

**ORIGINAL
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**In The Matter Of The
Interconnection Agreement
Negotiations Between AT&T
And BellSouth Pursuant To
47 U.S.C. §252**

**AT&T'S DOCUMENTS
SUBMITTED UNDER THE
TELECOMMUNICATIONS
ACT OF 1996**

VOLUME I

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JULY 17, 1996

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FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of the)
Interconnection Agreement)
Negotiations Between AT&T)
COMMUNICATIONS OF THE)
SOUTHERN STATES, INC. and)
BELLSOUTH)
TELECOMMUNICATIONS, INC.,)
Pursuant to 47 U.S.C. Section 252)
_____)

DOCKET NO. _____
PETITION BY AT&T FOR
ARBITRATION UNDER THE
TELECOMMUNICATIONS ACT
OF 1996

**INDEX TO AT&T'S DOCUMENTS SUBMITTED
PURSUANT TO THE TELECOMMUNICATIONS ACT OF 1996***

* Documents indexed at Tabs 346 through 435 are not included herein because they have been designated by BellSouth as containing information that is proprietary and confidential to BellSouth. Documents indexed at Tabs 292 through 345 are being submitted in a separate volume because these documents contain information that is proprietary and confidential to AT&T. See AT&T's Stipulated Protective Order, filed today.

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	317	4/2/96	Letter from J. Bradbury to S. Lavett	200734
	318	4/4/96	AT&T Unbundled Loop Combination and Interconnection	200735
	319	4/10/96	Memo from J. Bradbury to S. Lavett	200791
	320	4/10/96	Memo from J. Bradbury to S. Lavett	200803
	321	4/16/96	AT&T Communications Inc. Total Services Resale Planning Document	200805
	322	4/16/96	AT&T Communications Inc. Local Network Elements	200828
	323	4/16/96	AT&T Communications Inc. Unbundled Loop Combination and Interconnection	200866
	324	4/29/96	Letter from M. Fawzi to S. Lavett	200895
	325	5/1/96	Total Services Resale Status Document	200897
	326	5/1/96	Total Services Resale Interface Related	200912

XVI	327	5/23/96	Memo from P. Foster to S. Lavett	200928
	328	5/27/96	Local Account Maintenance Negotiations	200937
	329	5/28/96	Unbundled Network Elements Forecast Team	200962
	330	5/31/96	Letter from K. Taber to S. Lavett	200999
	331	6/5/96	Letter from J. Carroll to C. Coe	201011
	332	6/20/96	Letter from S. Ray to S. Lavett	201018
	333	6/21/96	Letter from J. Carroll to C. Coe	201078
	334	6/21/96	Total Services Resale Box Score	201095
	335	6/25/96	Customer Experience Documentation	201112
	336	6/27/96	Memo from P. Nelson to Executive Team	201121
	337	3/27/96	AT&T Communications Inc. Local Network Elements	300040
	338	3/28/96	AT&T Communications Inc. Total Service Resale	300078
	339	3/00/96	Local Resale Data Transfer Requirements	300123
	340	3/28/96	AT&T Communications Inc. Unbundled Loop Combination	300156
	341	3/27/96	Local Account Maintenance	300184
	342	Undated	Proposed Recovery of Costs Incurred by BellSouth	300530
	343	Undated	BellSouth - AT&T Negotiations Operations Costs Issues	300531
	344	7/3/96	AT&T - BellSouth Negotiation Core Team Issues	300542
	345	7/3/96	AT&T - BellSouth Negotiation Core Team Issues	300558
	346	Undated	Subloop Unbundling Proposal Summary	900001
	347	9/13/95	Proposed GA Billing Arrangements	900003
	348	9/19/95	Proposed Billing Arrangements	900072
	349	10/29/95	Total Service Resale Planning Matrix	900141
	350	11/17/95	Total Service Resale	900149
	351	12/4/95	Memo from Q. Sanders to B. West, et al.	900192
	352	12/8/95	Total Service Resale	900209
	353	12/19/95	Service & Service Ordering	900274
	354	12/19/95	Common Issues	900333
	355	1/22/96	Requirement Status/Agree	900339
	356	1/22/96	Provisioning, Maintenance & Repair	900415

