J. PHILLIP CARVER
General Attorney

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(404)335-0710

August 22, 1997

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

RE: Docket No. 960786-TL (Section 271 Docket)

Dear Mrs. Bayo:

Enclosed is an original and fifteen copies of the Late Filed Deposition Exhibits of Robert C. Scheye and BellSouth Telecommunications, Inc.'s Notice of Intent to Request Specified Confidential Classification for certain information in those exhibits. Please file these documents in the captioned docket.

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

Sincerely,

J. Phillip Carver (KC)

J. Phillip Carver

Enclosures

cc: All Parties of Record
      A. M. Lombardo
      R. G. Beatty
      W. J. Ellenberg

ACK
AFA
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RECEIVED & FILED

This Notice of Intent was filed with Confidential Document No. 08523-97 . The document has been placed in the confidential files pending receipt of a request for confidential treatment.

DOCUMENT NUMBER-DATE

08522 AUG 22 �:

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of BellSouth)
Telecommunications, Inc. entry   )
into InterLATA Services pursuant)   Docket No. 960786-TL
to Section 271 of the Federal   )
Telecommunications Act of 1996   )   Filed: August 22, 1997
)
_____)

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF
INTENT TO REQUEST SPECIFIED CONFIDENTIAL CLASSIFICATION

COMES NOW, BellSouth Telecommunications, Inc. ("BellSouth" or "Company"), and pursuant to Rule 25-22.006, Florida Administrative Code, files its Notice of Intent to Request Specified Confidential Classification.

1.   On August 15, 1997, the Staff of the Florida Public Service Commission requested during the Deposition of Robert C. Scheye in the above-referenced docket Late Filed Exhibits in order to obtain certain information.

2.   The information requested in the Late Filed Deposition Exhibits is customer specific information that is deemed proprietary by BellSouth. This information is clearly confidential and proprietary under Florida Statutes, Section 364.183 and Rules 25-22.006, Florida Administrative Code.

3.   Because this information is proprietary, BellSouth is filing this Notice of Intent to Request Specified Confidential Classification, pursuant to Rule 25-22.006(3)(a), Florida Administrative Code, in order to allow the Staff to take possession of the information without delay. The original of this notice has been filed with the Division of Records and Reporting, and a copy has been served on the Division requesting the information.

Respectfully submitted this 22nd day of August, 1997.

BELLSOUTH TELECOMMUNICATIONS, INC.

Robert G. Beatty (KR)

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(305)347-5555

William J. Ellenberg II (KR)

WILLIAM J. ELLENBERG II
J. PHILLIP CARVER
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CERTIFICATE OF SERVICE
DOCKET NO. 960786-TL

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by Federal Express this 22nd day of August, 1997 to the following:

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J. Phillip Carver

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 1
Page 1 of 1

REQUEST: Identify and cite to specific Florida PSC orders and any order from other BellSouth state PSCs that require ALECs to use the same discount for lifeline service as BellSouth does.

RESPONSE: BellSouth will provide this information as soon as possible.

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 2
Page 1 of 1

REQUEST: How does BellSouth notify ALECs that conversion requests have been completed? References from XIV G of SGAT.

RESPONSE: For Resale conversions, no notification is given for manually processed orders.

On mechanically ordered Resale conversions, ALECs are notified that the conversions are complete through the ordering systems.

For UNEs, the UNE Center notifies the ALEC via a phone call for standard service order requests.

UNE and Resale non-design completion notifications are a function of the dispatched technician, or can be determined by:

· the ALEC calling the UNE Center for a status, or
· the ALEC submitting the order via LENS/EDI, in which case the notification is made through those systems upon completion of the conversion.

Major conversions are handled by a project manager, and notification is determined by the project manager and ALEC on a project-by-project basis.

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 3
Page 1 of 1

REQUEST: List the prescreening guidelines for trouble reports. Reference from XIV L
             of SGAT.

RESPONSE: ALECs are responsible for managing their customer's trouble reports to
             the extent of ensuring that trouble reports submitted to BellSouth are
actually troubles with BellSouth's products/services - "prescreening". For example,
customers often report troubles with a feature and the resolution is educating the customer
in the proper use of the feature. Another example would be isolating the trouble to the
customer's equipment (i.e., "is the trouble on all phones?").

Trouble reports mechanically submitted to BellSouth via the ALEC TAFI system are
automatically screened at the time of trouble entry.

To assist ALECs in performing the prescreening function in the non-TAFI environment,
BellSouth has provided ALECs with a copy of the "Resellers Repair Contact Handling
Guide". This document provides specific guidelines for 'troubleshooting' customer trouble
reports. These guidelines are attached.

ALECs manually reporting their customer's troubles to a BellSouth center (RRC/BRC) must
provide specific details about the trouble or the report will be rejected. These details are
defined in the "Pre-screening Script For Resellers" (attached).

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

PRE-SCREENING SCRIPT FOR RESELLERS

1. Telephone # being reported (10 digit # or circuit #): _____

2. Name (End-User): _____

3. Address (Street or Road): _____

4. City & State: _____

5. Trouble Reported By (End-User): _____

6. Report Received By (Reseller's Name & Co.): _____

7. Reach Number (Reseller's Telephone #): _____

8. Access Number (If Access to Premises Required): _____

9. Is this a Calling-Called Report?

    a. Was End-User Called by Someone Else? ____ Telephone Number: _____

    b. Was the End-User Calling a Telephone Number? _____

10. Is the trouble on All End-User Phones?   Yes / No ____

    If NO, which phone has trouble? _____

11. Trouble Description: _____

    _____

12. Date / Time Report Received: __ / __ / __   __ : __ AM / PM

13. Remarks: _____

    _____

    _____

REQUEST: Identify the date the UNEs requested by ICI to be used for frame relay
             were provided by BellSouth, plus any other such UNEs provided under
             the Bona Fide Request process.

RESPONSE: BellSouth will provide this information as soon as possible.

INFORMATION PROVIDED BY: Bob Scheye
                         BellSouth Corporation
                         675 West Peachtree St.
                         Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 5
Page 1 of 1

REQUEST: Identify the date BST responded to MCI's request for specific nonrecurring
charges for combinations on UNEs.

RESPONSE: July 30, 1997.

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 6
Page 1 of 1

REQUEST: Identify the date when Cooperative Testing Plan was agreed to between
                BellSouth and ATT plus copy of plan or status if plan not completed.

RESPONSE: Please see the attached BellSouth/AT&T Service Readiness Testing
                Criteria Documentation dated March 14, 1997.

INFORMATION PROVIDED BY: Bob Scheye
                           BellSouth Corporation
                           675 West Peachtree St.
                           Atlanta, GA 30375

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

SRT Criteria :

1. BellSouth will make it's best effort to accurately process AT&T's request for local service in Georgia for the Resale of BellSouth POTS, PBX and DID services.

2. AT&T will provide BellSouth with accurate and complete requests for local service to facilitate successful processing.

3. AT&T will send requests for local services to BellSouth for the provisioning of service to live end users (AT&T employees) during SRT.

4. A signed contract between BellSouth and AT&T to Resale BellSouth services in Georgia was executed prior to processing AT&T requests for service.

5. AT&T requests for local services will contain those activities, features and services that have been acceptance tested in joint end-to-end testing performed with BellSouth.

6. AT&T will contact BellSouth with requests for development of end-to-end acceptance testing of additional activities, features and services to be ordered through this EDI interface.

7. AT&T and BellSouth agree to maintain good documentation including date/time and details of the activity.

8. AT&T and BellSouth will share documentation and discuss activities in regularly scheduled joint meetings as mutually agreed.

9. AT&T and/or BellSouth will provide detailed documentation including written examples and descriptions to support any EDI interface changes requested pending agreement.

