	0	343
770679	536	1	0	237
770680	138	6	0	57
770680	300	72	0	29
770680	8	41	0	5
770680	31	192	0	11

## CLECBS

770680	52877	1	0	13762
770680	0	68	0	1
770680	0	330	0	56
770680	0	66	1	3
770680	7	192	5	1
770680	1118	66	5	714
770680	1	1	5	3
770681	1827	1	0	418
770681	2	1	5	1
770681	13	66	5	6
770685	511	1	0	96
770686	243	1	0	151
770687	374	1	0	147
770693	33128	1	0	5792
770693	0	330	0	27
770693	1	41	0	2
770693	44	6	0	7
770693	0	66	1	2
770693	41	66	5	35
770694	5	1	0	7
770695	10	1	0	8
770696	0	330	0	8
770696	6	6	0	8
770696	29805	1	0	9645
770696	7	41	0	4
770696	2	1	5	1
770696	284	66	5	171
770703	40	1	0	163
901251	0	330	0	1
901251	4	1	0	2
901251	1023	6	0	146
901843	110	6	0	15
901888	106	6	0	21
904619	93	6	0	35
904619	437	66	7	142
904680	12	66	7	1
910664	0	330	0	4
910664	44	6	0	10
910664	0	66	5	1
954233	10	6	0	3
954283	207	6	0	43
954453	76	6	0	36
954453	1	1	0	1
954453	0	330	0	1
954532	2	6	0	3
954532	0	1	0	1
954532	243	66	7	58
954745	9	6	0	2
954745	1	66	7	2

## ALL BST

<i>TO NPANXX</i>	<i>CALL TYPE</i>	<i>ORIG INDCO</i>	<i>TOTAL MOU</i>	<i>TOTAL # OF CALLS</i>
404479	1	0	547,076	141,471
404479	6	0	1,739	512
404479	41	0	21	14
404479	66	0	6,247	3,457
404479	68	0	8	9
404479	72	0	0	2
404479	192	0	279	92
404479	330	0	0	135
404957	1	0	13	14
770238	1	0	144,952	140,767
770238	6	0	22	22
770238	41	0	100	28
770238	66	0	904	649
770238	192	0	7	4
770238	330	0	0	16
770239	1	0	934,402	178,973
770239	6	0	12,149	762
770239	41	0	138	33
770239	66	0	7,176	3,708
770239	68	0	13	10
770239	192	0	175	96
770239	330	0	0	129
770240	1	0	2,234,336	395,274
770240	6	0	8,239	319
770240	41	0	112	53
770240	66	0	4,606	3,063
770240	192	0	126	39
770240	330	0	0	845
770243	1	0	146,100	63,511
770243	6	0	252	121
770243	41	0	7	6
770243	66	0	3,545	2,387
770243	192	0	84	46
770243	330	0	0	45
770280	1	0	9,181,454	1,258,400
770280	6	0	17,302	1,135
770280	41	0	127	71
770280	66	0	12,128	7,775
770280	72	0	2,611	1,035
770280	192	0	201	132
770280	330	0	0	159
770281	1	0	287,650	108,563
770281	6	0	277	136
770281	41	0	141	95
770281	66	0	1,658	1,259
770281	192	0	147	61
770281	330	0	0	70
770282	1	0	121,929	41,477

## ALL BST

770282	6	0	109	51
770282	41	0	1	1
770282	66	0	442	269
770282	192	0	31	18
770282	330	0	0	65
770283	1	0	1,378,620	107,704
770283	6	0	1,537	460
770283	41	0	46	19
770283	66	0	4,579	1,902
770283	72	0	22,399	1,043
770283	192	0	39	11
770283	330	0	0	14
770284	1	0	387,312	141,991
770284	6	0	747	209
770284	41	0	63	34
770284	66	0	17,967	5,668
770284	68	0	0	1
770284	192	0	16	20
770284	330	0	0	7
770285	1	0	61,098	18,399
770285	6	0	188	22
770285	41	0	0	1
770285	66	0	257	134
770285	192	0	0	1
770285	330	0	0	24
770369	1	0	0	1
770370	1	0	326,656	73,674
770370	6	0	103	62
770370	41	0	25	15
770370	66	0	1,855	1,343
770370	72	0	4	11
770370	192	0	19	9
770370	330	0	0	64
770371	1	0	24,446	10,048
770371	6	0	135	27
770371	41	0	0	1
770371	66	0	336	200
770371	192	0	11	4
770371	330	0	0	2
770372	1	0	63,702	16,354
770372	6	0	1	2
770372	66	0	17	20
770372	330	0	0	31
770373	1	0	57,672	7,202
770373	6	0	394	167
770373	41	0	10	3
770373	66	0	165	85
770373	192	0	7	3
770373	330	0	0	5



