

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS 1st Request for Production of Documents
August 14, 2001
Item No. 4
ATTACHMENT

PROPRIETARY

REDACTED

DOCUMENT NUMBER-DATE
11552 SEP 17 2001
FPSC-COMMISSION CLERK

PSC AND HIGHER MANAGEMENT COMPLAINT RESPONSE

Date: **September 8, 2000**

1.

Customer Name:
Case #: **331350T**

Tel #:

Director Responsible for Complaint: **BellSouth Interconnection Services**

Name and Telephone Number of Person Preparing Answer: **David C. Pugh, Project Director/Center Manager 904-359-7244**

Response: **Mary Jane Dinish is out of the office on benefits recovering from surgery and is unavailable for comment. Therefore, I am unable to confirm or deny whether Mary made the comment about working BellSouth orders prior to IDS. If she did make the comment, then it is against our policy and is therefore a training item on which she will be trained and coached upon her return to work.**

The interval she quoted the customer was the "standard interval" from the product and services guide used by all CSA's. This guide does not make allowances for inadequate facilities (PF).

Mary Jane Dinish called the customer back after determining that BellSouth does not work our orders prior to other Local Exchange Carriers. She explained that to the customer, apologized for her original statement and indicated it would be unethical for BellSouth to do so. The customer insisted that BellSouth place orders anyway since she wanted service as soon as possible. The customer cancelled the orders on 9/1/00.

REPLY
Subject: IDS/HRA revised draft
Sender: Sandra F. Howard /m6,mail6a

Dated: 09/12/2000 at 15:10
Contents: 2

Item 1

TO: Linda Atkinson /m4,mail4a; PHONE=205-321-3243
CC: Sandra F. Howard /m6,mail6a; PHONE=205-714-0091
Millie James /Intranet (Millie.James@bellsouth.com); PHONE=404-927-1347
Michael J. Lepkowski /m4,mail4a

Item 2

Millie & Linda,

This is in response to your question regarding when the remaining 3 lines were installed for account no.

1.
2.

For some reason, the order installing the 24 lines for was split to include two separate orders. Order number NRBK65D3 was completed 08-29-00 installing 21 lines. The remaining 3 lines were included on order number CR74P706C. This order was canceled on 09-01-00.

Millie, as discussed earlier today, the technician who canceled the "C" order is on vacation until 09-18-00. There is a RMK on the order which states ". . . sub request, cancel s.o. per Nancy M. 09-01-00 09:45. My concern is, the order was submitted to BellSouth by IDS Long Distance; however, Nancy M works for

3.

In addition, C order number CRBWW4L1, for account no. which was issued by BellSouth per the request of Nancy M, was also canceled. (This is the order number Nancy refers to in her letter). Nancy requested this cancellation on 09-01-00. She could authorize this cancellation because the billed party is

4.

According to the CSR, only 21 lines were installed for IDS at . The LSR requested 24. I don't know if Nancy was advising the tech to cancel both CRBWW4L1 and CR74P706C or just CRBWW4L1.

5.
6.

IDS called me on 09-11-00 regarding a repair problem at . Mindy informed me all 24 lines were out of service. This leads me to believe that they think they have 24 lines, not 21.

8.
9.

My question is, should I have the LCSC resubmit an order for the 3 lines which were never installed? Please advise me ASAP

Hope this helps.

Thanks,

Sandra

1 negative experience. BellSouth was able to steal these customers for a fraction
2 of the acquisition cost they would have otherwise had to pay.

3 Q: How does BellSouth try to keep the customers who decide to switch services to
4 another carrier or, in particular, to IDS?

5 A: First, BellSouth causes a disruption of the customer's service during the
6 conversion. Second, BellSouth's Retail Customer Service Representatives
7 blame the disruption on IDS and the customer either cancels the conversion
8 order or requests that the service be switched back to BellSouth (if the
9 conversion completed). Third and finally, the customer will never leave
10 BellSouth again as a result of the aggravation and hassle!

11 Q: Did IDS ever receive any explanation for these problems from BellSouth?

12 A: Actually, on September 19, 2000, IDS received a letter from one of BellSouth's
13 managers, Rick Hemby. (See Exhibit KK-10.) In his letter, Mr. Hemby states
14 that BellSouth provides parity between the services that it offers to its retail
15 customers versus our UNE customers, so we were not entitled to the delta.