10. AT&T and BellSouth will work jointly to resolve problems that may arise during SRT.

11. AT&T and BellSouth have jointly developed manual workaround procedures to be performed on an interim basis, due to AT&T internal system limitations.

12. AT&T manual workaround processes will increase local service request processing time, increase LCSC training time and create additional clerical functions to support manual processes.

13. AT&T manual workaround processes will impact resources needed in the LCSC.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

14. AT&T and BellSouth have agreed to workaround processes on an interim basis for the following scenarios:
   a) AT&T requested clarification/error notification fax process.
   b) AT&T is unable to send requests for consumer Hunting and Multi-line requests.
   c) AT&T will not send requests with Activity Code "M" for Inside or "T" for Outside Moves.
   d) AT&T will not send two requests for the same telephone number with the same due date.
   e) AT&T will not send vacation/seasonal or company initiated suspend and restore requests through EDI.
   f) Conversion of multiple BellSouth accounts to one AT&T account. AT&T will send all conversion requests "as specified".
   g) AT&T will send the request for a new AT&T BTN in Remarks.
   h) AT&T will not send Activity Code "R" for record only requests such as listings.
   i) AT&T is unable to send requests for local service which include captions, multiple headers, multiple sub-headers or multiple indented listings.

Communications:
15. A&T has selected a VAN to VAN communication option.

16. AT&T will use their VAN of choice.

17. AT&T will use ID WPECIPA when sending transactions to BellSouth during SRT.

18. Orders sent to BellSouth from AT&T not using this code will be rejected.

19. AT&T will notify BellSouth in writing at least four (4) business days prior to changing it's ID.

20. BellSouth will use their VAN of choice.

EDI Interface:
21. HOLD? Phase I development based on AT&T requirements document, Service Implementation Guide (SIG) Section 12, Issue Date: May 20, 1996, Version 1.0 (Draft).

22. HOLD ? Phase I release based on AT&T requirements document, SIG Section 12, Issue Date: December, 1996 Version 1.0 (Draft).

23. AT&T and BellSouth will use 997, 850, 855, 860 and 865 transaction sets.

24. AT&T sequence numbers for EDI transaction sets will be intermingled per transaction set.

25. Received date/time stamped by BellSouth's translator will be used for agreed upon time parameters.

26. Time parameters begin, based on the time stamp referenced above, when BellSouth has received a complete and accurate request for local service that will process to downstream systems.

27. AT&T and BellSouth will track time intervals for sending and receiving transactions and will work jointly to improve intervals as needed.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

Service Order Feature Codes and BellSouth USOCs WORKAROUND PROCESS:

28. AT&T will use the BellSouth's handout dated 7/8/96 of TCIF Service Order Feature Codes (SOFC)

29. BellSouth handout based on TCIF Guidelines Issue 6, Version 3040, dated 3/96.

30. AT&T will send the appropriate BellSouth specific USOC for all services and features not listed on the BellSouth SOFC handout dated 7/8/96.

Pre-Order Activity Prior to EDI Ordering:

31. AT&T will use BellSouth's IC-Reference Validation for OLECs to validate each end user address and obtain the appropriate NPA/NXX prior to sending the request for local service.

32. AT&T will use BellSouth's P/SIMS file based on the service address NPA/NXX to determine service and feature availability and obtain additional service specific information prior to sending the request for local service.

33. AT&T will pre-assign Telephone Numbers appropriately based on the service address NPA/NXX using the defined BellSouth process prior to sending the request for local service.

34. AT&T will pre-assign due dates based on the Due Date Guidelines handout provided by BellSouth prior to sending the request for local service.
    - Any delays in sending the request for local service may impact the pre-assigned due date.
    - BellSouth will return the assigned due date to AT&T in the Due Date field of the 855 and/or 865

35. How can AT&T obtain CSR information e.g., end user LOA, fax, three way call to the LCSC?
    - AT&T may obtain CSR information as outlined in the Resale Ordering Guidelines(inlcuding three-way call). Upon receipt of an end user LOA the LCSC will return fax a copy of the end user's CSR information with an objective of 48 hours. *(MEETING 03/12/97 MAY HAVE CHANGED THESE PARAMETERS)*

Error Resolution Process:

36. AT&T and BellSouth will send a 997 to acknowledge each EDI transaction received.

37. The sender of the data has the responsibility to follow up for the receipt of a 997.

38. Syntax errors received by either AT&T or BellSouth will be acknowledged with syntax error detail in a (-) 997 transaction.

39. AT&T- Beverly will provide information. - AT&T contacts:
    - Name: Phil Sorg   Phone: (908) 382-5400 X718

40. AT&T CNSC contact group hours of operation are 24 hours per day, 7 days a week.
    40a. AT&T CNSC contact number 800 305-4116

41. BellSouth EDI contacts are:
    Name - Scott Rosa   Phone - 205 403-2674
    Name - Carol Sims   Phone - 205 985-8047

42. BellSouth EDI contact group hours of operation are 7:30-4:30 CST, 5 days a week.

43. BellSouth LCSC contact group hours of operation are Monday through Friday, hours 8am to 5pm ET.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

44. Steps associated with BellSouth reject points:

Reject at BellSouth Translator	Reject at BellSouth Application	Reject at/in BellSouth Downstream Systems	*Exceptions Require 860 to cancel & 850 with new PON
1. AT&T sends 850/860 2. BellSouth sends (-) 997 to advise a Syntax Error has occured 3. AT&T resends corrected 850/860	1. AT&T sends 850/860 2. BellSouth sends (+) 997 3. BellSouth will call AT&T if order does not load to application 4. AT&T resends corrected 850/860	1. AT&T sends 850/860 2. BellSouth sends (+) 997 3. BellSouth will Fax Errors to AT&T if unable to load or process through downstream systems 4. AT&T sends 860 with corrections *See Exceptions	1. Changes to service address and RSAG provided NPA/NXX is different 2. Previously scheduled dispatch is no longer needed

Error Notification WORKAROUND PROCESS:
44. AT&T requires a fax indicating errors in a request for local service in lieu of a phone call.
   a) AT&T will use faxed Error Forms for internal improvement purposes.
   b) BellSouth Error Forms will contain a sequence number to assist AT&T in recognizing a missing fax.
   c) BellSouth will fax errors to AT&T as an interim process.
   d) BellSouth developed Error Forms will be faxed to AT&T as notification of all known errors on a request for local service.
   e) AT&T will fax Error Forms responses to BellSouth on manually provisioned orders..
   f) AT&T will send requests for local service corrections using the appropriate 860/850 transaction.

45. AT&T will correct all errors in a timely manner based on the chart above and information included in the Resale Ordering Guidelines. (4 hour turnaround)

46. AT&T will review changes to determine due date impacts and change due dates as appropriate.

47. Any delays may impact the pre-assigned due date.

48. BellSouth requires receipt of the appropriate 850 or 860 transaction to generate or change a request for local service.

49. BellSouth will not accept verbal requests for changes of a request for local service.

50. AT&T's CNSC office fax number for Error Forms is (914) 286-2598.

Local Carrier Service Center (LCSC):
51. Hours of operation are published in the BellSouth Ordering Guidelines.

52. AT&T may contact the LCSC during normal hours of operation for clarification of Error Forms.

53. AT&T may contact the LCSC to search and/or reserve vanity numbers.

54. AT&T will be billed applicable Search & Number Assignment Charges (SNAC) per BellSouth tariff at the time the request is negotiated with an LCSC Representative.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

   a. AT&T will review SNAC process in order to jointly agree upon the accepted method for future implementation. *(AI 03/14/97)*

55. AT&T may contact the LCSC to obtain telephone numbers and TERS for services other than POTS

Consumer Hunting and Multi-line Account WORKAROUND PROCESS:
56. AT&T is unable to send requests for consumer multi-line accounts on one request for local service.