## ALL BST

770374	1	0	107	85
770375	1	0	301,556	100,791
770375	6	0	199	94
770375	41	0	40	23
770375	66	0	552	419
770375	192	0	75	29
770376	1	0	5,898	1,885
770376	330	0	0	2
770624	1	0	107,723	42,582
770624	6	0	7	12
770624	66	0	67	42
770624	330	0	0	33
770625	1	0	2,702,632	132,713
770625	6	0	249	107
770625	41	0	18	13
770625	66	0	3,455	2,020
770625	192	0	58	26
770625	330	0	0	63
770626	1	0	218	98
770626	66	0	0	1
770627	1	0	4,849	2,430
770627	41	0	12	5
770627	66	0	51	59
770628	1	0	134	565
770629	1	0	1,174	401
770629	6	0	0	1
770629	66	0	0	3

<i>TO NPANXX</i>	<i>CALL TYPE</i>	<i>ORIG INDCO</i>	<i>TOTAL MOU</i>	<i>TOTAL # OF CALLS</i>
770280	1	0	7,484,516	255,548
770280	6	0	14,780	684
770280	66	0	3	2
770280	192	0	0	1



BellSouth Telecommunications, Inc.

September 10, 1997

Ms. Sheila Lavender  
MCImetro  
2250 Lakeside Boulevard  
Richardson, Texas 75082

Dear Ms. Lavender:

In regard to our conversation on Friday, August 29, 1997, in good faith, BellSouth agrees to pay 50% of "Tandem Connect Terminating MOU" as stated on invoices to BellSouth from September 1996, through May 1997. BellSouth's decision was partially based on a study performed in Georgia, for usage originated by BST customers, and terminated by BST to

1 We found 59% was Information Service Providers (ISP) traffic.

2 A check will be issued to \_\_\_\_\_ mailed to the above address and to your attention. It will take a maximum of 4 weeks for you to actually have the check in your hands. The amount BellSouth considers due and payable on the remaining portion of the bill, will be identified and the balance disputed by the end of September. BellSouth retains the right to dispute any charges at a future date should we deem it appropriate.

BellSouth's position regarding ISP usage is detailed in our letter dated August 12, 1997. A copy is attached.

If we can be of further help, please call me at 205 977-5009, or Nona Relf, Customer Billing Services, at 205 321-2549.

Sincerely,

*Eve LeSueur*

Eve LeSueur  
3535 Colonnade Parkway  
South S611  
Birmingham, AL 35243

Attachment

cc: Lynn Smith  
Suzie Lavett  
Jim Childress  
Ileen Barnett  
Barbara Bradley  
Nona Relf  
Bill Breda  
Valerie Ramsey



BellSouth Telecommunications, Inc.  
Room 4428  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

404 927-7150  
Fax 404 420-8291  
Internet: Ernest.L.Bush  
@bndge.bellsouth.com

Ernest L. Bush  
Assistant Vice President -  
Regulatory Policy & Planning

SN91081223

August 12, 1997

To: All Competitive Local Exchange Carriers

Subject: Enhanced Service Providers (ESPs) Traffic

The purpose of this letter is to call to your attention that our interconnection agreement applies only to local traffic. Although enhanced service providers (ESPs) have been exempted from paying interstate access charges, the traffic to and from ESPs remains jurisdictionally interstate. As a result, BellSouth will neither pay, nor bill, local interconnection charges for traffic terminated to an ESP. Every reasonable effort will be made to insure that ESP traffic does not appear on our bills and such traffic should not appear on your bills to us. We will work with you on a going forward basis to improve the accuracy of our reciprocal billing processes. The ESP category includes a variety of service providers such as information service providers (ISPs) and internet service providers, among others.