*new facility
was
documented
Rick*

16 Q: What is the difference between BellSouth's Resale and UNE-P divisions?

17 A: Resale is considered a part of the retail division at BellSouth. It goes through the
18 same provisioning process as the retail side. It is considered a retail product,
19 and is based on avoided cost. These costs are what BellSouth considers
20 avoided if a CLEC takes over and they do not have to incur the cost, so they
21 subtract that cost. BellSouth's profit margins are identical. It does not lose any
22 money. We can put orders through resale and, because the flow through is
23 good, there is no problem. If IDS submits orders through UNE-P, which is

ERT#62/09070001.DOC

IDS

1.

- 07-31-00 thru
08-01-00** Received LSR, PON AST0731124P, in the Birmingham LCSC from IDS requesting 24 lines be installed for The LSR was rejected and submitted back to IDS Long Distance due to illegibility.
- 08-01-00
13:09P** PON AST0731124P was resubmitted by IDS Long Distance.
- 08-02-00
19:04P** PON AST073112P was clarified by the LCSC. The clarification "Ref Num 00001, USOC BRC invalid. Please clarify.
- 08-04-00
10:24A** PON AST073112P was resubmitted by IDS Long Distance. The Birmingham LCSC processed order number NRBK65D3 for account 561-732-5263 with a due date of 08-07-00.
- 08-08-00** Mindy Bass of IDS called to advise the order was PF'd with a ZOSD of 09-06-00. She requested that the service be expedited.

Pete Rezonneico, Engineering, advised the F1 facilities were exhausted and they need to increase the size of the cross-box.

Pete agreed to investigate to determine if there was another solution to have the service installed sooner.

The above information was shared with Mindy Bass of IDS.

- 08-09-00
8:01A** Mindy Bass of IDS called to follow-up on installation of service.

9:55A Charlie Adams, Area Manager-Engineering, advised Planning and Field Engineers were at the location to determine what was needed to install service. Charlie advised that equipment had to be ordered which normally takes several days. He further advised that this request was escalated to the Area Director.

10:40A After numerous attempts to contact Mindy Bass of IDS, the above information was shared with Mindy at 10:40A.

1:30P Charlie Adams, Engineering, advised equipment should be shipped on Thursday,

installed Friday, and service working by Monday.

PAGE 2
IDS LONG DISTANCE

1.
08-09-00 cont'd. Advised Mindy of IDS equipment should be shipped on Thursday 1:35P and installed Friday. However, service would still have to be turned up.

08-11-00 Charlie Adams advised equipment should be installed today. Still
1:45PM waiting for two additional plugs, and that he hopes to receive them today.
Still
looking at Monday or Tuesday to have service completely installed.

08-14-00 Numerous calls were made to follow up on the status of the installation of service.

08-15-00 Charlie Adams advised the equipment was not shipped. Should be
8:30A shipped today airfreight.

2.
8-16-00 Mindy Bass called and advised customer at .
11:25A called her to advise BellSouth was not working on installing service. She also advised that a BellSouth technician was at the location the previous day but was not working on their service. Mindy requested a status.

11:30A Charlie Adams advised they were still missing the circuit path, which was, promised the previous Thursday. Request has been escalated to Lucent Technologies.

12:45P Advised Mindy of the above.

1:45P Charlie Adams advised they have spoken with Rick Gomez of Lucent Technology who is talking with his Corporate Office to determine if they can obtain the equipment from anywhere within the country.

1:47P Advised Mindy of the above.

3:40P Charlie Adams advised the cabinet which goes on the customer's premises was received on would be installed tomorrow. However, they were still missing 12 circuit paths, which they were waiting to receive from Lucent.

PAGE 3
IDS LONG DISTANCE

1.