57. AT&T is unable to send requests for consumer hunting arrangements on one request for local service.

58. AT&T consumer system changes are targeted for 6/97.

59. **HOLD-Stephanie** -AT&T will not actively market hunting for consumer accounts.

60. BellSouth agrees to manually process AT&T requests for consumer multi-line account service on an interim bases.

61. AT&T will send separate requests for local services for each telephone number.

62. BellSouth will receive multiple requests for local services which must be manually combined to generate a single service order.

63. BellSouth will send one (1) confirmation and one (1) completion notification on the main account telephone number.

64. AT&T and BellSouth agreed turnaround time for confirmation is 48 hours. Furthermore, BellSouth may require additional turnaround time for confirmation based on work volume and actual processing time for this workaround process.

65. All requests for local services must have the same due date.

66. AT&T will send future requests for local services on the main account number.

67. AT&T will send consumer hunting for New and Migration requests as follows:
   a) 1st request for local service:
   - Main account telephone number.
   - Listing of main account telephone number as desired.
   - Includes the hunt sequence requested.
   - "X" represents the number of lines in that particular hunt group.
   - Remark entry to include the telephone numbers sequence in the Hunt Group sequence, e.g., "1st number of X line hunt group".
      - AT&T is currently unable to relate requests with RPON. Mutliple requests will be handled via the manual processes.

   b) 2nd request for local service:
   - Second telephone number in the hunt sequence.
   - AT&T is entitled to one free listing on the main number or LOCBAN.
   - AT&T will send Listed Name Code of AL and USOC RLT for additional listing requests, per additional listing.
   - "X" represents the number of lines in that particular hunt group.
   - Remark entry to include the telephone numbers sequence in the Hunt Group sequence, e.g., "2nd number of X line hunt group".

R=96%

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

AT&T is currently unable to relate requests with RPON. Mutliple requests will be handled via the manual processes.

c)   3rd request for local service:

- Third telephone number in the hunt sequence.
- AT&T is entitled to one free listing on the main number or LOCBAN.
- AT&T will send Listed Name Code of AL and USOC RLT for additional listing requests, per additional listing.
- "X" represents the number of lines in that particular hunt group.
- Remark entry to include the telephone numbers sequence in the Hunt Group sequence, e.g., "3rd number of X line hunt group".
- AT&T is currently unable to relate requests with RPON. Mutliple requests will be handled via the manual processes.

HUNTING:

68. BellSouth consumer hunting arrangement requirements:
  a) A limit of ten (10) lines are allowed per consumer account.
  b) A maximum of three (3) of those lines are allowed in a hunting arrangement.
  c) If more than three (3) lines are requested in a hunting arrangement, the line service would become business.
  d) Hunting between lines on different accounts is not allowed.
  e) One free listing allowed per hunt group.

69. AT&T does not require a work around process for multi-line business accounts.

70. The hunting sequence will be determined by the order in which the numbers are received by BellSouth.

71. REF NUM will be used to determine the desired hunting sequence.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

72. AT&T will offer four (4) types of hunting in Phase I:
- Regular Hunt
- Preferential Hunt
- Circular Grouping
- Preferential Hunt with Circular Grouping

Hunt Type	SOFC	USOC	Feature Detail
Series Completion:			
Regular	HTY002	HTG	
Regular (last number not rotary)	HTY008	HTGNR	
Preferential	HTY002	HTG	
Series Completion Circular:			
Regular	HTY001	HTG	
Preferential	HTY001	HTG	
Multi-line Grouping:	HTY004	HML	/TER XX
Regular (last number not rotary)	HTY008	HTGNR	/TER XX
Multi-line Grouping Circular:	HTY004	HML	CIR/TER XX

Data Element Requirements:

73. AT&T/BellSouth eyechart dated 10/01/96 will be used to identify data element requirements. Beverly Simmons provided eyechart via fax.

74. Activity Interactions chart dated 10/01/96 will be used to identify appropriate activity codes at the order, line and feature levels. Beverly Simmons provided activity codes via fax.

75. AT&T will not include dashes in telephone number specific fields.

76. How will AT&T indicate extension numbers in contact fields?
- BellSouth requirements are now defined "X" is used as a delimiter. no dashes or spaces are allowed.

77. AT&T will use the BAPCO provided document to send the appropriate YPH and SIC to BellSouth.

78. When more than one YPH is required on a single request for local service AT&T will populate the additional YPH codes in the Remarks field.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

Move Request Impacts WORKAROUND PROCESS:

79. AT&T will not send order Activity "M" Move Inside or "T" Move Outside as one (1) request for local service.

80. AT&T expected system fix is 3Q97, however the release has not been finalized.

81. AT&T will send two (2) requests for local service a Disconnect (D) and a New Connect (A) when the end user is moving outside the wire center.

82. AT&T is aware of impacts for end users with Directory Advertising and will discuss further with BAPCO.

83. BellSouth will process Disconnect (D) and New Connect (A) orders as D and N orders.

84. AT&T's consumer and business processes will be consistent. }

Vacation/Seasonal Suspend and Restore WORKAROUND PROCESS:

85. AT&T will not send suspend and restore vacation/seasonal requests to BellSouth through EDI.

86. AT&T will use the fax forms included in BellSouth's Resale Ordering Guidelines handbook.

87. BellSouth will fax a confirmation to AT&T for suspend and restore requests.

88. AT&T will not receive a completion notification for requests that are faxed to BellSouth.

Company Initiated Suspend and Restore WORKAROUND PROCESS:

89. AT&T will not send company initiated suspend and restore requests to BellSouth through EDI.

90. AT&T will use the fax forms included in BellSouth's Resale Ordering Guidelines handbook.

91. BellSouth will fax a confirmation to AT&T for suspend and restore requests.

92. AT&T will not receive a completion notification for requests that are faxed to BellSouth.

PIC and LPIC:

93. AT&T will populate PIC and LPIC when the order level Activity Code is "A", "T" and "V", as defined in the Implementation Guide or AT&T JIA.

94. AT&T will populate PIC and LPIC with order level Activity Code "C" only when the PIC and/or LPIC is changing.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

Feature Activity Code to Change Feature Details:

95. AT&T will send Feature Activity "A" or "D" when only the Feature Detail associated with an existing USOC or SOFC is changing, for both consumer and business requests.

96. The entire Feature Detail associated with the USOC or SOFC must be sent containing desired data.

Migration/Conversion of Multiple BellSouth Accounts to One AT&T Account WORKAROUND PROCESS:

97. AT&T will fax requests for local service migration on each BellSouth main account number. Charges will only be applicable to the order establishing the new account, disconnect activity does not generate a service order charge.
BellSouth Must receive an RPON in order to identify related orders.
(AI AT&T 03/14/97)

98. AT&T will indicate the new AT&T account number in Remarks "AT&T MTN NPA-NXX-XXXX

Migration/Conversion AT&T Specific Process:

99. AT&T will not send "Switch as is" for conversion requests.

100. AT&T will send Order Level and Line Level Activity Code "V" to request "Conversion as specified".

101. AT&T will send Feature Level Activity Code "A" and all requested services, features, listings, etc. for "Conversion As Specified" on each line to be converted.

LOCBAN, BellSouth Account Number and AT&T BTN WORKAROUND PROCESS:

102. LOCBAN indicates the main account number of existing service (ILEC or CLEC).

103. LOCBAN indicates the desired main account number for a New Connect (A) request for local service.

104. AT&T will populate LOCBAN with new main account number and indicate the existing BST LOCBAN in Remarks.

Activity Code "R" WORKAROUND PROCESS:
105. AT&T will not send Activity Code "R" for record work request e.g., Listing only requests.