On December 24, 1996, the Federal Communications Commission (FCC) released a Notice of Proposed Rule Making (NPRM) on interstate access charge reform and a Notice of Inquiry (NOI) on the treatment of interstate information service providers and the Internet, Docket Nos. 96-262 and 96-263. Among other matters, the NPRM and NOI addressed the information service provider's exemption from paying access charges and the usage of the public switched network by information service providers and internet access providers.

Traffic originated by and terminated to information service providers and internet access providers enjoys a unique status, especially call termination. Information service providers and internet access providers have historically been subject to an access charge exemption by the FCC which permits the use of basic local exchange telecommunications services as a substitute for switched access service. The FCC will address this exemption in the above-captioned proceedings. Until any such reform affecting information service providers and internet access providers is accomplished, traffic originated to and terminated by information service providers and internet access providers is exempt from access charges. This fact, however, does not make this interstate traffic "local", or subject it to reciprocal compensation agreements.

Please contact your Account Manager or Marc Cathey (205-977-3311) should you wish to discuss this issue further. For a name or address change to the distribution of this letter, contact Ethelyn Pugh at 205-977-1124.

Sincerely,



Notes From CLEC Usage / ISP Conference Call- 8/20/97

Participants:

Barbara Bradley  
Marc Cathey  
Jim Childress  
Bob Cunningham  
Jerry Hendrix  
Sheri Irvin  
Eve LeSueur  
Claude Morton  
Pinky Reichert  
Nona Relf

General discussion of Usage Invoices and the BST policy of not paying for or billing ISP/ESP traffic.  
Letter sent to all CLECs on 8/13/97 signed by Ernest Bush that states BST position. Copies to be faxed to Sheri Irvin and Claude Morton by Jim Childress.

1 Jim Childress talked about the necessity to process the usage invoices for \_\_\_\_\_ ASAP without setting the precedent of paying for ISP/ESP usage. The agreed upon plan was to look at each CLEC individually and develop a unique and appropriate plan of action. Until the long term invoice verification tools are available in November, it was decided that we would do the best we could with the options currently available.

2  
3 Since all the \_\_\_\_\_ usage on the invoices is in Georgia, the Georgia Data Warehouse contains the  
4 information necessary to verify \_\_\_\_\_ usage. A study of May usage by Bob Cunningham indicates that 94%  
5 of the usage on the \_\_\_\_\_ invoice is ISP traffic. The group conclusion is to pay for 10% and dispute the remaining 90%. The total usage invoice amount is \$224,602.67. The Invoice Verification Group will process a voucher for \$22,460.27. By September 15, Barbara Bradley will supply Fred Monacelli with the  
6 check and an in-depth analysis of the status of all bills and invoices from and to \_\_\_\_\_ Jim Childress will  
7 draft a letter for Fred \_\_\_\_\_ and Fred or a member of his group will conduct a face-to-face meeting with to deliver the check and the letter and discuss a compromise arrangement.

8  
9 \_\_\_\_\_ has usage in several states. The decision of the group was for Bob Cunningham to use the Georgia Data Warehouse information to derive the per cent of ISP traffic on the Georgia portion of the invoice. He will look at June and perhaps May data. A conclusion will be recommended on how to extrapolate the Georgia information to encompass the entire invoice. After backing out the ISP usage, the cap will be figured for the months applicable to see what should be paid. The usage portion of the invoices is approximately

10 \$120K. Barbara Bradley will furnish an in-depth analysis of bill and invoice status for \_\_\_\_\_ along with Bob Cunningham's study by September 15 and furnish to Ilene Barnett. Ilene Barnett will then handle  
11 the situation with \_\_\_\_\_ in a face-to-face meeting. All of this will be folded into the outcome of her meeting  
12 with \_\_\_\_\_ this week.