- 8-17-00 Pete Rezoncico, Engineering, advised equipment did not come in
11:50A as expected. Don't know what hold up is.
- 1:30P Jorge Nunez, Engineering, the equipment needed is a new product BellSouth is
 implementing. The equipment has to be order from
 Lucent. However they are having trouble getting everything needed. Service
 should be installed by Monday.
- 8-18-00 Provided a status to Mindy. IDS
08:20A
- 8-21-00 Spoke with Jorge Nunez, Engineering, advised think parts came in
8:25A Friday and will dispatch today. Will follow-up with Installation
 Supervisor and call back.
- 10:15A Received call from Jorge Nunez, advised they are still waiting for plugs
 from Lucent.
- 8-23-00 Advised by Bruce in Engineering plugs still not received
- 8-24-00 Advised by Pete Rezoncico, Engineering will follow-up again with
12:05A Lucent Technologies. Has been escalated with Lucent
- 1:30P Spoke with Mindy, IDS., provided above status
- 2:25P Pete Rezoncico advised Pete Miller, Engineering, has been discussing this
 problem with Rick Gomez, Lucent Technologies.
- 3:30P Sandra McNaulty, Engineering, returned called placed to Paul Davis, Director
 Engineering. Sandra advised expedited through PICS
 organization and should have plugs shipped directly thru Federal
 Express. Received one plug this afternoon, but not all.
 Waiting on one additional plug. Has checked the nine-state region
 to determine if can obtain plug from another state. Has been
 unsuccessful.
- 3:50P Provided status report to Mindy, IDS.

7

1.

8-25-00 Pete Rezonneico, Engineering, advised still waiting for plug. Lead
08:25A Expeditor, Sheila, will be talking with Lucent this morning. Also
will turn up one today, and all they will have to do next week is install the plug
once it's received.

08:30A Called Lucent Technologies spoke with Rick Gomez. Rick advised he thought
the equipment was received on 08-24-00. Advised Rick only one
past came in. Rick advised he would call
Lorraine in Engineering and investigate further.

3:15A Called Jorge Nunez, Engineering, advised still working on problem. The ERC
crew is at the location to turn up the equipment. They will call
when completed.

8-28-00 Called Jorge Nunez, LWTC
8:25A

8:35A Called Mindy, IDS, advised her placed a follow-up call with Engineering, will
call her back as soon as I hear from them.

8:37A Called Charlie Adams, Engineering, LWTC

9:10A Called Charlie Adams, Engineering, advised Installer is on site at customer's
premise now turning up system. Appears has every
thing he needs.

9:30A Called Mindy, gave above information per conversation with Charlie. Mindy
advised she understand the installer is on site and cannot install
equipment, don't know how. Lucent did not send any instructions.
Advised Mindy a call will be placed to Engineering and I will call
her back.

10:00A Called Charlie Adams advised him of conversation with Mindy Bass of
IDS. Charlie advised the installer is on the line with Lucent and
Lucent is sending someone to the site.

10:55A Called Mindy to provide update. Mindy advised she is talking with
BellSouth about another matter and will have to call me back.

8-29-00

21 of 24 cts were installed by 6:30pm

9-11-00

Spoke w/ Dandra Howard, CSM - all lines in by

8

1. IDS-

9-7

2:20 AM for Diana Tucci. She ref'd me to David Pugh -
David agreed to talk to mgr. and Serv. Rep.

9-8 904-359-7244 David Pugh (659) MONICA Laurin - supv.

Sent me info to incorporate into letter.

Sent draft to RH, PP, David

8-29-00

Talked w/ Michael + Rock Hemby. We will answer - IDS's Keith James letter but PSC complaint should be handled by BellSouth Business.

Ed. David Pugh, mgr. referenced in the letter. He has mgr's who rotate to answer PSC complaints. I adv. We wld. respond to IDS, asked wld. his group assume resp. for the end user complaint to the PSC. He adv. they wld.

Per David's mgrs - Diana Tucci, 954-351-3990, has not seen anything in her database for this specific complaint. It takes a while to get into our "log" for her group to respond. She will take care of the C&A/BB issue.

8/30/00 - Diana Tucci - Fax 954-351-3993 -
9:35 AM

954-351-3990 Faxed copy of

the cust ltr

9/1/ Faxed draft to Debbie Moore + Amanda Grant

9/7/ Amanda - Mt. ^{to be sent} today or to morrow ^(to internal teams) by Mellic - Amanda
on vac till 18th

Per Amanda
Whatever BBS is going to explain to the customer in writing, both letters should be sent thru ERT.

We want info in writing from BBS and we send it to legal and they will decide whether to put it in writing in a separate or combined letter.

BellSouth Interconnection Services

Facsimile

From Linda Atkinson
Department ICS
Date _____
Fax (205) 321-7777
Phone (205) 321-3243

To Niana Tucci
Company _____
Fax 954-351-3993
Phone _____
Total Pages _____

Message:

Here it is. Call if you need info on the
PF - we have docs on it.