106. AT&T expected system fix 03/97.

107. AT&T request BellSouth accept Activity Code "C" and generate a Change (C) order in BellSouth systems in completed status(CP).

108. AT&T will pay (C) Change order charges in lieu of the lesser Record order charges, until such time as the system fix is implemented.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

109. BAPCO expects a (R) Record type order for listings only requests, additional downstream BellSouth systems may also be impacted

AT&T Tax Exemption, Billing Name and Address Fields:

110. At 10/01/96 meeting Beechwood believed could hard code these fields. AT&T billing fields such as TE, BI, BILLNM, STREET, FLOOR, ROOM, CITY, STATE, ZIP, etc. are required when the Account Activity is "A", "T", or "V".

BellSouth requires BILLNM, STREET, FLOOR, ROOM, CITY, STATE, ZIP on all service requests.

Listing Requests:

111. AT&T will send Listing USOCs in the Listing loop information.

112. ACTION-2/28 AT&T- Mary and Beverly will check with Art. Art with AT&T stated on 12/03/96, AT&T has 14 listing fields in their system and will look at process to map AT&T fields to AT&T/BellSouth EDI fields by mid December 1996. Art will provide feedback to Beverly Simmons.

Caption Listings WORKAROUND PROCESS:

113. AT&T cannot send Listings with captions, multiple headers, multiple sub-headers or multiple indents through EDI.

114. AT&T expected system fix is 4Q97.

115. AT&T will use forms located in the BellSouth Resale Ordering Guidelines to fax an entire request for local service when the Listing includes captions, multiple headers, multiple sub-headers or multiple indents.

116. AT&T will fax requests for local service that cannot be sent through EDI.

117. BellSouth will accept an entire order through EDI or an entire order via FAX.

118. Orders sent partially through EDI and partially via facsimile will not be accepted.

Directory Delivery Quantity WORKAROUND PROCESS:

119. AT&T will populate QTY White Pages or QTY Yellow Pages when the Activity is "A", "T" or "V".

120. AT&T will populate QTY White Pages and/or QTY Yellow Pages fields with "0" when directoy delivery is not desired.

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BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

- **Local Service Request Form**
- **This form should be sent for all 850 and 860 transactions.**
  - 121. SC-service center code for BellSouth will be LCSC.
  - 122. DDD-desired due date will be the only due date used by AT&T.
    - AT&T will send the end user's ready date in the desired due date field.
    - BellSouth will provide the desired due date when available or will provide closest to the desired due date.
    - When different due dates are requested separate LSRs/PONs must be sent, except when EUMI is applicable. FDD and DDD are used when EUMI applies. however AT&T will not use FDD or EUMI at this time.
  - 123. DFDT-desired frame due time is optional for flow through orders (e.g., disconnects).
    - The time entered indicates a request to complete the work after the specified time.
    - For BellSouth a single time should be indicated.
    - Military time will be used.
  - 124. FDD-from disconnect date is applicable for move orders and will not be used by AT&T at this time.
  - 125. PROJECT-service requests that qualify for project status are described in the Due Date Guidelines document and the BellSouth Resale Ordering Guidelines provided to AT&T.
    - AT&T may also request project handling.
    - Project handling and number assignment will be negotiated by AT&T and BellSouth upon request prior to order issuance.
  - 126. RPON-when requesting multiple PONs to be related, AT&T will relate PON #1 to #2, PON #2 to #1, PON #3 to #1, PON #4 to #1, PON #5 to #1, etc.
  - 127. CHC-coordinated hot cut is not applicable in Phase 1.
  - 128. REQTYP-since Phase 1 is Resale only, this field will not be used.
  - 129. ACT-account activity indicates the action requested at an account level..
    - Valid entries are A=Add New, M=Move Inside, T=Transfer New Address, V=Conversion (AT&T will send conversion as specified), R=Record, DN=Deny/Non-pay, RP=Restore/Paid, SV=Suspend Vacation, and RV=Restore Vacation. C=Change, D=Disconnect/Delete.
    - AT&T will not send DN, RP, SV or RV requests through EDI, but will use manual fax process described in the Resale Ordering Guidelines
    - AT&T will populate V to request a "Conversion As Specified".
    - AT&T will send BellSouth an entire request for local service for V=Conversion requests
    - AT&T will send Feature Activity code A=Add for all features and feature details, services, listings, etc. requested when the Account Activity code is V=Conversion.
  - 130. SUP-supplemental request will be used in 860 & 865 transactions.
    - AT&T will send an entire LSR including the desired changes in the 860 transaction.
  - 131. EXP-expedite due date will be requested by AT&T only when AT&T has determined that a true end user need exists.
    - AT&T will be billed all applicable expedite charges as required by tariff.
  - 132. CC-AT&T's Bellcore assigned Operating Company Number is required on each LSR.
    - AT&T will use one OCN in all nine BellSouth states.
  - 133. CLS SVC-class of service has been changed by OBF to TOS-type of service.
  - 134. MULTI-LINE IND-AT&T will populate "Y" indicating multiple lines at this location when known.
    - The only valid entry for this field is "Y".
    - Indicating the new line requested is a multi-line for this address will help reduce rework and the need for clarification between end users and companies.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

135. TSP-telephone service priority codes are assigned by the government agency TSP Program Office.
   - AT&T may request TSP status for an account by providing the appropriate TSP Control Identification number.

136. BAN-billing account number will be provided by AT&T when the Account Activity is "A", "T" or "V".
   - AT&T will have a BAN (CLUB bill) for Resale in each BellSouth Revenue Accounting Office (RAO).
   - AT&T will provide the appropriate 10 digit billing account number when placing orders.
   - If the BAN provided is incorrect BellSouth will determine the appropriate BAN and return it on the Confirmation.
   - AT&T may obtain NPA-NXX per RAO by using the Termination Point Master File received from Bellcore.

137. IMPCON and TEL NO-implementation contact information
   - This is the person a BellSouth Service Tech should call to complete a work request and authorize additional work charges as needed.

138. EBD-effective bill date may be used when service disconnection is requested on a BellSouth non-work day.
   - The due date will be the first work day following the non-work day.
   - An EBD of the non-work day (end user desired date) will be used.

139. REMARKS-AT&T will send one remarks field per PON if applicable.
   - AT&T and BellSouth will make every effort to monitor the use of REMARKS to determine if additional fields are needed.

- **End User Form:**
- **This form should be sent with all 850 and 860 transactions.**
   140. NAME-identifies the name on the end user main account.
      - The name in this field will not be used for directory services.
   141. STREET-identifies the service location of the end user.
      - The address in this field will be used for provisioning the local service.
      - The address must be RSAG valid.
      - If unable to validate the address in RSAG, AT&T may call the LCSC for assistance
   142. FLOOR-identifies the floor of the end user location.
      - The floor in this field will be used for provisioning the local service.
      - The address must be RSAG valid.
   143. ROOM/UNIT-identifies the room, apartment, suite, unit, etc. of the end user location.
      - The room/unit in this field will be used for provisioning the local service.
      - The address must be RSAG valid.
   144. BLDG-identifies the building of the end user location.
      - The bldg in this field will be used for provisioning the local service.
      - The address must be RSAG valid.
   145. CITY and STATE-identifies the city and state of the end user location.
      - These fields will be used for provisioning the local service.
      - The address must be RSAG valid.
   146. ZIP CODE-identifies the zip code of the end user location.
      - The zip code in this field will be used for provisioning the local service.
   147. LCON-identifies the local contact name for access to the end user's service location.
      - Optional when a premise visit is needed.
      - This field may be used by BellSouth service technicians if premise access is required.