13  
14 \_\_\_\_\_ is a great deal more complicated because the invoice amount is higher and BST has no verification  
15 data. Based on our knowledge of ISPs, we know that ISP traffic is being invoiced by \_\_\_\_\_. Even though the  
16 invoice was figured based on the agreed PLU of 75/25, it is felt that the overall total is inflated by the inclusion of ISP traffic. It is also felt that the PLU may not be accurate for the same reason. The team decided that in the absence of hard data, BST is compelled to pay the usage invoice in the amount of \$1,048,313.40. The Invoice Verification Group will process the voucher and include the standard letter reserving the right to dispute the amount paid in the future. Marc Cathey and Jim Childress will secure the

1 proper approvals. Barbara Bradley will prepare an analysis of bill and invoice status by 9/15 and furnish it to Marc Cathey. Marc will schedule a meeting with \_\_\_\_\_ to present the check, protest the inclusion of ISP traffic and work out a compromise for payment adjustment and how to handle future invoices until BST has verification capability in November. At the meeting, he will also discuss the threshold and cap and how it changes every six months.

2 Overlaying this entire situation is an effort by Eric Castillo's team to do an in-depth analysis of \_\_\_\_\_ and  
3 \_\_\_\_\_ in Florida where BST has no concrete data. It is expected that Eric's work at least on \_\_\_\_\_ will complete in time to assist Marc Cathey in his face-to-face meeting.

I know I have not captured everything. If there is anything significant that is missing, please contact me for a revision.

Jim Childress

- 4 - they demand 25% of PCU  
- demanding payment  
- BST saying we are not going to pay unless ISP issue  
had CAP until April
- 5 -



)

MESSAGE

Dated: 11/05/97 at 12:36

Subject: CLEC ISP Report

Contents: 3

Sender: Carie J. Wimberly / AL, BRHM06  
PHONE-1=205-321-2461;

Part 1

FROM: Carie J. Wimberly / AL, BRHM06  
PHONE-1=205-321-2461;

TO: Barbara Z. Bradley / AL, BRHM07  
PHONE-1=205-321-4402;  
Louise L. Christian / AL, BRHM08  
PHONE-1=2053212169;  
Maria F. Collazo / AL, BRHM08  
PHONE-1=2053214450;  
Rita B. Forrest / AL, BRHM08  
PHONE-1=205-321-4434;  
Clyde L. Greene / AL, BRHM08  
PHONE-1=205-321-1878;  
Bernice Harris-Fuller / AL, BRHM08  
PHONE-1=205-321-2130;  
Mary D. James / AL, BRHM08  
PHONE-1=2053213031;  
Nona R. Relf / AL, BRHM08  
PHONE-1=205-321-2549;  
Linda P. Wigley / AL, BRHM08  
PHONE-1=205-321-2255;

Part 2

Attached is a spreadsheet showing the ISP MOU that we have trapped using the T1 error code. The MOU shown on here should represent ISP MOU for the carriers for Georgia for the time period 9/10 - 10/9. We can discuss more about this information and how to use it in our Thursday afternoon meeting.

Part 3

This item is of type MS EXCEL SPREADSHEET and cannot be displayed as TEXT

REPLY

Dated: 9/2/97 at 7:49

Subject: TCG

Contents: 2

Creator: James H. Childress /AL,BRHM07

Item 1

TO: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
CC: Christine W. Boltz /AL,BRHM06  
Eve LeSueur /AL,BRHM09  
Nona R. Relf /AL,BRHM08 { Undisplayable address parts }  
Linda P. Wigley /AL,BRHM08 { Undisplayable address parts }

Item 2

Barbara,

1 On Thursday, August 28, I talked to Mark Feidler and Scott Schaefer about  
2 Since we were able to study the percentage of ISP usage for and in the  
3 Georgia Data Warehouse, and the lowest per cent was in excess of 50, we felt  
4 that there was justifiable reason to limit our payment to to 50% as well.  
This position does have statistical validity and does allow us to treat all  
three CLECs in the same manner. Please prepare an invoice for processing that  
equals 50% of usage invoice.

Call me if there are any other questions.