LA

MESSAGE CONFIRMATION

09/07/00 14:46
ID=BELLSOUTH

NO.	MODE	BOX	GROUP
264	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S. CODE
09/07 14:45	01'35"	CASTELLE	005/005	OK		0000



BellSouth Interconnection Services

Facsimile

From Linda Atkinson
Department ICS
Date _____
Fax (205) 321-7777
Phone (205) 321-3243

To David Hugh
Company _____
Fax 904 359 7070
Phone _____
Total Pages 5 inc cover

Message:

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS 1st Request for Production of Documents
August 14, 2001
Item No. 11
ATTACHMENT

PROPRIETARY

RECEIVED

Appendix B.II.A - Regulated Local Services (Category A)

* Certification Required

A B C D E F G

Service	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
Flat Rate Trunk/NAR (A.3)						
Message/Measured Rate Trunk/NAR						
Usage Based Expanded Local Calling Plan						
Flat Rate Business Line (1FB)						
Message/Measured Rate Business Line (1FB)						
Back-Up Line						
Business Plus (Option 1 or 2) (A.3)						
Business Plus Back-Up Line (Option 1 or 2)						
Complete Choice for Business (Option 1 or 2)						
1 Line Package						
2 Line Package						
3 Line Package						
4 Line Package						
5 Line Package						
6 Line Package						
7 Line Package						
8 Line Package						
9 Line Package						
(CCFB Residuals paid for maximum of 12 months)						
FX Service						
Local Channel						
Interoffice Channel						
Direct Inward Dialing (A.12)						
Voice Grade Private Line (B3.4)						
Termination						
Interoffice Mileage - per mile						
*Channelized Trunks (A.43)						
Access Line						
Service Interface						
Access Line w/ LightGate						
Channel Activation - DID						
Channel Activation - Outward/Combo						
Interoffice Mileage (0 -8 miles)						
Interoffice Mileage (9-25 miles)						
interoffice Mileage (26-50 miles)						
Interoffice Mileage (50+ miles)						
*BellSouth Centrex (A.12)						
Common Equipment Plan 1						
Common Equipment Plan 2						
Common Equipment Plan 3						
Common Equipment Plan 4						
Common Equipment Plan 5						
Station Links						
Station Links - BRI						
Station Message Detail Recording						
Switch Comp. App. Interface - ACSI						
Automatic Call Distribution - ACD						

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Appendix B.II.A - Regulated Local Services (Category A)

* Certification Required

A B C D E F G

Service	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
Digital Termination - per DS1						
*Basic Rate ISDN (A.42)						
Flat Rate Threshold						
Usage Option Plan A						
Usage Option Plan B						
Packet						
*Primary Rate ISDN (A.42)						
Voice/Data						
Data Only						
Extended Reach						
Interoffice Channel						
*SynchroNet (B.7)						
Sub Rate Local Channel						
56/64K Local Channel						
Interoffice Channel - 0 - 8 miles						
Interoffice Channel - 9 - 25 miles						
Interoffice Channel - 26+ miles						
*MegaLink (B.7)						
Local Channel						
Interoffice Channel - 0 - 8 miles						
Interoffice Channel - 9 - 25 miles						
Interoffice Channel - 26+ miles						
*MegaLink Plus - Local Channel						
*MegaLink Channel Service (per 24 channels)						
*Frame Relay/CDS (A.40)						
56/64K						
112/128K						
192K						
256K						
320K						
384 - 1,536K						
3 Mbps						
6 Mbps						
9 Mbps						
12 Mbps						
15 Mbps						
18 Mbps						
21 Mbps						
24 Mbps						
27 Mbps						
30 Mbps						
33 Mbps						
DS3						
*Frame Relay CIR						
Up to 64K						
65K-512K						
513K - 768K						

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Appendix B.II.A - Regulated Local Services (Category A)