900499	Fax from M. Imperato to K. Taber	1/30/96	357
900521	Total Service Resale	2/7/96	358
900588	Fax from G. Calhoun to J. Bradbury	3/25/96	359
900593	Fax from S. Lavett to P. Nelson	3/28/96	360
900595	Tennessee Cost Analysis	4/00/96	361
900799	North Carolina Cost Analysis	4/00/96	362
901006	Florida Cost Analysis	4/00/96	363
901236	Georgia Cost Analysis	4/00/96	364
901476	Total Service Resale	4/2/96	365
901525	Total Service Resale - Complete	4/2/96	366
901611	Service & Service Ordering Package	4/2/96	367
901651	Draft Summary	3/28/96	368
901655	Fax from M. Cathey to N. Brown	4/3/96	369
901657	Data Transfer Conference Call	4/2/96	370
901666	Entire Document - Resale	4/11/96	371
901786	Fax from S. Lavett to Sue Ray	4/11/96	372
901791	Fax from M. Cathey to N. Brown	4/11/96	373
901803	Bellsouth TSR 4/17/96 Status Report	4/17/96	374
901908	Fax from J. Brinkley to N. Brown	4/17/96	375
901922	Handout from RSAG demo	4/22/96	376
901924	SME Escalation Form	4/22/96	377
901926	SME Escalation Form	4/22/96	378
901932	Resale/Agree	4/23/96	379
901968	Fax from C. Braun to S. Ray	4/29/96	380
901976	Resale/Agree	4/29/96	381
902013	Resale/Obtainable - Pending-Escalated	4/29/96	382
902050	Unbundled/All	4/29/96	383
902161	OLEC-to-Bellsouth Ordering Guidelines - Resale	4/29/96	384
902217	BAPCO Services	Undated	385
902258	Resale/Status-None	4/30/96	386

902275	SME Escalation Form	5/7/96		387
902276	Fax from S. Lavett to P. Nelson	5/7/96		388
902282	Unbundled/All	5/14/96		389
902395	Letter from V. Atherton to R. Oakes	5/20/96		390
902397	Executive Team Meeting Notes	5/22/96		391
902399	Switched Local Transport Cost Summaries	5/21/96		392
902810	LTR Studies FL & LA	5/21/96		393
903042	Supplemental Response to Initial AT&T Request Question #5	5/21/96		394
903625	BellSouth's Response to Ellison's Supplemental Data Request of 4/24/96	5/24/96		395
903471	BellSouth Response to Ellison's Supplemental Data Request of 4/26/96	5/24/96		396
903640	Resale/All	5/24/96		397
903738	Resale/Agree	5/24/96		398
903755	Resale/Obtainable -Pending - Escalated	5/24/96		399
903817	Resale/Status - None	6/18/96		400
903822	Revised Routing Policy	5/24/96		401
903823	Letter from V. Atherton to R. Oakes	5/28/95		402
903836	Letter from S. Lavett to P. Nelson	5/28/96		403
903831	Letter from Pam to D. Hassenbrock, et al.	5/30/96		404
903840	Fax from B. Warren to K. Tabor	6/4/96		405
903844	Letter from V. Atherton from R. Oakes	6/11/96		406
903847	Letter form V. Atherton from R. Oakes	6/11/96		407
903851	BellSouth Response to AT&T 1st Request, Item 1	6/11/96		408
904130	BellSouth Response to AT&T 1st Request, Item 1	Undated		409
904912	BellSouth Response to AT&T 1st Request, Item 1	Undated		410
905116	BellSouth Response to AT&T 1st Request, Item 1	Undated		411
905230	BellSouth Response to AT&T 1st Request, Item 1	Undated		412
905279	BellSouth Response to AT&T 1st Request, Item 1	Undated		413
905282	BellSouth Response to AT&T 1st Request, Item 1	Undated		414
905285	BellSouth Response to AT&T 1st Request, Item 1	Undated		415
905680	BellSouth Response to Florida Studies Provided in Response to PSC Order	Undated		416