3/14/97
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Attachment 1, Page 2

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BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

148. LCON TEL NO-identifies the telephone number of the local contact name for access to the end user's service location.
- This field is required when the Local Service Request ACT is A = New installation, M = inside move of the physical termination within a building, T = Outside move of the end user location, C = Change or modification to an existing service that requires an inside premise visit.

149. EUMI-indicates the end user location is moving and will not be used by AT&T.

150. ACC-indicates the access instructions for the end user location when applicable.
- Access requirements:
  - The service tech will not go to locations other than the service location to obtain access.
  - The service tech will not wait for a lengthy period of time for access to the service location.
  - The end user or authorized representative must be present while the service tech performs inside work at the service location.
  - The ACC information below instructs the service tech to call before going. The service tech will call the LCON TEL NO.
    Example: CALL BEFORE GOING
  - The ACC information below instructs the service tech to work the order between 9:00 AM and 2:00 PM.
    Example: WORK BETWEEN 9AM-2PM
  - The ACC information below instructs the service tech of special situations.
    Example: KNOCK HARD ON SIDE DOOR, BEWARE OF DOG IN YARD
- **Driving instructions will be sent by AT&T for all requests (numbered and unnumbered) on any order requiring a premise visit.**
  (Al Stephanie)
  - Instructions must be complete and concise.
  - Instructions must have a starting point and include information usually found on a map.
  - Stores, neighbor's names, billboard signs, parked cars and other objects not found on maps should not be used to locate an end user's service location. The ACC information below provides good driving instructions.
    Example: FROM HWY 190 TAKE HWY 123E 5 MILES, TURN RIGHT ON MILL RD, LEFT ON FLOWER DR, 3RD TRAILER ON RIGHT
- IWO-identifies the requirement for inside wire services.
  If inside wire services are requested, applicable charges will be billed along with other resold services to the AT&T BAN applicable for the end user's RAO.

151. LOCBAN-indicates the end user's main account number
- This field will indicate the main account number of the existing end user.
- AT&T may indicate a new end user account number in the REMARKS field.
  Example: AT&T MTN NPA-NXX-XXXX

152. FBI-indicates end user final bill information
- When ACT = V AT&T will provide end user FBI, BILL CONTACT and TEL NO only if different from the service address.
- AT&T will not populate end user final bill information on the end user form, but will send final bill information in Remarks when known.

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

- **Resale Service Form:**
- **This form should be sent for all 850 and 860 transactions.**
    153. ACT-identifies the Line Level Activity requested.
        - See activity chart for agreed combinations.
    154. FEATURE-indicates the feature requested for this activity
        - BellSouth will accept the TCIF approved SOFCs listed in the attachment.
        - AT&T will use BellSouth USOCs and FIDs when approved SOFC are not applicable.
    155. FEATURE DETAIL-identifies additional information for the type of feature associated with the line
        - A virgule (/) is required as a delimiter for Feature Detail data.
        - AT&T will provide appropriate feature detail when applicable.
            Example: Feature - Call Forwarding Don't Answer
                    Detail - CFN XXX-XXXX/RCY 3
            Example: Feature - Call Forwarding Busy Line
                    Detail - CFN XXX-XXXX

DUAL and DUPLICATE SERVICE:

156. Dual Service - transferring local service form one location the another and the telephone number remains the same and the service is working at both locations at the same time (overlapping service), however AT&T will not request at this time.

- May be available upon request.
- Availability is determined by compatible facilities at both locations.
- Unavailability may not be determined prior to the due date.
- If available, the same features and services must be connected at both locations.
- If available, both locations may not remain working longer than 30 days.
- An additional connection charge may apply per the individual state tariff.
- Applicable monthly charges for both locations will be billed.
- Dual service is applicable, no minimum free time is allowed.

157. Duplicate Service - transferring local service from one location to another and the telephone number is changing and the service is working at both locations at the same time. (overlapping service)
    - Available upon request.
    - Applicable monthly charges for both locations will be billed.

158. 850 TRANSACTION (Initial Service Request):
    a. Local Service Request and End User forms should be included with every 850 transaction.
    b. In addition, Directory/Listing forms should be included in every 850 transaction when the ACT field on the LSR is A, T, V and any other request that requires Directory/Listing activity.
    c. Resale forms should also be included in all orders where the ACT is A, T, V, M or C.
    d. Changes to original 850 transaction which have been processed by BellSouth will come from AT&T in 860 transactions.

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Attachment 1, Page 4

BellSouth / AT&T
Service Readiness Testing (SRT) Criteria Documentation
Using EDI Phase I

e. All date entries will be provided with century data.

f. AT&T will honor the time zone dependent on the end user telephone number location.

g. Asterisks as element delimiters should not be sent to BellSouth's translator.

h. AT&T will send military time.

i. AT&T will not include dashes or spaces in any telephone number field.

159. 860 TRANSACTION (Supplemental Service Request):

a. AT&T will send an entire LSR with desired changes.

b. BellSouth will use data from the latest 860 to replace previous versions.

c. BellSouth will require an 860 to change an 850.

160. 855 and 865 TRANSACTIONS (Confirmation of Service Request):

a. Confirmation indicates the LCSC has received and processed the 850 or 860 transaction sent by AT&T.

b. BellSouth will send an applicable 855 or 865 confirmation notification for each 850 and 860 received and processed.

c. Corrected BAN information will be returned if applicable.

d. Confirmation notification does not indicate availability of facilities to provision the service.

e. Confirmation notification does not indicate the AT&T pre-assigned telephone number will be the provisioned telephone number for this request.

   AT&T will be notified by BellSouth of a pre-assigned telephone number change at any point within the provisioing process. The Service Representative will FAX notification of change of telephone number prior to the due date. Changes on due date will be handled verbally by Network with the CNSC. (Open 3/14/97)

f. Confirmation notification will include the assigned due date in the DD field.

g. Completion notification will include the service completion date in the DD field.

h. Confirmation notification does not constitute a guarantee for service.

i. REMARKS field will be used when the account activity is V=Conversion and a disability exemption currently exists.

   Example: REMARKS DISABILITY EXEMPTION

j. REMARKS will be used to inform AT&T of station numbers requested.

   Example: REMARKS STATIONS RESERVED 0020-0060, 0080-0100

k. REMARKS will be used to inform AT&T of the assigned PIN# for Remote Access to Call Forwarding.

   Example: REMARKS PIN XXXXXXXX

161. 865 TRANSACTION (Completed Service Request Notification):

a. BellSouth will send AT&T a completion notification when the local service request has completed in BellSouth's ordering systems.

b. Both locations may not remain working longer than 30 days

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BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 7
Page 1 of 1

REQUEST: Identify any ALEC who has requested and been provided access to LIDB
in Florida.

RESPONSE: No ALEC has requested access to BellSouth's LIDB Database. However,
they may be gaining access through an IXC or Hub Provider.

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 8
Page 1 of 1

REQUEST: Identify any ALEC who has requested and been provided access to 800 database and call routing.

RESPONSE: As of this date, no ALEC has requested SS7 access to the BellSouth 800 Database.

INFORMATION PROVIDED BY: Bob Scheye
                         BellSouth Corporation
                         675 West Peachtree St.
                         Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 11
Page 1 of 1

REQUEST: Update responses to items 23 and 27 of Staff's Interrog.

RESPONSE: BellSouth will provide this information as soon as possible.

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 12
Page 1 of 1

REQUEST: Provide backup for 7828 trunks discussed on pg. 30 of rebuttal, i.e., who, what, where.

RESPONSE: Please see BellSouth's response to Subpoena Duces Tecum served by Staff on July 25, 1997 and filed by BellSouth on July 31, 1997 Item 31.