* Certification Required

A B C D E F G

Service	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
769K - 1.536M						
1.537M - 4M						
4.1M - 10M						
10.1M - 16M						
16.1M - 34M						
34.1M - 44.21M						
*LightGate (FCC and PL Tariff) (B.7)						
LightGate 1 - Basic System						
LightGate 2 - Basic System						
LightGate 2 - DS3/DS1 Multiplexer						
LightGate 3 - Individual Case Basis						
*LightGate Interoffice (FCC)						
Fixed						
Per mile						
*LightGate Interoffice (PL Tariff)						
Fixed						
Per mile						
*FlexServ (B.7)						
DS0 Channel Connection						
DS1 Channel Connection w/DS0 Switching						
DS1 Channel Connection w/DS1 Switching						
DS3 Channel Connection w/DS0 Switching						
DS3 Channel Connection w/DS1 Switching						
DS3 Channel Connection w/DS3 Switching						
*Digital Data Access Service (FCC Tariff, Sec. 7)						
Local Channel						
Interoffice Channel - 0 - 8 miles						
Interoffice Channel - 9 - 25 miles						
Interoffice Channel - 26+ miles						
*Hi-Cap Service (FCC Tariff, Sec. 7)						
Local Channel						
Interoffice Channel - 0 - 8 miles						
Interoffice Channel - 9 - 25 miles						
Interoffice Channel - 26+ miles						
*Native Mode LAN Interconnection (NMLI) (A.40)						
Port - Token Ring - 4 Mbps						
Port - Token Ring - 16 Mbps						
Port - Ethernet - 10 Mbps						
Port - Ethernet - 10 Mbps ext. Channel						
Port - Ethernet - 100 Mbps						
Channel (per 1/2 mile)						
*SMARTRing - Individual Case Basis						

Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
*Dedicated Internet Access						
Packaged Frame 64K (0 Cir)						
Packaged Frame 64K (> 0 Cir)						
Packaged Frame 128K (0 Cir)						
Packaged Frame 128K (> 0 Cir)						
Packaged Frame 256K (0 Cir)						
Packaged Frame 256K (> 0 Cir)						
Packaged Frame 384K (0 Cir)						
Packaged Frame 384K (> 0 Cir)						
Packaged Frame 512K (0 Cir)						
Packaged Frame 512K (> 0 Cir)						
Packaged Frame 768K (0 Cir)						
Packaged Frame 768K (> 0 Cir)						
Packaged Frame 1024K (0 Cir)						
Packaged Frame 1024K (> 0 Cir)						
Packaged Frame 1536K (0 Cir)						
Packaged Frame 1536K (> 0 Cir)						
Packaged Frame DS3 3Mbps 0 Cir						
Packaged Frame DS3 3Mbps .8 Cir						
Packaged Frame DS3 3Mbps 1.5 Cir						
Packaged Frame DS3 3Mbps 3.0 Cir						
Packaged Frame DS3 6Mbps 0 Cir						
Packaged Frame DS3 6Mbps 1.5 Cir						
Packaged Frame DS3 6 Mbps 3.0 Cir						
Packaged Frame DS3 6Mbps 6.0 Cir						
Packaged Frame DS3 9Mbps 0 Cir						
Packaged Frame DS3 9Mbps 2.3 Cir						
Packaged Frame DS3 9 Mbps 4.5 Cir						
Packaged Frame DS3 9 Mbps 9.0 Cir						
Packaged Frame DS3 12 Mbps 0 Cir						
Packaged Frame DS3 12 Mbps 3 Cir						
Packaged Frame DS3 12 Mbps 6 Cir						
Packaged Frame DS3 12 Mbps 12 Cir						
Packaged Frame DS3 15 Mbps 0 Cir						
Packaged Frame DS3 15 Mbps 3.8 Cir						

