

ORIGINAL
FILE COPY

1 SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY
2 REBUTTAL TESTIMONY OF ROBERT G. BARRERE
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET NO. 920260-TL
5 JANUARY 11, 1993
6
7

8 Q. PLEASE STATE YOUR NAME, OCCUPATION AND BUSINESS
9 ADDRESS.

10

11 A. MY NAME IS ROBERT G. BARRERE. I AM EMPLOYED BY
12 BELLSOUTH TELECOMMUNICATIONS, INC. D/D/A SOUTHERN
13 BELL TELEPHONE AND TELEGRAPH COMPANY ("SBT" OR "THE
14 COMPANY") AS DIRECTOR - CORPORATE MEASUREMENTS FOR
15 THE COMPANY. MY BUSINESS ADDRESS IS 675 WEST
16 PEACHTREE STREET N.E., ATLANTA, GEORGIA 30375.

17

18 Q. PLEASE GIVE A BRIEF DESCRIPTION OF YOUR BACKGROUND
19 AND EXPERIENCE.

20

21 A. I HAVE BEEN EMPLOYED WITH THE COMPANY FOR 33 YEARS,
22 WITH 27 YEARS IN MANAGEMENT. FOR THE FIRST 23
23 YEARS, I HELD VARIOUS POSITIONS IN WHAT IS NOW THE
24 NETWORK AND CUSTOMER SERVICES ORGANIZATIONS. THIS
25 INCLUDED A ROTATIONAL ASSIGNMENT AT AMERICAN

1 TELEPHONE AND TELEGRAPH CO., INC. ("AT&T")
2 HEADQUARTERS IN BASKING RIDGE, NEW JERSEY FROM 1978
3 TO 1982. I HEADED UP THE SOUTHERN BELL
4 MEASUREMENTS GROUP FROM 1982-1986. IN 1986, I
5 ASSUMED RESPONSIBILITY FOR THE BELLSOUTH REGION.

6

7 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

8

9 A. THE PURPOSE OF MY TESTIMONY IS TO RESPOND TO THE
10 DIRECT TESTIMONY OF NANCY PRUITT AND DONALD
11 MCDONALD CONCERNING SOUTHERN BELL'S SERVICE
12 PERFORMANCE IN THE STATE OF FLORIDA.

13

14 Q. A REFERENCE WAS MADE BY MR. WAYNE TUBAUGH, IN HIS
15 REBUTTAL TESTIMONY, ABOUT THE TELSAM SURVEY
16 PROCESS. WHAT IS TELSAM AND HOW IS IT DEVELOPED
17 AND ADMINISTERED WITHIN BELLSOUTH?

18

19 A. THE TELEPHONE SERVICE ATTITUDE MEASUREMENT, OR
20 "TELSAM," PROGRAM WAS DEVELOPED IN THE 1971-1972
21 TIMEFRAME AND IS USED TO MEASURE CUSTOMER SERVICE
22 PERFORMANCE WITHIN THE RESIDENCE AND SMALL BUSINESS
23 (1 AND 2 LINE BUSINESS CUSTOMER) MARKET SEGMENTS.
24 THE TELSAM PROCESS MEASURES CUSTOMER PERCEPTION OF
25 THE SERVICE RECEIVED FROM SOUTHERN BELL, THROUGH A

1 STRUCTURED TELEPHONE INTERVIEW CONDUCTED SOON AFTER
2 THE CUSTOMER'S CONTACT.

3
4 THE QUESTIONNAIRE USED DURING THE INTERVIEW IS
5 DEVELOPED BY MY MEASUREMENTS RESEARCH STAFF, WHO
6 HAVE ADVANCED DEGREES AND/OR SPECIALIZED TRAINING
7 IN STATISTICS AND MARKET RESEARCH, WORKING WITH
8 SUBJECT-MATTER EXPERTS FROM THE DEPARTMENTS FOR
9 WHOM THE SURVEYS WILL BE ADMINISTERED. THE INITIAL
10 TELSAM SURVEYS CONSISTED OF A SINGLE QUESTION
11 ASKING THE CUSTOMER ABOUT THEIR SATISFACTION WITH
12 THE SERVICE THAT THEY HAD RECEIVED FROM SOUTHERN
13 BELL. THE PROCESS HAS BEEN REFINED OVER THE YEARS
14 TO PROVIDE MORE USEFUL ANALYTICAL DATA AS WELL.