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 13
Page 1 of 1

REQUEST: Identify each ALEC who has been provided unbundled ports plus how
            many per each. Specify if loop/port combos of MCI are included.

RESPONSE: BellSouth will provide this information as soon as possible.

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

REQUEST: List name of each DADS ALEC customer in Florida, each DADAS ALEC customers in Florida, and whether these were purchased as UNEs.

RESPONSE: There are no ALEC DADS customers in the entire BellSouth region. BellSouth DADS customers are all Directory Assistance database or Directory Assistance providers. ALECs may well purchase Directory Assistance or the database for Directory Assistance from BellSouth DADS customers, but to date, no ALEC has purchased DADS as a UNE from BellSouth. DADAS information will be provided as soon as possible.

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 18
Page 1 of 1

REQUEST: Identify each ALEC with whom BST has meet point billing in Fla.

RESPONSE: Listed below are the ALEC agreements in Florida which contain meet point billing provisions:

Time Warner	Gnet Telecom, Inc.
National Tel	Interstate Telephone Group
ACSI	Cybernet Group
WinStar Communications	ALEC, Inc.
MFS	AXSYS, Inc.
Brooks Fiber Properties	MCI
US LEC	AT&T
Fiber South	Sprint
KMC Telecom, Inc.	Interprise America
DeltaCom, Inc.	Alltel of Florida
Sprint Metro Networks, Inc.	

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 19
Page 1 of 1

REQUEST: Produce copies of all bills from ATT/BST test of loops/ports.

RESPONSE: BellSouth's policy on UNE combinations like loop/port is that BellSouth
             will not offer any UNE combinations as a single product unless officially
             requested by a ALEC through the BFR process. UNE combination orders
             replicating a retail service will be treated as resale.   Therefore, we have
             no bills from testing loops/ports.

INFORMATION PROVIDED BY: Bob Scheye
                          BellSouth Corporation
                          675 West Peachtree St.
                          Atlanta, GA 30375

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket 960786-TL
Scheye Deposition
August 15, 1997
Late File Exhibit No. 20
Page 1 of 1

REQUEST: Produce any confidential clauses or agreements that restrict BST's ability
to provide ICO information to ALECs pursuant to DADs.

RESPONSE: DADS is the listing data contained in the BellSouth Directory Assistance
Database which is sold on magnetic tape to competing DA providers to
provision voice directory assistance service to their subscribers using DADS
data and their own directory assistance systems. In order for BellSouth to
include the listings of an ALEC's or ILEC's subscribers on the MAG tape it
sells to DA providers, the ALEC or ILEC must agree to sign a supplement
(Supplement 2 to Annex 301 -copy attached) to their agreement with
BellSouth giving BellSouth permission to release its subscriber's information.
In Florida, BellSouth has such permission from four ILECs and one ALEC.

INFORMATION PROVIDED BY: Bob Scheye
BellSouth Corporation
675 West Peachtree St.
Atlanta, GA 30375

SUPPLEMENT 2

TO

ANNEX 301

Directory Assistance Data Base Services

EFFECTIVE _____

This supplement between BellSouth Telecommunications, Inc. and
_____ , sets forth the compensation rate that will
apply for participating in the Directory Assistance Data Base Service (DADS).
Compensation will be paid each time the data is purchased by a DADS customer.

COMPENSATION

    BellSouth will compensate _____ $.02 per
listing.

Executed this _____ day of _____, _____

WITNESS: _____

_____   BY: _____

                                            TITLE: _____

WITNESS: **BELLSOUTH TELECOMMUNICATIONS, INC.**

_____   BY: _____

                                            TITLE: _____

GENERAL

1. The CLEC is the first point of contact for a CLEC's End-user who desires to report a trouble condition.

2. The CLEC is required to pre-screen all end-user trouble reports to ensure that the caller :

- is a valid customer of the CLEC

- is reporting a valid trouble condition

- has provided all required information that BellSouth will need if the trouble condition is determined to belong to BellSouth

3. The CLEC is responsible for first trouble isolation processes, and for referring only BellSouth network troubles to BellSouth Repair Centers.   Additional billing of the CLEC could occur for a CLEC who requests BellSouth dispatches that are deemed unnecessary and do not identify a BellSouth trouble condition.

4. Misdirected callers - who call BellSouth first, instead of his/her Service Provider, will be asked to hang up and call the CLEC.

5. Misdirected callers - who do not know who their CLEC is, or how to contact their CLEC - will be provided the name and number of the CLEC by the BellSouth Repair Attendant, if their CLEC is indeed a BellSouth customer.

6. BellSouth will not provide disparity of repair treatment between CLECs, and is bound by contracts that are agreed upon between BellSouth and the individual CLEC. Any variations to the procedures described in this Repair Guide would be performed as a direct result of specifics in a contract.

7. BellSouth will contact the CLEC upon service restoral to advise of the completion of the work - and will not perform additional premises work at the end-user's request unless the CLEC approves that the work be done and billed to the CLEC.

1

SECTION II

RESIDENCE and BUSINESS

POTS

TROUBLESHOOTING

GUIDELINES

RESIDENCE AND BUSINESS

CLEC TROUBLESHOOTING GUIDELINES

for

VOICE GRADE

SINGLE LINE (POTS)

PREFACE:

These procedures detail BellSouth's voice grade telecommunications electronics standards
for POTS, single line services.   These procedures apply to residence or business classes of
service: i.e. 1FR, 1MR, 1FB, 1MB, etc.   Since CLECs (Resellers and Facility-Based) will
receive the first call from their end-user on a trouble condition, the CLEC should be
prepared to isolate verifiable trouble conditions into BellSouth's network, as well as
identify and correct end-user misunderstandings about the general operation of the
telephone service.   These (MLT) electronic standards will definitely be used by the
facility-based CLECs to interface with BellSouth Repair Centers on a regular basis
concerning voice grade trouble conditions.

POTS -   BASIC ELECTRONICS: MOST COMMON
TROUBLES & TESTS

*   BellSouth will test a POTS telephone line via Mechanized Loop Test (MLT):

DC RESISTANCE -   measures "shorts" & " grounds"

- each line has 2 sides : "tip" side   and   " ring" side - and
- each line also has a "ground"
- tests are measured as resistance - measured in OHMS or kohms (1000 ohms)
- DC resistance is measured in values of "each side" of the line in relation to
  each other - AND in relation to "ground" :

1

Resistance - TR - TIP to RING   i.e.   0 KOHMS =   " direct SHORT"
Resistance - TG - TIP to GROUND i.e.   0 KOHM S =   " tip GROUND"
Resistance - RG - RING to GROUND i.e.   0 KOHMS =   " ring GROUND"

- a "GOOD" DC Resistance test would be: any reading over 3500 OHMS
            TR: > 3500   TG: > 3500   RG: > 3500

- MLT tests a line by taking all 3 terminals (tip, ring, and ground) at the same time and measuring the three resistances simultaneously.

DC VOLTAGE   -   measures DC "Battery faults " - "crossed " conditions

- " crossed " - may mean crossed to a working pair or crossed to another DC voltage source
- since POTS lines have little or no voltage (< 50 kohms) - foreign DC voltage is easily identified in the test readings

AC VOLTAGE RESISTANCE - Measures the equipment terminations -

AC SIGNATURE - Detects "OPENs"

- Standard POTS termination equipment will test this TR value:

    * 8 - 20 Kohms for a standard telephone set ringer
    # Tip to Ground (TG) will normally be GREATER than 25 Kohms
    * Ring to Ground (RG) will normally be GREATER than 25 Kohms
    * TG and RG will normally be about equal to each other

- Non-standard telephone equipment will vary the AC signature greatly (key, pbx, etc.)