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Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
Packaged Frame DS3 15 Mbps 7.5 Cir						
Packaged Frame DS3 15 Mbps 15 Cir						
Packaged Frame DS3 21 Mbps 0 Cir						
Packaged Frame DS3 21 Mbps 5.3 Cir						
Packaged Frame DS3 21 Mbps 10.5 Cir						
Packaged Frame DS3 21 Mbps 21 Cir						
Packaged Frame DS3 33 Mbps 0 Cir						
Packaged Frame DS3 33 Mbps 8.3 Cir						
Packaged Frame DS3 33 Mbps 16.5 Cir						
Packaged Frame DS3 33 Mbps 33 Cir						
Packaged Frame DS3 45 Mbps 3 Cir						
Packaged Frame DS3 45 Mbps 6 Cir						
Packaged Frame DS3 45 Mbps 9 Cir						
Packaged Frame DS3 45 Mbps 15 Cir						
Packaged Frame DS3 45 Mbps 21 Cir						
Packaged Frame DS3 45 Mbps 33 Cir						
Packaged Frame DS3 45 Mbps 45 Cir						
CPE Frame 64K (0 Cir)						
CPE Frame 64K (> 0 Cir)						
CPE Frame 128K (0 Cir)						
CPE Frame 128K (> 0 Cir)						
CPE Frame 256K (0 Cir)						
CPE Frame 256K (> 0 Cir)						
CPE Frame 384K (0 Cir)						
CPE Frame 384K (> 0 Cir)						
CPE Frame 512K (0 Cir)						
CPE Frame 512K (> 0 Cir)						
CPE Frame 768K (0 Cir)						
CPE Frame 768K (> 0 Cir)						
CPE Frame 1024K (0 Cir)						
CPE Frame 1024K (> 0 Cir)						
CPE Frame 1536K (0 Cir)						
CPE Frame 1536K (> 0 Cir)						
CPE Frame DS3 3Mbps 0 Cir						
CPE Frame DS3 3Mbps .8 Cir						

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Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
CPE Frame DS3 3Mbps 1.5 Cir						
CPE Frame DS3 3Mbps 3.0 Cir						
CPE Frame DS3 6Mbps 0 Cir						
CPE Frame DS3 6Mbps 1.5 Cir						
CPE Frame DS3 6 Mbps 3.0 Cir						
CPE Frame DS3 6Mbps 6.0 Cir						
CPE Frame DS3 9Mbps 0 Cir						
CPE Frame DS3 9Mbps 2.3 Cir						
CPE Frame DS3 9 Mbps 4.5 Cir						
CPE Frame DS3 9 Mbps 9.0 Cir						
CPE Frame DS3 12 Mbps 0 Cir						
CPE Frame DS3 12 Mbps 3 Cir						
CPE Frame DS3 12 Mbps 6 Cir						
CPE Frame DS3 12 Mbps 12 Cir						
CPE Frame DS3 15 Mbps 0 Cir						
CPE Frame DS3 15 Mbps 3.8 Cir						
CPE Frame DS3 15 Mbps 7.5 Cir						
CPE Frame DS3 15 Mbps 15 Cir						
CPE Frame DS3 21 Mbps 0 Cir						
CPE Frame DS3 21 Mbps 5.3 Cir						
CPE Frame DS3 21 Mbps 10.5 Cir						
CPE Frame DS3 21 Mbps 21 Cir						
CPE Frame DS3 33 Mbps 0 Cir						
CPE Frame DS3 33 Mbps 8.3 Cir						
CPE Frame DS3 33 Mbps 16.5 Cir						
CPE Frame DS3 33 Mbps 33 Cir						
CPE Frame DS3 45 Mbps 3 Cir						
CPE Frame DS3 45 Mbps 6 Cir						
CPE Frame DS3 45 Mbps 9 Cir						
CPE Frame DS3 45 Mbps 15 Cir						
CPE Frame DS3 45 Mbps 21 Cir						
CPE Frame DS3 45 Mbps 33 Cir						
CPE Frame DS3 45 Mbps 45 Cir						
PVC Frame 64K (0 Cir)						
PVC Frame 64K (> 0 Cir)						
PVC Frame 128K (0 Cir)						
PVC Frame 128K (> 0 Cir)						