Jim

5 ==>Jim, in your phone message, I understood that we are to change  
previously  
==>agreed upon payment as originally documented in the "Notes from CLEC  
Usage/ISP  
==>Conference Call 8/20/97. As I understand your request as of today, we are  
to  
==>pay 50% of the usage portion of their invoice. This decision is based upon  
the  
==>ISP studies indicating that at least that much of their usage is ISP usage.  
==>Please confirm this back in Openmail, so as to maintain an audit trail for  
this  
==>payment. Thanks, Barbara  
==>

#16



Subject: Internet Service Provider Traffic  
Sender: Barbara Z. Bradley /AL,BRHM07

Contents: 3

Item 1

FROM: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
TO: Carie J. Wimberly /AL,BRHM06 { Undisplayable address parts }

Item 2

As the MCI SME, I am copying you this as info. Thanks, Barbara

Item 3

REPLY  
Subject: Internet Service Provider Traffic  
Creator: James H. Childress /AL,BRHM07

Dated: 10/6/97 at 7:58  
Contents: 4

Item 3.1

TO: Ilene M. Barnett /AL,BRHM06 { Undisplayable address parts }  
CC: Barbara Z. Bradley /AL,BRHM07 { Undisplayable address parts }  
Bob J. Cunningham /AL,BRHM09 { Undisplayable address parts }  
Wayne N. Fleming /AL,BRHM03 { Undisplayable address parts }  
John R. McCain /AL,BRHM08 { Undisplayable address parts }

Item 3.2

Ilene,

I can have a go at these questions. Barbara Bradley or Bob Cunningham in CBS or Wayne Fleming in Network might be able to share more detail.

1) We assume so but we do not have adequate tracking in place to pinpoint by CLEC.

2)& 3) BST is excluding ISP traffic from billing, but a tracking system is not yet in place. How to track and store these messages is being worked on by Eric Castillo's Interconnection Team.

4) Since it is not being billed, the answer is no.

Our ability to prevent billing is only as good as our ability to identify ISP/ESP providers. I do not have confidence that we have identified everything at this point. In other words, we may still be billing MCI for ISP traffic, but it is only because of a combination of ignorance and lack of maturity in our process. I hope this has helped you.

Jim

=>John,

=>

=>Can you help me with the attached questions? If it is not you, who should

=>I direct these questions to? Thanks. Ilene Barnett

Item 3.3

John,

Can you help me with the attached questions? If it is not you, who should I direct these questions to? Thanks. Ilene Barnett

Item 3.4

MESSAGE  
Subject: Internet Service Provider Traffic  
Creator: russell.stahl /internet,mime (russell.stahl@mci.com)

Dated: 10/1/97 at 16:56  
Contents: 3

Item 3.4.1

0105

FROM: russell!stahl /internet,mime (russell.stahl@mci.com,  
TO: Ilene M. Barnett /AL,BRHM06  
CC: Daniel!Fry /internet,mime (Daniel.Fry@mci.com)