LINE IN USE TESTS - measures if conversation or Receiver off-hook

- Conversation on the line will indicate:

    * TR Short
    * Grounds on both sides of the line AND
    * Battery on the ring side

2

"OPEN" TESTS - measures if a line is "open" - in or out of the central office

- AC capacitance measures the length of the wire (distance from the CO) & (tip wire or ring wire)

- If distance is -

    short   = open in the central office

    long   = open outside the CO and the distance is provided in feet

"ROH" RECEIVER OFF-HOOK TEST

- MLT places current on the line and waits for a signal that the current has passed through a telephone set - if signal comes back - receiver is off-hook.

   If the test had been a real TR - the test signal would NOT have come back.

LONGITUDINAL BALANCE TEST - measures "NOISE"

- good line -   above 60 db

- marginal line -   between 50 - 60 db

- noisy line -   less than 50 db

R=96%

COMMON -PHYSICAL- POTS -TROUBLE CONDITIONS

FOUND BY BELLSOUTH via

MLT TEST TROUBLE INDICATORS

COMMON BELLSOUTH TROUBLES:

- Station wire is broken, loose, defective, or missing
- Jack - broken, loose, defective or missing
- Dr: rom the pole is down, broken, or loose
- Cable facility is shorted, grounded, or open (may be in or out of the CO)
- Cable is cut, damaged, or wet
- Network Interface (NID) broken, damaged, or loose
- Grounded carbons in the NID due to lightning

COMMON END-USER CUSTOMER CAUSED - POTS -

TROUBLE CONDITIONS

Through the pre-screening process, the CLEC representative performing the initial call receipt from the end-user should try to determine what may be causing the trouble - PRIOR to reporting a trouble to BellSouth for repair.

For this reason, a few critical questions should be asked of the end-user:

- is this trouble on ALL phones?

- have you tried plugging more than one telephone into the NID?

- have you had recent telephone work done at your premises?

4

R=96%

Some very common causes are:

- EU tried to move a station wire and jack

- EU left receiver off-hook

- EU not knowledgeable of operation of CPE equipment

- EU not knowledgeable of proper operation of vertical services (Call Waiting, Call Forwarding, Memory Call, etc.)

- EU CPE is defective

- EU owned wiring is defective.

SPECIAL NOTES:

#1.   When an end-user says he/she has tried more than one set at the NID - and the trouble condition persists - it is highly probable that the trouble condition is related to a BellSouth network or network element failure!

#2.   During periods of extreme weather conditions, trouble isolation procedures become much more repetitive - tree fell on line, pole down, high water, high winds, etc. damaged cable or lines.

#3.   In other instances, multiple troubles may be received in an area within minutes of each other - indicating : cut cable, auto accident damaged cable box, wet cable due to water main break, power outages, failure of common points of termination within BellSouth's network, etc.

Please - advise BellSouth's repair attendant, immediately, if you have knowledge of any such multiple trouble condition !

5

SECTION III

SMALL & LARGE BUSINESS

DESIGNED CIRCUITS

TROUBLESHOOTING

GUIDELINES

CLEC

TROUBLESHOOTING GUIDELINES

FOR

- DESIGNED SPECIAL SERVICE CIRCUITS -

VOICE GRADE

ANALOG DATA

DIGITAL DATA

FAST PACKET

" DLR PROVISIONED CIRCUITS "

TROUBLESHOOTING

DESIGNED CIRCUITS

NOTE:

When CLEC reports a designed special service trouble that is NOT totally out of service, the CLEC should get a "release time" from the end-user that will be acceptable for BellSouth to perform intrusive testing and the repair procedures required to restore service to acceptable levels.

TYPES of DESIGNED SERVICES:

- **Voice** (FX, Foreign CO, DID Trunks, WATS, ISDN, etc.)

- **Data**

  - **Analog** (Point-to-Point & Multi-point private lines, Accupulse, etc.)
  - **Digital** (Synchronet, DS1, Megalink, DS3, etc.)
  - **Fast Packet** (Frame Relay, CDS, NMLI, etc.)

FORMAT of DESIGNED SERVICES:

- All Designed circuits mentioned above are formatted in one of several ways and the complete circuit id should be provided to the BellSouth repair attendant by the CLEC, at the time of referral:

	(sample)
Telephone # format	(FXNT.615.292.2828)
Serial format	(50.FDDA.12345)
Message format	(PKSST.XXXXXX)
Carrier format	(T1ZF.CLLI.CLLI)

  - If the CLEC's end-user does not know the circuit id or have it written down, the CLEC should ask the End-user to retrieve the circuit id from the NID, if possible. BellSouth cannot guarantee that the repair tester will successfully find reference in the WFA database.

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DATA   TESTING   PARAMETERS (

Note: These test procedures will be used by the BellSouth Repair Center unless otherwise specified by the written contract between a CLEC and BellSouth.

Digital – (Conform to Network Operations Forum -NOF- standards)

** DDS sensitive test patterns – DDS 1 thru DDS 4   (STRESS TESTS)

STRESS Tests are run to a straightaway (from one test unit to another)- or to a latched loopback!

- **DDS1 :** Minimum /Maximum
         100 bytes of 1111 1111
         100 bytes of 0000 0000
         Significance : Stresses Clock Recovery

- **DDS2 :** Hexadecimal Conversion Chart - HEX 7E00
         100 bytes of 0111 1110
         100 bytes of 0000 0000
         Significance: Flags byte sequence for varied protocols

- **DDS3 :** Hexadecimal Conversion Chart - HEX 32
         0100 1100 BINARY (32 HEX)
         Significance : Used in Bisynchronous protocols

- **DDS4:** Hexadecimal Conversion Chart - HEX 40
         0000 0010 BINARY (40 HEX)

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OTHER TESTS COMMONLY USED BY BELLSOUTH in TROUBLESHOOTING - DIGITAL DATA

* 2047 test pattern (closely resembles customer's data traffic)

* all Zeroes   (used on 64kb, in addition to S1, S2, S3, S4, & 2047)

* Insertion Loss (at 135 ohm) -   measures what effect the cable
      or wiring will have on the data pulse when it's received, if
      loss is too high repeaters may have to be used

* Loopbacks - hard wired, latching, non-latching, Channel (CSU)
      loopback, DSU loopback, OCU (Office Channel Unit),
      DSODP (SLC channel) , MJU

* Simplex Voltage Test   (verifies office voltage is present to
      provide simplex current to the loop)

* Foreign voltage test

* Resistance tests - insulation tests, loop resistance

* Background Noise test

* Impulse Noise

* Quasi Random Signal Source (QRSS)   - is a good simulation of customer data
      signals generated by POTS lines

* 3 in 24 test pattern

3

notes:

 # 1. BellSouth testing on designed circuits is done via remote test points at strategic locations in the various central offices - via SARTS, Wiltron, ITS, or RMS-D1 that performs loopbacks or latching loopback functions of the OCUs, DSODPs - DSUs and CSUs.

 # 2. Central office technicians are often asked for test assistance during the trouble isolation processes of the network architecture and or elements. The data circuit is monitored remotely via the UNEC for direction of the trouble : both A and Z end.

3. It is strongly recommended to the CLE who receives the initial call on a designed data trouble, to ask the EU if the CPE equipment vendor has checked the trouble or if the vendor has been notified.

COMMON TROUBLE CONDITIONS - DIGITAL DATA (NON FAST PACKET)

1. End user customer's CSU / DSU was unplugged.
2. Vendor pulled power card.
3. BellSouth cable facility went bad, was wet, was cut or damaged.
4. End user CPE equipment optioned wrong   as defective.