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Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
PVC Frame 256K (0 Cir)						
PVC Frame 256K (> 0 Cir)						
PVC Frame 384K (0 Cir)						
PVC Frame 384K (> 0 Cir)						
PVC Frame 512K (0 Cir)						
PVC Frame 512K (> 0 Cir)						
PVC Frame 768K (0 Cir)						
PVC Frame 768K (> 0 Cir)						
PVC Frame 1024K (0 Cir)						
PVC Frame 1024K (> 0 Cir)						
PVC Frame 1536K (0 Cir)						
PVC Frame 1536K (> 0 Cir)						
PVC Frame DS3 3Mbps 0 Cir						
PVC Frame DS3 3Mbps .8 Cir						
PVC Frame DS3 3Mbps 1.5 Cir						
PVC Frame DS3 3Mbps 3.0 Cir						
PVC Frame DS3 6Mbps 0 Cir						
PVC Frame DS3 6Mbps 1.5 Cir						
PVC Frame DS3 6 Mbps 3.0 Cir						
PVC Frame DS3 6Mbps 6.0 Cir						
PVC Frame DS3 9Mbps 0 Cir						
PVC Frame DS3 9Mbps 2.3 Cir						
PVC Frame DS3 9 Mbps 4.5 Cir						
PVC Frame DS3 9 Mbps 9.0 Cir						
PVC Frame DS3 12 Mbps 0 Cir						
PVC Frame DS3 12 Mbps 3 Cir						
PVC Frame DS3 12 Mbps 6 Cir						
PVC Frame DS3 12 Mbps 12 Cir						
PVC Frame DS3 15 Mbps 0 Cir						
PVC Frame DS3 15 Mbps 3.8 Cir						
PVC Frame DS3 15 Mbps 7.5 Cir						
PVC Frame DS3 15 Mbps 15 Cir						
PVC Frame DS3 21 Mbps 0 Cir						
PVC Frame DS3 21 Mbps 5.3 Cir						
PVC Frame DS3 21 Mbps 10.5 Cir						
PVC Frame DS3 21 Mbps 21 Cir						

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Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and < 24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
PVC Frame DS3 33 Mbps 0 Cir						
PVC Frame DS3 33 Mbps 8.3 Cir						
PVC Frame DS3 33 Mbps 16.5 Cir						
PVC Frame DS3 33 Mbps 33 Cir						
PVC Frame DS3 45 Mbps 3 Cir						
PVC Frame DS3 45 Mbps 6 Cir						
PVC Frame DS3 45 Mbps 9 Cir						
PVC Frame DS3 45 Mbps 15 Cir						
PVC Frame DS3 45 Mbps 21 Cir						
PVC Frame DS3 45 Mbps 33 Cir						
PVC Frame DS3 45 Mbps 45 Cir						
*NxT1						
2xT1						
3xT1						
4xT1						
5xT1						
6xT1						
*Private Line						
DS1 - 512, 1024, 1536						
DS3						
CPE - 512						
CPE - 1024						
CPE - 1536						
Packaged 512						
Packaged 1024						
Packaged 1536						
*ATM						
128K-384K						
512K-1024K						
1536K						
3 Mbps						
6 Mbps						
9 Mbps						
12 Mbps						
15 Mbps						
21 Mbps						
33 Mbps						
45 Mbps						
*ISDN LAN 128K Internet Access						
FastAccess Internet Service						
ADSL						

PRIVATE/PROPRIETARY/CONTAINS PRIVATE AND/OR PROPRIETARY INFORMATION. MAY NOT BE USED OR DISCLOSED TO ANYONE OTHER THAN THE PARTIES TO THIS AGREEMENT EXCEPT PURSUANT TO A WRITTEN AGREEMENT.

Appendix B.II.B - BellSouth.net Business Services (Category B)

* Certification Required

A B C D E F G

	Average Monthly Billed Revenue	Non-Recurring Commission Payment				Monthly Residual Payment
		Monthly and <24 Month Contract	24-35 Month Contract	36-47 Month Contract	48+ Month Contract	
ADSL - Telecommute						
Static IP - Single Address						
Static IP - Multiple Addresses						
BellSouth.net Web Hosting						
Shared Basic						
Shared Plan A						
Shared Plan B						
Shared Plan C						
Shared Plan D						
Shared Plan E						
Site Builder Web Site						
Site Builder Catalog						
Site Builder Store						
Site Builder Super Store						
Shared NT Basic						
Shared NT Plan A						
Dial Internet Access						
Dedicated Web Hosting (per server)						

** "Total Contract Value" is defined as the total revenue value of a contract over the term of the contract, exclusive of one time set-up charges.

Appendix B.II.C - Non-Exclusive Services (Category C)

* Certification Required A B C

Service (G.S.S.T. REFERENCE)	Average Monthly Billed Revenue	Non-Recurring Commission Payment
MemoryCall Service (A.13) MAS+ Flat Rate Deluxe		
FAX Services (N.31) Broadcast On Demand Overflow Mail Voice Integrated		

Appendix B.II.D - Other Exclusivity Optional Services (Category D)