15
16 THE DEVELOPMENT OF A QUESTIONNAIRE BEGINS WITH
17 FOCUS GROUPS OF CUSTOMERS, WHO ARE ENCOURAGED IN AN
18 INFORMAL ATMOSPHERE TO DISCUSS ALL ASPECTS OF THEIR
19 TELEPHONE SERVICE. THROUGH PRETESTING AND
20 STATISTICAL ANALYSIS, A LIST OF KEY SERVICE FACTORS
21 MOST IMPORTANT IN DETERMINING CUSTOMER SATISFACTION
22 IS DEVELOPED. A TELSAM QUESTIONNAIRE IS THEN
23 DESIGNED TO EVALUATE THESE KEY SERVICE ASPECTS, AS
24 WELL AS OVERALL CUSTOMER SATISFACTION, IN A
25 PARTICULAR SERVICE CATEGORY.

1
2 THE ADMINISTRATION OF THE TELEPHONE INTERVIEW
3 PROCESS IS PERFORMED UNDER CONTRACT BY AN OUTSIDE
4 MARKET RESEARCH FIRM. EACH NEW OR REVISED
5 QUESTIONNAIRE IS PRETESTED AND REFINED THROUGH
6 ACTUAL CUSTOMER INTERVIEWS BEFORE IT IS ACCEPTED AS
7 A VALID MEASUREMENT. A DAILY SAMPLE OF CUSTOMER
8 CONTACTS IS TAKEN FROM THE COMPANY'S RECORDS AND
9 DATABASES FOR EACH MEASURED SERVICE CATEGORY.
10 AFTER UNDERGOING A DUPLICATION CONTROL PROCESS TO
11 ENSURE THAT NO CUSTOMER IS INTERVIEWED MORE OFTEN
12 THAN ONCE EVERY SIX MONTHS, THE STATISTICALLY
13 DETERMINED SAMPLE OF CONTACT TELEPHONE NUMBERS IS
14 FORWARDED TO THE RESEARCH FIRM'S INTERVIEWING
15 FACILITY. THE INTERVIEWS ARE BRIEF AND FULLY
16 STRUCTURED, WITH STANDARD RESPONSE CATEGORIES, TO
17 ENSURE CONSISTENCY, ACCURACY, AND FREEDOM FROM
18 BIAS.
19
20 DATA FROM THE INTERVIEWING CENTER ARE TRANSMITTED
21 TO A BELLSOUTH DATABASE FOR MONTHLY DETAILED
22 REPORTS AT VARIOUS ORGANIZATIONAL LEVELS. IN
23 ADDITION TO THE CUSTOMER RATINGS OF SERVICE,
24 CUSTOMER COMMENTS ARE HANDLED IN A COUPLE OF WAYS.
25 IF, DURING THE INTERVIEW, THE CUSTOMER REQUESTS

1 FURTHER ACTION FROM TELEPHONE COMPANY PERSONNEL
2 CONCERNING A SPECIFIC SERVICE PROBLEM HE OR SHE IS
3 EXPERIENCING, AN ACTION COMMENT FORM IS COMPLETED
4 AND FORWARDED TO THE APPROPRIATE STATE CONTACT FOR
5 IMMEDIATE FOLLOW-UP. OTHER, NONACTION COMMENTS
6 MADE BY THE CUSTOMER DURING THE INTERVIEW ARE NOTED
7 VERBATIM AND MADE AVAILABLE TO THE PROPER
8 ORGANIZATION.

9
10 Q. YOU MENTIONED THAT THE ADMINISTRATION OF THE
11 TELEPHONE INTERVIEW PROCESS IS PERFORMED UNDER
12 CONTRACT BY AN OUTSIDE MARKET RESEARCH FIRM. WHO
13 IS THAT MARKET RESEARCH FIRM AND HOW WERE THEY
14 SELECTED?