COMMON REPORTS of TROUBLE - DATA   (ALL DATA TYPES)

Historically, BellSouth Repair Centers who take initial call from end-users of designed special service circuits have proven that these types of calls are most prevalent - up to 400% - more common than those that actually result in trouble condition repair:

- Information is needed by EU or EU vendor
- BellSouth's testing mechanisms indicate "   trouble FOUND"
- CPE equipment was bad or optioned incorrectly by the customer or vendor.

4

TYPICAL DIGITAL DATA TROUBLE ISOLATION PROCESS - Synchronet

1. BellSouth tester will extract the DLR design card on the circuit reported by the CLEC and monitor the data transmission - from both directions - A end and Z end.

2. UNEC tester will attempt the various loopbacks and latching loopbacks from the BellSouth DSU, CSU, DSO DP , and or OCU. (The OCU provides the control code to loopback the DSU.)

3. Cable facilities are tested at the appropriate test points in the central offices via remote test access systems in the UNEC.

4. If all the tests above are test OK - the UNEC tester will call the CLEC to have the EU customer ensure that his CSU/DSU is plugged in.

* If so, the BellSouth tester will ask that the " manual loopback button " on the EU CPE CSU/DSU on premises, be activated to cause a physical loopback to occur.

* BellSouth tester will run 2047 test to the CPE CSU - if the 2047 is good - the trouble is isolated to the EU CPE CSU/DSU.

* If the 2047 test fails -
    * the UNEC will dispatch "out" a SSIM technician to the premise to troubleshoot further with the UNEC, and repair the problem - or

    * the UNEC will dispatch "in" to a central office to troubleshoot further with UNEC, and repair the problem

* The CO technician may find CO equipment is improperly optioned or has failed.

* The outside SSIM technician may replace faulty wiring in the x- box, change out a bad network interface , or change the local distribution cable facility assignment - just to name a few.

5

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SECTION IV

UNBUNDLED NETWORK ELEMENTS

TROUBLESHOOTING

GUIDELINES

UNBUNDLED NETWORK ELEMENTS

(UNE) TROUBLES

Trouble reports on UNEs, if not handled carefully and thoroughly, can be quite challenging for CLECs and BellSouth. The uniqueness of co-location architecture, coupled with the physical combination of network elements between LECs, limited test access, and the "Interim Local Number Portability" issues with Remote Call Forwarding of end-user telephone numbers - results in much room for error and miscommunications between all parties involved. This troubleshooting section is intended to aid CLECs in providing complete and descriptive trouble referrals to BellSouth on Unbundled Network Elements and achieving efficient service restorals.

On the provisioning side - it is the desire of BellSouth and the CLECs, that when existing BellSouth end-users who choose to switch to a CLEC, and are converted to the CLEC provided facility - that the conversion or switch-over be performed with as little or no service interruption as possible.

(This physical conversion is unlike a RESALE "switch -as-is " that involves only a billing change over for the EU.)

MOST COMMON "UNE" TYPES

Unbundled Loops

Local Number Portability
    via: RCF (interim)
    via: DID

Unbundled Interoffice Transport

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LOCAL NUMBER PORTABILITY (VIA RCF): (Interim solu -1

CLEC's responsibilities:

1. Expected trouble report from the end-user to the CLEC is " Can't be Called".

2. CLEC should retrieve the BST telephone # and the CLEC telephone # before referral to the UNEC. CLEC should be sure that they have not sent a disconnect order to BellSouth on this end-user.

3. CLEC should confirm correct translations are in their switch.

4. CLEC should attempt a call completion from the CLEC telep ne #.

5. CLEC should check if the end-user can be reached by calling the CLEC telephone # instead of the BellSouth #.

BellSouth's responsibilities:

1. If CLEC has not tried this, BellSouth tester will first attempt a quick test - by calling the CLEC telephone number. If the CLEC end user can be called by the CLEC # - and not the BellSouth number - the trouble is in RCF.

2. If the end-user cannot be reached by dialing either of both telephone numbers (ring no answer), the BellSouth tester will verify translations and correct any errors found.

3. When service is repaired and tested by re-dialing the numbers, the CLEC will be notified and the trouble will be closed out.

LOCAL NUMBER PORTABILITY (VIA DID)

Trouble flow is the same as F, except that the CLEC can provide the trou
referral by the Private Line cuit ID for the individual trunk troubles, the)
Trunk Group Member, or t BellSouth phone number.

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UNBUNDLED LOOPS :

These are categories of unbundled loops:

- Voice Loop
- Digital Loop - 56kb & 64kb, DS1 & DS3
- ADSL Loop
- HDSL Loop

COMMON TROUBLES AND CAUSES: Unbundled Loops

UVL. Unbundled voice loop   UDL. Unbundled digital loop

1. Since an Unbundled Voice or Digital Loop is the cable facility that
    connects the End User to the CLEC provided switch, the common troubles are
    likely to be the same as for Resale voice and digital lines:

    - Drop from pole is down, broken or loose
    - Cable facility outside is shorted, grounded, or open
    - Outside cable is cut, damaged, or wet
    - Grounded carbons in the NID
    - Damaged NID
    - Damaged or defective jacks or wiring
    - CPE defective or misaligned with LEC options
    - CPE CSU/DSU or power cards unplugged

2. Unbundled Loops are presently designed circuits at BellSouth - and will follow
    the normal designed troubleshooting flows described earlier in Section III.
    Sample circuit ID is :   50.LY.123456.   The "LY" code indicates
    Unbundled VOICE or DIGITAL Loop to a BellSouth technician.   NC/NCI
    network channel/network channel interface codes are used to differentiate
    between the uses and requirements of the loop.

3. ISDN is to be placed on an Unbundled Digital Loop.   If a CLEC receives a
    trouble report from an ISDN Unbundled EU - the presence of an unbundled
    Digital loop should be verified.

4. The UNEC tester will close out the UVL or UDL trouble ticket to the CLEC
    when the circuit has been repaired.

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UNBUNDLED LOOPS   ADSL & HDSL :

1. ADSL and HDSL Unbundled Loops require all non-loaded cable, and have unique and more stringent cable make up limitations and qualifications. These are all taken into account and so noted on the DLR document.

2. Cable resistance tests are temperature sensitive, and are also variable because of buried versus aerial cable.   The CLEC and BellSouth testers will be required to perform painstaking tests for trouble isolation of ADSL or HDSL Unbundled Loops.

3. The CLEC will receive the initial trouble call from the end-user and after performing his own testing that isolates the trouble to BellSouth - will call BellSouth UNEC to report the circuit ID.   A sample circuit id is 50.LX.123455. The service code of "LX" indicates ADSL or HDSL unbundled loop to a BellSouth technician.

4. The BellSouth tester will notify the CLEC when service is restored.

4

UNBUNDLED INTER-OFFICE TRANSPORT

1. Unbundled Inter-office Transport (UIT) can be purchased from BellSouth by CLECs at varying levels of interconnection:

    - DSO (path between 2 collocator locations - voice & digital)

    - DS1 & DS3 (path between 2 collocator locations and/or 2 BellSouth CO,
        - provisioned as T1 or HI-CAP - or as channelized -
        with a BellSouth MUX at each end - or a BST MUX
        on one end connected to a CLEC collocation)

2. The circuit id to be reported by the CLEC to the BellSouth UNEC is i.e.:
    50.LY.123456 . The intelligent variations of the UIT will be located in the
    NC/NCI codes on the DLR.

3. Voice UITs will be maintenance tested by toning out at levels designated on
    the DLR or WORD.

4. 56 kb and 64 kb DDS UITs will be tested as per the standard DDS test
    parameters outlined in Section III of this book.

5. ISDN UITs should be "BERT" tested by the UNEC tester.

6. The BellSouth UNEC tester will notify the CLEC when the trouble has been
    cleared in the BellSouth network.

5