* Certification Required

A B C D

Service (G.S.S-T-REFERENCE)	Average Monthly Billed Revenue	Non-Returning Commission Payment	Monthly Residual When Applicable
WatsSaver (East A.18 West A.20)			
4-5 Hours			
10 Hours			
15-20 Hours			
25 Hours			
38 Hours			
40-60 Hours			
65-90 Hours			
110 Hours			
125 Hours			
135 Hours			
150 Hours			
210 Hours			
250-320 Hours			
500 Hours			
750 Hours			
850 Hours			
1000 Hours			
1250 Hours			
1500 Hours			
2000 Hours			
2500 Hours			
5000 Hours			
7500 Hours			

**Authorized Sales REPRESENTATIVE Agreement
(AKA: Authorized Agent)
BellSouth MNS, Inc. Addendum**

This Addendum to the Authorized Sales REPRESENTATIVE Agreement is made as of February 9, 1999, between and among BellSouth MNS, Inc. ("MNS"), ("REPRESENTATIVE"), and BellSouth Telecommunications, Inc. ("BST").

MNS SERVICES	INITIAL PAYMENT	RESIDUAL	ABR
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MNS -- Managed Security Services					
Description	ABR	Up-front Commission			Residual
		M-T-M	1 Year	2 Year	
Firewall Bundled-50 IP					
Firewall Bundled-250 IP					
Firewall Bundled-500 IP					
Firewall Bundled-Unlimited IP					
Firewall Unbundled-50 IP					
Firewall Unbundled-250 IP					
Firewall Unbundled-500 IP					
Firewall Unbundled-Unlimited IP					
High Avail Firewall Bundled-250 IP					
High Avail Firewall Bundled-500 IP					
High Avail Firewall Bundled-Unlimited IP					
High Avail Firewall Unbundled-250 IP					
High Avail Firewall Unbundled-500 IP					
High Avail Firewall Unbundled-Unlimited IP					
Intrusion Detect & Resp (Bundled)					
Intrusion Detect & Resp (Unbundled)					

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MNS – Managed Security Services--Continued					
Description	ABR	Up-front Commission			Residual
		M-T-M	1 Year	2 Year	
Web Site Blocking Bundled - 50 nodes					
Web Site Blocking Bundled - 100 nodes					
Web Site Blocking Bundled - 250 nodes					
Web Site Blocking Bundled - 500 nodes					
Web Site Blocking Bundled - 1000 nodes					
Web Site Blocking Unbundled - 50 nodes					
Web Site Blocking Unbundled - 100 nodes					
Web Site Blocking Unbundled - 250 nodes					
Web Site Blocking Unbundled - 500 nodes					
Web Site Blocking Unbundled - 1000 nodes					
Anti-Virus/Anti-Vandal Bundled- 50 IP					
Anti-Virus/Anti-Vandal Bundled- 100 IP					
Anti-Virus/Anti-Vandal Bundled - 250 IP					
Anti-Virus/Anti-Vandal Bundled - 500 IP					
Anti-Virus/Anti-Vandal Bundled - 1000 IP					
Anti-Virus/Anti-Vandal Unbundled- 50 IP					
Anti-Virus/Anti-Vandal Unbundled- 100 IP					
Anti-Virus/Anti-Vandal Unbundled - 250 IP					
Anti-Virus/Anti-Vandal Unbundled - 500 IP					
AntiVirus/Anti-Vandal Unbundled 1000 IP					
Security Manage Sys Storage Ext (per Gb)					

Accepted:

By:

Signature

Name:

Printed Name

Title:

Date:

**BELLSOUTH TELECOMMUNICATIONS, INC. and BELLSOUTH MNS, INC.
by BELLSOUTH BUSINESS SYSTEMS, INC.**

By:

Signature

Name:

Michael T. Zuest

Printed Name

Title:

Assistant Vice President-Distribution

Date:

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS First Interrogatories
Item No. 2
September 4, 2001
Attachment

PROPRIETARY

ENTIRE DOCUMENT

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS First Interrogatories
Item No. 9
September 4, 2001
Attachment

PROPRIETARY

ENTIRE DOCUMENT

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS First Interrogatories Item No. 10 and
Request for Production of Documents Nos. 16,
17, 18 and 22
September 4, 2001
CD ROM

PROPRIETARY

**ALL FILES ON
CD ROM**

BellSouth Telecommunications, Inc.
FPSC Docket No. 010740-TP
IDS First Request for Production of Documents
Item No. 19
September 4, 2001
Attachment

PROPRIETARY

ENTIRE DOCUMENT