	417	6/14/96	Fax from K. Milner to P. Nelson	905956
	418	6/18/96	Resale/All	905971
	419	6/18/96	Resale/Obtainable-Pending-Escalated	906020
	420	6/18/96	Resale/Agree	906050
	421	6/19/96	Issue Data submitted by C. Weekley re. Response Letter	906072
	422	6/22/96	Letter from R. Barretto to C. Taber	906082
	423	6/30/96	Resale/All	906127
	424	7/1/96	Notes from D. Lee	906234
	425	Undated	Issue Data BellSouth Position	906306
	426	3/28/96	AT&T/BST Local Interconnection Negotiations	300034
	427	4/2/96	AT&T/BST Local Interconnection Negotiations	300273
	428	4/9/96	AT&T/BST Local Interconnection Negotiations	300313
	429	4/17/96	AT&T/BST Local Interconnection Negotiations	300327
	430	Undated	Timelines to Document Agreement	300345
	431	4/22/96	AT&T/BST Local Interconnection Negotiations	300363
	432	Undated	AT&T/BST Local Interconnection Negotiations	300368
	433	5/1/96	AT&T/BST Local Interconnection Negotiations	300371
	434	5/1/96	AT&T/BST Local Interconnection Negotiations	300372
	435	Undated	BellSouth Tennessee Resale Study	300450
XVII	436	5/30/96	Florida Cost Study	700000
XVI	437	Various	Executive Team Meeting Minutes	400000
XI	438	7/15/96	Letter from J. Carroll to S. Schaefer	400218
	439	7/16/96	Letter from J. Carroll to S. Schaefer	400220

Mike Duke
author

AT&T Position

Conditions Necessary for Viable Local Exchange Competition

- **Resale** - All LEC unbundled, monopoly Basic Network Functions (BNFs) and all LEC retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC)¹. Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks at (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (*Electronic bonding*). The long term solution will require a bottoms up approach in which all wholesale services will be based on local service elements priced at TSLRIC.

This condition is not fully met until LEC has filed a tariff which meets the above conditions and from which an ALEC can purchase. AT&T may be willing to accept the following use/user restriction: basic residential services cannot be resold to business customers. However, resale to residence market must not be restricted.

- **Electronic Bonding** - LECs must provide ALECs access to automated operational support interfaces for pre-service ordering, service ordering and provisioning, local usage, bottleneck databases and repair and maintenance systems. In the pre-service ordering phase, an ALEC must have access to systems which provide the status of service and feature availability, to obtain number assignment and to determine installation scheduling. The ALEC must have access similar to the LEC for service ordering, with the ability to obtain provisioning status on a timely basis. The ALEC must be provided with daily usage feeds from the LEC in an industry standard format (EMI). The ALEC must have access to LEC operational systems like the Line Information Data Base (LIDB) and to directory assistance. Finally, the ALEC must have access to repair and maintenance systems for network status, testing and repair scheduling.
- ^{AT&T ACCESS} **Cost-based access** - LECs must price access, as well as all other monopoly BNFs, in a non-discriminatory manner at TSLRIC in order to prevent monopoly profit and to prevent price discrimination.
- **Network Unbundling** - LECs must make certain Basic Network Functions (BNFs) and subelements (BNF rate elements) available on an unbundled basis so that ALECs can interconnect their network with the LECs and can buy only those BNFs needed to provide service. The BNFs can be grouped as follows:
 - Group I - Loop: Loop Distribution, Loop Concentrator & Loop Feeder
 - Group II - Switch: Switching & Operator Systems
 - Group III - Transport: Dedicated Transport Links, Common Transport Links & Tandem Switching
 - Group IV - Signaling: Signaling Links, Signal Transfer Point (STP), Signal Control Point (SCP)

- **Interconnection and Mutual Compensation**

Interconnection:

- ALECs must be able to interconnect at all technically and logically possible unbundled interfaces to the LEC network, including loop distribution, loop concentrators, loop feeder, local switching, operator services, dedicated and common interoffice transport, tandem switching, signaling links, signal transfer points (STPs), and signal control points (SCPs).
- Interconnection must be made available to ALECs under the same rates, terms, and conditions as apply to the LEC's own services.
- Interconnection standards and offerings must not be limited to just the existing inventory of LEC network

¹ TSLRIC is all of the costs incurred by a firm to produce a particular product, given that all of its other products are already produced. These costs are forward looking, based on the latest proven technology, at the best price available. TSLRIC includes a return on investment.

100000

functions, but must apply to all new LEC network services as they are developed.

- LECs must not be permitted to discriminate in any respect against new entrants, including such practices as delays in the offering of new arrangements, inferior provisioning, installation or maintenance of arrangements, or the uneconomic pricing of arrangements.
- Compensation arrangements for interconnection must be non-discriminatory and tariffed at rates that accurately reflect underlying costs.

Mutual Compensation:

- The LEC must file tariffs which permit co-carrier interconnection for the termination of local traffic using mutual compensation arrangements based on TSLRIC. In the interim, a "bill and keep" arrangement may be appropriate as the only compensation that one company offers another for the completion of its calls is the agreement to complete the other companies' calls in a like manner. The advantages of bill and keep are that 1) there is not need to measure terminating traffic, 2) there is no bill preparation or bill rendering, nor the need to review bills for accuracy, and 3) this arrangement can be implemented immediately without the need to develop of cost studies.

- **Local Number Portability** - AT&T is pressing for true local number portability through the development of a uniform, national data base solution. AT&T's preferred long term solution is Location Routing Number (LRN). LRN advantages are: supports all CLASS features, maintains single customer number, maintains existing tariffed interfaces (voice mail, PRI, etc.), and preserves NANP routing. LRN's biggest disadvantage is that it requires extensive software development which means that it will not be available until 1997. In the interim, AT&T supports MCI's Carrier Portability Code (CPC) which can be implemented via AIN or IN platform with minimal impact on current technologies, supports both MF and SS7 signaling, and can be rolled-out on NXX by NXX basis. CPC's biggest disadvantage is that it exhausts scarce numbering resources. Remote Call Forwarding and DID/Flex-DID minimally meet AT&T requirements because of the numerous disadvantages associated with either approach.
- **Universal Service Fund** - The universal service mechanisms, such as social pricing and taxation schemes, which were designed in a monopoly environment and which have been pursued for decades as the principle means of promoting "universal service" goals, create enormous distortions in local markets that are not viable in a fully competitive market and pose significant risk for new entrants. A coordinated state and federal effort must be undertaken to reform this monopoly-era funding system. The benefits of such reform are:
 - Consumers: Increased options for local exchange service as new competitors are encouraged to enter market with lower overall rates.
 - LECs: Decreased risk of uneconomic competition for overpriced services; better ability to compete; ability to rebalance rates.
 - New Competitors: Increased opportunities to enter local market with reduced risk of anticompetitive cross-subsidies and price squeezes.

A reformed Universal Service Fund must be based on the following tenants:

- Universal service does not equate to universal subsidy.
- Cross-subsidies embedded in service prices should be eliminated.
- All services should be priced to recover their underlying costs.
- Subsidies should only be provided to subscribers based on their economic need.
- Subsidy should follow the subscriber.
- Subsidies should be limited to basic service.

AT&T recommends the following specific steps be taken:

- Assign all costs properly.
- Recover costs from cost causer.
- Create a new Universal Service Fund

000002

Florida
Comparison of Revenues from Obsolete
Services with Total State Revenues

	<u>Total Revenues</u>	<u>Obsolete Revenues</u>	<u>% Total</u>
1. Basic Services	\$456,123,592	0	0
2. Non-Basic Services	1,413,062,557	12,421,336*	.9
3. Interconnection	308,877,141	0	0
Total	\$2,178,063,290	\$12,421,336*	.6

* Approximately \$58M in Revenue was grandfathered in May, 1996 with ESSX and Digital ESSX Service that is not included in these figures (assuming estimates are correct, approximately \$70M in revenue is from grandfathered customers).