15
16 A. THE ADMINISTRATION OF THE TELSAM INTERVIEW PROCESS
17 IS CONTRACTED WITH ELRICK AND LAVIDGE, INC.
18 ("E&L"), ATLANTA, GEORGIA, A DIVISION OF EQUIFAX,
19 INC. ALL TELSAM INTERVIEWS ARE CONDUCTED FROM A
20 RESEARCH FACILITY IN NASHVILLE, TENNESSEE, WHICH
21 WAS ESTABLISHED IN AUGUST, 1981.

22
23 PRIOR TO THE DIVESTITURE OF SOUTHERN BELL FROM
24 AT&T ON JANUARY 1, 1984, THE TELSAM MEASUREMENTS
25 FOR SOUTHERN BELL WERE ADMINISTERED BY AT&T. E&L

1 WAS CHOSEN BY AT&T THROUGH A CONTRACT SELECTION
2 PROCESS IN 1981.

3

4 Q. YOU DESCRIBED TELSAM AS A PROCESS BEING USED TO
5 MEASURE CUSTOMER SERVICE WITHIN THE RESIDENCE AND
6 SMALL BUSINESS MARKET SEGMENTS. IS THERE A
7 CUSTOMER SERVICE MEASUREMENT PROCESS FOR OTHER
8 MARKET SEGMENTS?

9

10 A. TELSAM IS EFFECTIVE FOR MEASURING THE OPINIONS OF
11 RESIDENCE AND SMALL BUSINESS CUSTOMERS, HOWEVER
12 LARGER BUSINESS CUSTOMERS HAVE MORE COMPLEX NEEDS
13 AND WE MEASURE HOW WELL SOUTHERN BELL IS MEETING
14 THEIR NEEDS THROUGH A SERIES OF CUSTOMER ATTITUDE
15 SURVEYS CALLED CUSTOMER SATISFACTION PLANS ("CSP").
16 THE CSP'S WERE INTRODUCED IN 1985 TO EVALUATE THE
17 SERVICE PROVIDED TO OUR MEDIUM BUSINESS (3 TO 9
18 LINES), LARGE BUSINESS (10 OR MORE LINES GENERATING
19 UP TO \$80K OF ANNUAL INTRALATA REVENUE), AND VERY
20 LARGE/MAJOR BUSINESS CUSTOMERS (THOSE GENERATING
21 OVER \$80K OF ANNUAL INTRALATA REVENUE, OR HAVING
22 ESSX/CENTREX SERVICE WITH 100 OR MORE
23 STATIONS/CENTRAL OFFICE LINES).

24

25 THE CSPs GO THROUGH A DEVELOPMENTAL CYCLE SIMILAR

1 TO THAT OF THE TELSAM SURVEYS, BUT VARY IN THEIR
2 SAMPLING UNIVERSE AND DELIVERY. THE PRIMARY
3 DIFFERENCE IN THE TELSAM AND CSP MEASUREMENTS IS
4 THAT CSP SAMPLING IS ON THE ENTIRE UNIVERSE OF
5 THOSE CUSTOMERS, NOT ON A SUBSET WHO HAD VERY
6 RECENT CONTACT. IN ADDITION, THE CSP INTERVIEW IS
7 BASED ON THE CUSTOMER'S ENTIRE EXPERIENCE WITH
8 SOUTHERN BELL, INSTEAD OF A SINGLE EXPERIENCE WITH
9 A PARTICULAR SERVICE FUNCTION.

10

11 Q. WHAT DO THE DATA FROM TELSAM AND CSP SHOW ABOUT THE
12 SERVICE PROVIDED TO CUSTOMERS IN FLORIDA?

13

14 A. EXHIBIT RGB-1 SHOWS THE FLORIDA TELSAM AND CSP
15 SATISFACTION RESULTS FROM 1985-1991. RESULTS ARE
16 REPORTED USING A THREE MONTH ROLLING AVERAGE TO
17 IMPROVE THE RELIABILITY OF THE MEASUREMENT. SINCE
18 1985, OUR RESULTS IN FLORIDA HAVE BEEN CONSISTENTLY
19 OVER 90% SATISFIED, WITH ALL MARKET SEGMENTS
20 SHOWING SIGNIFICANT IMPROVEMENT OVER THIS TIME
21 PERIOD.