Item 3.4.2

ARPA MESSAGE HEADER

Item 3.4.3

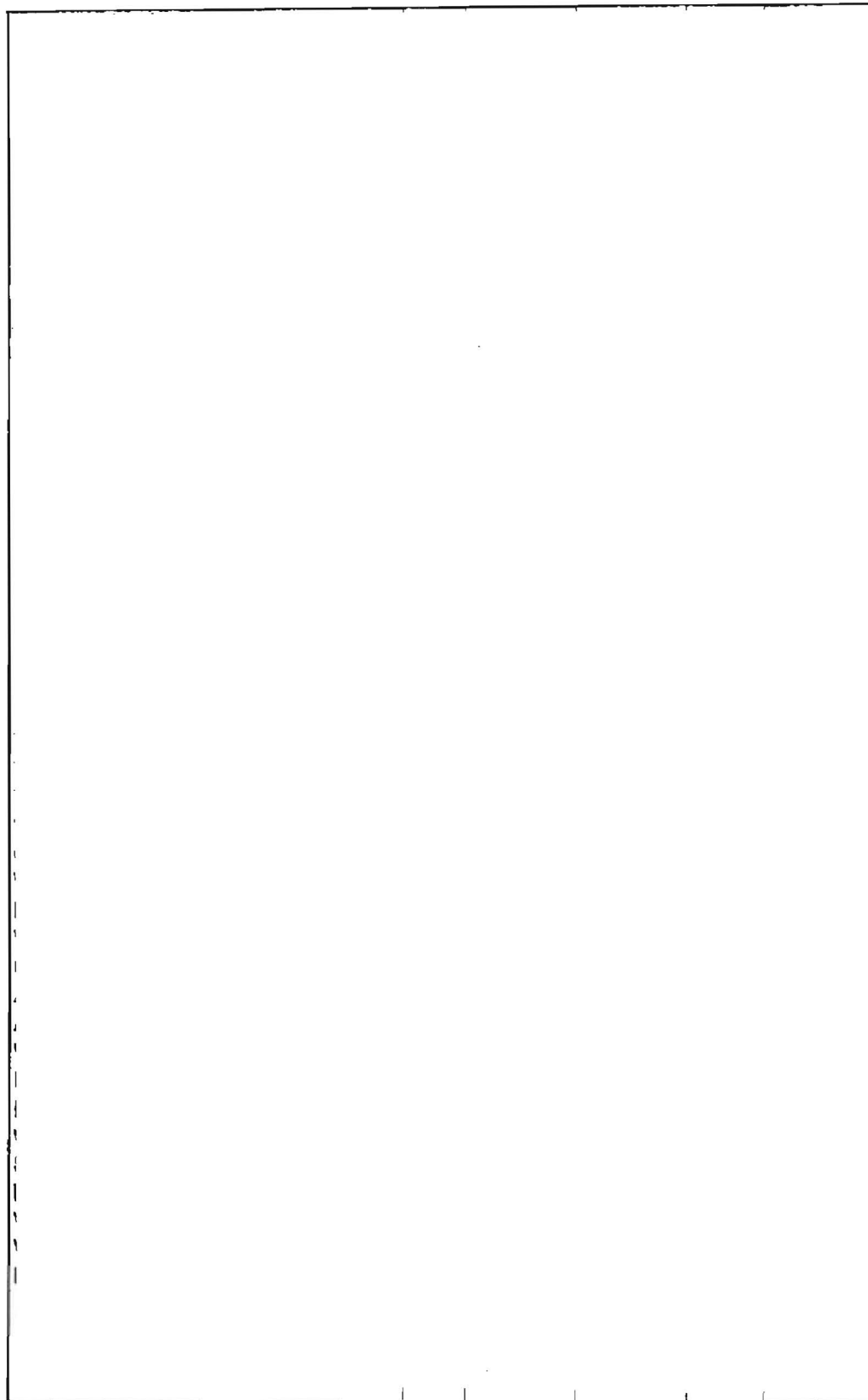
Ilene,

I have some questions for you regarding local interconnection traffic that is being terminated to Internet Service Providers via BellSouth. If you can help me get some answers, I would appreciate it.

- 1) Is any of the traffic that MCI is sending to BST, terminating with an ISP?
- 2) Is BST separately tracking this traffic?
- 3) Is BST billing MCI for it?
- 4) Is it being combined with the local traffic for billing?