Source: 1) Total Revenues: BellSouth Market Basket Summary of Annual Revenues filed with the Florida Public Service Commission.

2) Obsolete Revenues: Compiled by matching service revenues from BellSouth's Market Basket Summary of Annual Revenues with obsolete services listed in BellSouth's Florida General Subscriber Services Tariff (GSST).

000003

BELLSOUTH
Florida GSST Obsolete Services

Tariff Section	Services Name/Description	Date Obsolete	Current Revenue
A103	Basic Local Exchange Service Local Exception - Res Unlimited - Unmeasured Option	01/23/95	
A105	Charges Applicable Under Special Conditions Restoration Priority Charge	04/08/91	0
A107	Coin Telephone Service Booths & Special Mounting Arrangements Semipublic Extension Stations Single Slot Panel Coin Telephone	08/15/77 01/01/83 08/15/77	\$396 \$5,613 \$6,009
A108	Telephone Answer Service Facilities Concentrator - Identifier Unit AUTOAS Answering System Concentrator	06/06/63 09/28/82	0 0
A109	Foreign Exchange Service Intercept Arrangement	06/15/80	0
A112	Central Office Non-Transport Service Offerings Centrex Service to U.S. Military Bases Centrex - CO Service ESSX-1 Service Attendant Service (50A Consoles) Automatic Call Distribution - ESS Systems Electronic Tandem Switching Features ESSX-1 Service Electronic Tandem Switching Features Misc Service Arrangements by No. 1 ESS ESSX S, M and L Service; Customer Mgmt Features ESSX S, M and L Service - 85 Digital ESSX Service - 85 Electronic Tandem Switching Features ESSX Service S, M and L Service - 88 Digital ESSX Service - 88 Prestige Communications Package (PCP) Prestige Single Line Service (PSLS) Digital Electronic Business Set Service II ESSX Service Vintage 2 Feature - SMDI Prestige Deluxe Service ESSX Service Optional Features - SMDR - Premises Digital ESSX Service Optional Features - SMDR - Premises Customized Dialing Package (CDP) ESSX Service - Multi-Line - Caller ID Digital ESSX Service - Multi-Line - Caller ID	04/17/73 09/29/76 10/05/81 12/30/80 06/28/89 07/01/85 07/01/85 07/01/85 02/09/87 11/22/88 11/22/88 11/22/88 04/01/89 04/01/89 01/15/90 01/15/90 10/05/92 10/05/92 10/05/92 10/02/92 10/02/92 06/22/93 06/05/95 06/05/95	0 \$148,565 \$6,516 0 \$1,217 \$215,189 0 0 \$3,218 \$1,749,320 \$421,801 0 0 0 \$481,590 \$354,239 \$4,049 \$9,840 \$86,155 \$53,464 \$11,096 \$92,481 0
A113	Miscellaneous Service Arrangements Group Emergency Alerting & Dispatching System Municipal & Industrial Emergency Reporting Svc Multistation One-Way Circuit Arrangements Arrangements for Night, Sunday and Holiday Svc Extension and Tie Line Services	05/01/87 06/06/80 01/27/65 12/12/80 01/16/91	\$9,976 \$187 0 \$5,706 \$483,729