22

23 Q. WHAT CONTROLS ARE USED TO ENSURE THE ACCURACY AND
24 VALIDITY OF THE TELSAM AND CSP RESULTS?

25

1 A. WE HAVE BELLSOUTH MANAGEMENT PERSONNEL LOCATED AT
2 THE RESEARCH CENTER, TO ACT AS A LIAISON WITH E&L
3 AND TO MONITOR THE INTERVIEWING PROCESS AND
4 OPERATIONS TO ENSURE QUALITY AND COST EFFICIENCY.

5

6 BELLSOUTH ALSO CONDUCTS PERIODIC AUDITS OF THE
7 MEASUREMENT PLANS TO ENSURE CONFORMANCE TO PLAN
8 DESIGN AND OBJECTIVES.

9

10 IN ADDITION TO OUR INTERNAL USE OF THESE RESULTS,
11 SOUTHERN BELL IS REQUIRED TO SUBMIT SUMMARIES OF
12 THESE RESULTS TO THE FEDERAL COMMUNICATIONS
13 COMMISSION ("FCC") FOR SERVICE MONITORING BY THEIR
14 STAFF.

15

16 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

17

18 A. YES.

19

20

21

22

BELLSOUTH
STATE OF FLORIDA
CUSTOMER SATISFACTION RESULTS
1985-1992

Exhibit No. _____
RGB-1
Florida Docket 920260-TL
Page 1 of 6

The attached reports show the results for BellSouth's customer satisfaction measurements for the state of Florida during the years 1985-1992. Pages 3 & 4 provide a summary of the overall satisfaction levels for the Residence, Small Business, Medium Business, Large Business, and Very Large/Major Business market segments. The following provides a brief description of the customer satisfaction measurements for each market segment:

RESIDENCE: For 1985-1991, the overall satisfaction results (shown on page 3) are an average of the customer satisfaction results from three separate survey-based measurement plans: Residence Service Center, Residence Installation, and Residence Repair. In January 1992, a new measurement plan for Residence Directory Assistance was added to the other three plans. In April 1992, the Installation and Service Center measurement plans were replaced by the Residence Provisioning and Residence Billing Inquiry measurement plans. Thus the overall satisfaction results for each month are based on an average of four separate measurement plans. The results for each of those measurement plans are shown on page 5.

SMALL BUSINESS (1 and 2 line business customers): For 1985-1991, the overall satisfaction results (shown on page 3) are an average of the customer satisfaction results from three separate survey-based measurement plans: Small Business Service Center, Small Business Installation, and Small Business Repair. In January 1992, a new measurement plan for Small Business Directory Assistance was added to the other three plans. In April 1992, the Installation and Service Center measurement plans were replaced by the Small Business Provisioning and Small Business Billing Inquiry measurement plans. Thus the overall satisfaction results for each month are based on an average of four separate measurement plans. The results for each of those measurement plans are shown on page 6.

MEDIUM BUSINESS (3 to 9 line business customers): The Medium Business Customer Satisfaction Plan consists of a single survey given to customers in this market segment. That survey includes questions covering various areas of service, as well as a question regarding their overall satisfaction with the company. Those overall satisfaction results are shown on page 3.

LARGE BUSINESS (customers with ten or more lines generating up to \$80K of annual intraLATA revenue): The Large Business Customer Satisfaction Plan consists of a single survey given to customers in this market segment. That survey includes questions covering various areas of service, as well as a question regarding their overall satisfaction with the company. Those overall satisfaction results are shown on page 4. Large Business Customer Satisfaction is measured and reported at the company level.

BELLSOUTH
STATE OF FLORIDA
CUSTOMER SATISFACTION RESULTS
1985-1992

Barrera Exhibit No. _____
RCB-1
Florida Docket 920260-TL
Page 2 of 6

VERY LARGE/MAJOR BUSINESS (customers with ten or more lines generating over \$80K of annual intralATA revenue, or having ESSX/CENTREX service with 100 or more stations/central office lines): The Very Large/Major Business Customer Satisfaction Plan consists of a single survey given to customers in this market segment. That survey includes questions covering various areas of service, as well as a question regarding their overall satisfaction with the company. Those overall satisfaction results are shown on page 4. Very Large/Major Business Customer Satisfaction is measured and reported at the company level.