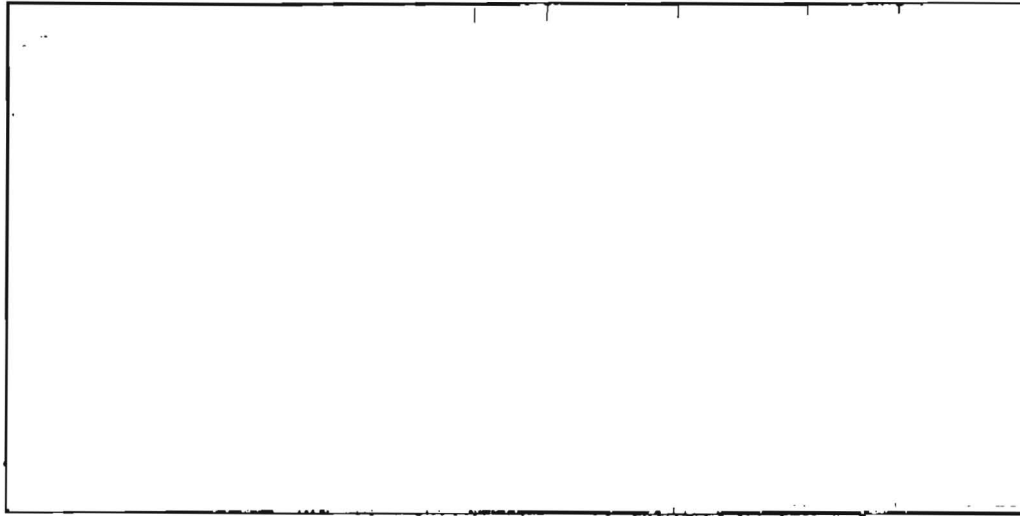
1

Sheet1





Sheet1



1

MOU Billed to

Bill Month	Usage Dates / Month									
	7/10 - 8/9 Jul-96	8/10-9/9 Aug-96	8/10 - 10/9 Sep-96	10/10 - 11/9 Oct-96	11/10 - 12/9 Nov-96	12/10 - 1/9 Dec-96	1/10 - 2/9 Jan-97	2/10 - 3/9 Feb-97	3/10 - 4/9 Mar-97	Apr-97
August, 96	2346									
Sept., 96	276	7568								
Oct., 96		867	273756							
Nov., 96			6825	584295						
Dec., 96				2526	838574					
Jan., 97					4435	1004030				
Feb., 97						1516	1116656			
March, 97							163	1258491		
April, 97			3	58990	479798	763071	1162251	1700487	4202364	
May, 97				2330	9777	11218	25178	39298	73559	4758370
June, 97					1061	827	1503	3450	7977	2933
Totals:	2622	8435	280584	648141	1331645	1780682	2305751	3001726	4283900	4759303

Billed Usage w/ JSP

Billed Called  
 3/9/97 - April 9th

So we started using .002 on April bills.  
 Should have started w/ May bills.

April Bill = 4202364 MOU (3/10 - 4/9)  
 May Bill = 73559 MOU

1

MOUs Invoices Br/South

12/9 @ 9:30

**Atlanta**

	Invoice month														Row Totals
Bill Cycle	1996/7	1996/8	1996/9	1996/10	1996/11	1996/12	1997/01	1997/02	1997/03	1997/04	1997/05	1997/06	1997/07	1997/08	
<12/4/1996	8														8
<1/24/1997		2,629													2,629
<2/24/1997			3,227												3,227
<3/24/1997				6,379											6,379
<4/24/1997					37,454										37,454
<5/24/1997						178,750		34,857							213,607
<6/24/1997							1,226,526	846,541							1,873,067
<7/24/1997								2,222,656		809,301					3,031,957
<8/24/1997									1,421,647	1,417,858					2,839,505
<9/24/1997										2,405,053					2,405,053
<10/24/1997											5,094,850	1,014,778			6,109,628
<b>Atlanta Totals</b>	<b>8</b>	<b>2,629</b>	<b>3,227</b>	<b>6,379</b>	<b>37,454</b>	<b>178,750</b>	<b>1,226,526</b>	<b>2,903,994</b>	<b>1,421,647</b>	<b>4,638,002</b>	<b>5,094,850</b>	<b>1,014,778</b>			<b>15,554,268</b>

**Raleigh**

Invoice month															
Bill Cycle	1996/8	1996/9	1996/10	1996/11	1996/12	1997/01	1997/02	1997/03	1997/04	1997/05	1997/06	1997/07	1997/08	Row Totals	
Raleigh Totals															

**Memphis**

	Invoice month														Row Totals
Bill Cycle	1996/8	1996/9	1996/10	1996/11	1996/12	1997/01	1997/02	1997/03	1997/04	1997/05	1997/06	1997/07	1997/08		
<12/4/1996									97					97	
<1/24/1997									48					48	
<2/24/1997										473				473	
<3/24/1997											60,312			60,312	
Memphis Totals	-	-	-	-	-	-	-	-	945	473	60,312	-	-	60,830	