000004

Tariff Section	Services Name/Description	Date Obsoleted	Current Revenue
A113	Miscellaneous Service Arrangements (con't) Custom Calling Services Network Facilities for use with Public Announcement Services Central Office Local Area Network Service Network Facilities for Use with 976 Service TicketTaker Service TouchStar Service - Multi-Line Caller ID	06/16/86 04/05/93 06/29/93 02/15/94 07/31/94 06/05/95	\$606 \$28,099 \$33,649 \$3,000 \$68,373
A114	Auxiliary Equipment Special Line Filter Private Line Sampling Arrangement ESSX-1 Customer Premises Attendant Services	06/06/80 12/12/80 10/05/81	\$608 0 0
A115	Connection of Terminal Equipment and Communications Systems Recorder Coupler Equipment Telephotograph Equipment Data Transmitting/Receiving Terminal Equipment Voice Transmitting/Receiving Terminal Equipment Alarm Detection and Reporting Equipment Dictation Recording Equipment Connecting Arrangements - Voice Manual Connecting Arrangements - Voice Automatic Public Address and Loudspeaker or Radio Paging Systems	12/10/70 01/06/81 01/06/81 01/06/81 01/06/81 01/06/81 01/06/81 01/06/81	\$10,760 \$34 \$61,038 0 \$24,575 \$374 0 \$34,829 0
A117	Mobile Telephone Service Airtime Dispatching Service Signaling Service	08/14/92 08/14/92 08/14/92	0 0 0
A118	Long Distance Message Telecommunication Service Enterprise Service VALU-PAK Service Saver Service	06/15/87 09/09/95 08/02/95	\$1,601
A119	Wide Area Telecommunications Service Access Line Charges - 800 Service 800 Number Service Termination	01/22/94 06/03/95	\$1,002,203
A122	Customer Payment Plans ESSX Term Payment Plans	01/08/91	
A124	Emergency Reporting Services E911 PSAP Equipment Enhanced Universal Emergency Number Service - E911 E911 Service Features and PSAP Equipment	11/29/85 09/19/86 06/15/92	\$713,969 \$4,438,185 \$1,037,334
A129	Data Transport Service Dial Backup Service FLEXSERVE Service - Digital Access Cross Connect	09/30/94 02/05/93	\$2,640 \$805,002
A130	Equipment for Disabled Customers Outright Sale/Month-to-Month Option	10/16/95	\$7,101

000005

North Carolina
 Comparison of Revenues from Obsolete
 Services with Total State Revenues

	<u>Total Revenues</u>	<u>Obsolete Revenues</u>	<u>% Total</u>
1. Basic Services	\$294,847,392	\$2,499,721	0.8
2. Non-Basic Services	484,046,815	20,696,409*	4.3
3. Interconnection	21,425,654	0	0
4. Access Services	147,204,321	0	0
Total	\$947,524,182	\$23,196,130*	2.4

* Approximately \$19M in Revenue is from Digital ESSX Service - 85, which was grandfathered on 12/30/88.

Source: 1) Total Revenues: BellSouth Market Basket Summary of Annual Revenues filed with the North Carolina Utilities Commission.

2) Obsolete Revenues: Compiled by matching service revenues from BellSouth's Market Basket Summary of Annual Revenues with obsolete services listed in BellSouth's North Carolina General Subscriber Services Tariff (GSST).

000006

BELLSOUTH
North Carolina GSST Obsolete Services

Tariff Section	Services Name/Description	Date Obsolete	Current Revenue
A103	Basic Local Exchange Service Joint User Service Thrifty Caller Service Message Rate Service Outgoing Only Service	03/26/85 *09/13/92 12/09/95 12/09/95	
A107	Coin Telephone Service Booths & Special Mounting Arrangements	10/15/80	\$3,616
A108	Telephone Answer Service Facilities Concentrator - Identifier Unit AUTOTAS Answering System Concentrator	04/17/81 09/01/82	\$456 \$15,834
A112	Central Office Non-Transport Service Offerings ESSX Service - SMDR Centrex - CO Service ESSX-1 Service Automatic Call Distribution - ESS DID to Customer - Premises Secretarial Service In-Dialing Arrangements ESSX - 1 Service Electronic Tandem Switching Miscellaneous ESS Features ESSX S, M & L Custom Management Features ESSX S, M & L - 85 Digital ESSX Service - 85 Electronic Tandem Switching Prestige Communications Package Prestige Single Line Service Prestige Deluxe Service Digital ESSX Service - SMDI Customized Dialing Packages ESSX ISDN Service	02/03/93 03/02/77 12/19/79 12/08/82 12/08/82 08/28/85 08/28/85 08/28/85 01/28/87 12/30/88 12/30/88 12/30/88 07/25/90 07/25/90 08/05/92 04/28/93 09/28/94	0 0 \$164 0 \$159,263 \$2,885 0 \$3,953 0 \$2,400 \$234,801 \$19,321,945 0 \$257,448 \$120,900 \$5,417 \$32,509 \$337 \$9,851
A113	Miscellaneous Service Arrangements Group Emergency Alerting & Dispatching System Municipal Emergency Reporting Service Arrangements for Night, Sunday and Holiday Service Custom Calling Services Central Office Local Area Network Service Key Telephone System	06/30/70 01/01/80 12/24/80 06/23/86 06/23/93	0 \$13 \$2,798 \$2,325 \$1,008 \$7,434