BELLSOUTH
FLORIDA
OVERALL SATISFACTION RESULTS
1985-1992

BARRERE EXHIBIT NO. ____
RGB-1
FLORIDA DOCKET 920260-TL
PAGE 3 OF 6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
RESIDENCE												
1985	92	92	93	93	92	91	91	91	91	91	91	91
1986	92	92	93	93	93	93	93	92	92	92	92	91
1987	92	92	93	94	94	94	94	94	94	94	94	94
1988	93	94	93	93	94	93	94	93	93	93	93	92
1989	93	93	93	93	93	94	93	93	92	92	92	93
1990	93	93	94	94	94	93	93	93	93	93	93	93
1991	93	94	94	94	93	93	93	93	93	93	93	93
1992 #	94	94	95	93	93	93	93	93	93	93	93	
SMALL BUSINESS												
1985	89	89	90	90	90	90	90	90	89	89	90	90
1986	91	90	91	91	92	92	91	91	91	90	91	92
1987	92	92	93	93	93	93	92	93	93	93	92	92
1988	92	93	93	93	93	93	93	93	93	92	92	91
1989	92	92	92	92	92	92	92	92	92	92	91	92
1990	92	92	93	93	93	93	92	92	92	92	91	92
1991	92	92	92	93	92	92	92	92	92	92	92	92
1992 #	92	93	94	91	92	92	92	91	91	92	92	
MEDIUM BUSINESS												
1985			94			93			93			94
1986			96			94			97			95
1987	95	94	94	94	94	93	96	96	94	94	95	95
1988	95	95	96	96	97	97	97	97	97	98	97	97
1989	97	96	96	95	95	95	96	96	96	95	96	96
1990	96	96	96	96	96	97	97	97	96	96	96	96
1991	96	96	96	97	97	97	98	98	97	96	95	95
1992 #	96	98	98	99	97	97	98	97	97	96	97	

IN 1992, HURRICANE DAMAGED AREAS OF FLORIDA WERE NOT SURVEYED IN SEPTEMBER OR OCTOBER;
SOUTH FLORIDA AREA NOT SURVEYED IN NOVEMBER.

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BELLSOUTH
 COMPANY *
 OVERALL SATISFACTION RESULTS
 1985-1992

BARRERE EXHIBIT NO. _____
 ROB-1
 FLORIDA DOCKET 920260-TL
 PAGE 4 OF 6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
LARGE BUSINESS												
1985						90						87
1986						91						92
1987	91	90	91	92	93	93	94	93	93	93	95	95
1988	94	93	92	92	92	91	92	91	93	92	92	92
1989	93	93	93	92	92	93	92	92	92	92	92	91
1990	93	94	94	95	94	94	94	94	93	93	93	93
1991	95	96	96	96	95	95	95	96	96	95	95	95
1992 #	96	96	94	94	95	95	95	95	94	94	95	

IN 1992, HURRICANE DAMAGED AREAS OF LOUISIANA AND FLORIDA WERE NOT SURVEYED IN SEPTEMBER OR OCTOBER;
 SOUTH FLORIDA AREA NOT SURVEYED IN NOVEMBER.

**VERY LARGE/MAJOR
 BUSINESS**

1985						87						93
1986						97						93
1987				95				95				97
1988				97				92				94
1989				90				92				97
1990				95				96				92
1991				97				94				95
1992				94				93				