**Missoula**

	Invoice month														Row Totals
Bill Cycle	1996/8	1996/9	1996/10	1996/11	1996/12	1997/01	1997/02	1997/03	1997/04	1997/05	1997/06	1997/07	1997/08		
<12/4/1996					483				22					606	
<1/24/1997						1,746	467		41					2,254	
<2/24/1997							1,370		3,463					4,833	
<3/24/1997								65,903	51,473					117,376	
<4/24/1997									287,192					287,192	
<5/24/1997										728,309	2,611			730,920	
<6/24/1997											1,237,824			1,237,824	
<7/24/1997												5,529,047	4,222	5,533,269	
Missoula Totals	-	-	-	-	483	1,746	1,837	65,903	342,191	728,309	1,240,435	5,529,047	4,222	7,914,173	

**Orlando**

	Invoice month														Row Totals
Bill Cycle	1996/8	1996/9	1996/10	1996/11	1996/12	1997/01	1997/02	1997/03	1997/04	1997/05	1997/06	1997/07	1997/08		
<1/24/1997															
<1/24/1997						79,382	894,100								
<2/24/1997							425,978	136,260							
<2/24/1997								751,703	326,978						
<3/24/1997									911,753						
<4/24/1997										1,548,879	82,372				
<5/24/1997											1,405,007	114,839			
<6/24/1997												1,734,849			
Orlando Totals	-	-	-	-	-	-	-	751,753	911,753	1,548,879	1,418,279	1,849,658	-	6,080,352	

BOLD Print MOUs Tampa Usage not included in totals.

Ad's needed for  
rate number  
2591  
59

01111

12/2/97 8:37 AM  
Mick@bellsouth.net

01/10/00 02:18

NO. 599 P005/006

USAGE SPEADSHEET for Georgia - July, 96 - April, 97										
LOCAL USAGE ONLY										
Usage										
Month	Billed	Est.	Invoiced	1.05% (E)	Adj(E)	105% (I)	Adj (I)	Est-ISP	105%-ISP	Adj-ISP
July, '96	2,622					2,622 CR		2,622 CR		2,622 CR
Aug, '96	8,435	1,994	4,065	2,094	6,341 CR	4,268	4,167 CR	997	1,047	7,388 CR
Sept, '96	280,584	124,356	10,441	130,574	150,010 CR	10,963	269,621 CR	62,178	65,287	215,297 CR
Oct, '96	648,141	637,608	68,849	669,488	-	72,291	575,850 CR	318,804	334,744	313,397 CR
Nov, '96	1,331,645	1,783,767	✓ 409,898	1,398,227	385,540 DB	430,393	901,252 CR	891,884	936,478	395,167 CR
Dec, '96	1,780,662	3,895,808	✓ 2,021,304	1,869,695	2,026,113 DB	1,869,695	151,609 DB	1,947,904	1,869,695	78,209 DB
Jan, '97	2,305,751	5,672,588	2,684,475	2,421,039	3,251,549 DB	2,421,039	263,436 DB	2,836,294	2,421,039	415,255 DB
Feb, '97	3,001,726	7,277,751	2,833,244	3,151,812	4,125,939 DB	2,974,906	26,820 DB	3,638,876	3,151,812	487,064 DB
March, '97	4,283,900	8,630,398	✓ 8,323,216	4,498,095	4,132,303 DB	4,498,095	3,825,121 DB	4,315,199	4,498,095	
April, '97	4,759,303	10,614,677	4,680,614	4,997,268	5,617,409 DB	4,914,645	-	5,307,339	4,997,268	310,071 DB
TOTALS:				Total Adj.:	19,379,880 DB	2,513,474 DB			356,728 DB	
				BST Pays:	38,638,947	21,036,106			18,260,782	
				Net Payment	19,259,067	18,522,632			17,904,054	
				\$	\$192,591	\$185,226			\$179,041	
				Difference	-	(\$7,365)			(\$13,550)	