* SOUTHERN BELL 1985-1990/BELLSOUTH 1991-1992

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BELLSOUTH
FLORIDA
RESIDENCE
CUSTOMER SATISFACTION RESULTS
1985-1992

BARRERE EXHIBIT NO. _____
RGB-1
FLORIDA DOCKET 920260-TL
PAGE 5 OF 6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
RESIDENCE SERVICE CENTER												
1985	96	96	96	96	96	96	93	96	95	95	95	95
1986	95	95	96	96	96	96	96	96	96	96	96	96
1987	96	96	96	96	96	97	97	97	97	97	97	97
1988	97	96	96	96	97	96	97	96	97	97	97	96
1989	97	97	97	97	97	97	97	97	96	96	96	97
1990	97	97	97	97	97	97	97	97	97	97	97	97
1991	97	97	97	97	97	97	97	97	97	97	97	97
1992	97	97	97	*								
RESIDENCE INSTALLATION												
1985	94	95	94	94	94	93	92	92	92	93	93	93
1986	93	93	94	94	94	94	95	94	94	94	93	93
1987	95	95	96	96	96	96	96	96	96	96	96	96
1988	96	96	96	96	96	96	96	96	96	95	96	95
1989	96	96	96	96	96	97	96	96	96	95	95	95
1990	95	95	96	96	96	96	96	96	96	96	96	95
1991	95	96	96	96	96	95	95	95	95	96	96	96
1992	96	94	97	•								
RESIDENCE REPAIR												
1985	86	86	88	88	87	85	85	85	85	85	85	85
1986	87	88	89	89	89	88	88	87	87	87	86	85
1987	86	86	88	89	89	89	83	88	88	88	88	88
1988	88	89	88	88	88	88	88	87	87	87	86	85
1989	85	86	87	87	87	87	87	85	85	86	86	86
1990	86	87	89	89	88	87	87	87	86	85	86	86
1991	88	88	89	89	87	88	83	88	87	86	86	86
1992	88	90	90	89	89	89	89	89	89	90	90	
RESIDENCE PROVISIONING												
1992	-	-	-	95	95	95	94	94	94	93	93	
RESIDENCE BILLING INQUIRY												
1992	-	-	-	94	94	94	94	94	94	94	94	
RESIDENCE DIRECTORY ASSISTANCE												
1992	94	94	94	95	95	93	93	94	96	95	95	

* BEGINNING APRIL 1992, INSTALLATION AND SERVICE CENTER WERE REPLACED BY PROVISIONING AND BILLING INQUIRY.

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BELLSOUTH
FLORIDA
SMALL BUSINESS
CUSTOMER SATISFACTION RESULTS
1985-1992

BARRERE EXHIBIT NO. ____
REB-1
FLORIDA DOCKET 920260-TL
PAGE 6 OF 6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SMALL BUSINESS SERVICE CENTER												
1985	94	94	95	95	94	94	94	94	94	94	94	94
1986	94	94	95	95	95	95	94	94	94	94	95	96
1987	95	96	96	96	95	96	96	97	96	96	96	96
1988	96	96	96	96	96	97	97	97	97	96	97	96
1989	96	95	96	96	96	96	96	96	95	96	95	96
1990	96	96	96	96	96	97	97	96	97	96	96	95
1991	97	97	97	97	95	95	95	94	96	95	95	95
1992	95	96	97	*								
SMALL BUSINESS INSTALLATION												
1985	90	89	90	90	90	89	90	90	89	89	90	90
1986	90	89	90	91	92	92	91	91	90	90	90	91
1987	NA	NA	NA	NA	NA	NA	92	93	94	94	92	90
1988	91	92	93	93	93	92	92	93	93	93	91	92
1989	92	93	92	92	92	92	92	92	92	92	92	92
1990	92	93	93	93	93	93	92	92	92	92	91	92
1991	91	91	91	92	92	92	92	91	91	92	92	92
1992	92	93	94	*								
SMALL BUSINESS REPAIR												
1985	83	85	85	86	86	86	86	86	85	85	86	87
1986	86	87	88	88	89	89	89	89	88	87	87	88
1987	88	89	90	90	90	90	89	89	89	90	89	89
1988	89	90	90	90	90	90	89	88	88	87	87	86
1989	87	88	88	88	89	88	88	87	88	87	87	87
1990	88	88	89	89	89	89	88	88	88	87	87	88
1991	89	89	89	90	90	89	89	88	88	89	89	89
1992	88	90	90	91	91	91	91	90	90	90	89	
SMALL BUSINESS PROVISIONING												
1992	-	-	-	88	89	89	89	89	89	91	90	
SMALL BUSINESS BILLING INQUIRY												
1992	-	-	-	93	93	94	94	94	94	95	95	
SMALL BUSINESS DIRECTORY ASSISTANCE												
1992	92	92	93	93	93	93	92	92	92	93	94	

* BEGINNING APRIL 1992, INSTALLATION AND SERVICE CENTER WERE REPLACED BY PROVISIONING AND BILLING INQUIRY.

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