000007

Tariff Section	Services Name/Description	Date Obsoleted	Current Revenue
A114	Auxiliary Equipment Private Line Sampling Arrangement ESSX-1 Customer Premises Attendant Services	03/03/82 09/02/81	\$116 0
A115	Connections of Terminal Equipment and Communications Systems Recorder Coupler Equipment Telephotograph Equipment Voice Connectivity Arrangement Alarm Detection Equipment Dictation Recording Connectivity Arrangements - Voice Public Address/Loudspeaker	03/29/72 12/31/80 12/31/80 12/31/80 12/31/80 12/31/80 12/31/80	\$1,642 \$6,126 \$6,380 \$7,474 0 \$5,897 0
A118	Long Distance MTS Enterprise Service	06/27/87	\$1,897
A119	Wide Area Telecommunications Service WATS Extension Stations Combined 800 Service**	06/20/68 01/01/94	
A120	Extended Community Calling Metro Connection Plan	12/09/95	
A122	Customer Payment Plans ESSX Term Payment Plan	11/28/90	
A123	Sharing and Resale ELS Sharing/Resale Thrifty Caller Service		
A124	Emergency Reporting Services 911 Non-Unique Equipment E911 PSAP Equipment E911 Service Features E911 Service Features and PSAP Equipment E911 Number Services	01/01/84 11/16/85 09/04/86 07/03/90 10/20/93	\$9,500 \$133,866 \$1,238,678 \$524,626 \$585,600
A129	Data Transport Service FLEXSERV - Digital Access Cross-Connect	05/05/93	\$487,189
A130	Equipment for Disabled Customers Outright Sale/Month-to-Month Option		\$1,675

• Revisions as recently as 12/09/95.

** Rates lowered in pending tariff filing, to be effective 06/01/96.

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A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.28 Digital ESSX® Service - Vintage II (Cont'd)

A112.28.11 Optional Service Features (Cont'd)

M. Miscellaneous Features (Cont'd)

1. Rates and Charges (Cont'd)

a. Features (Cont'd)

(41) Code Restriction to NXX assigned to
 976, 900, 211, 311, 511, 711, and 811 services¹

	Installation Charge	1 Month	Term Payment Plan Monthly Rate			USOC
			36 Months	60 Months	84 Months	
(a) Per Network Access Register	\$-	\$-	\$-	\$-	\$-	RA7
(b) Per Main Station Line	-	-	-	-	-	RA4
(42) Flat Rate Caller ID, Per Line, Non-Electronic Telephone Sets ^{2,3}						
(a) ESSX® Service-VS	5.00	7.50	5.00	4.50	4.00	CLIEL
(b) ESSX [®] Service-S	5.00	6.00	3.50	3.25	3.00	CLIEL
(c) ESSX [®] Service-M	5.00	5.00	3.00	2.75	2.50	CLIEL
(d) ESSX [®] Service-L	5.00	4.00	2.25	2.00	1.75	CLIEL
(43) Flat Rate Caller ID for Electronic Telephone Sets ^{2,3}						
(a) (Deleted)						(C)
(b) (Deleted)						(D)
(c) (Deleted)						(D)
(d) Per System	5.00	4.00	2.25	2.00	1.75	CLIFR (C)
(44) Calling Number Delivery Blocking - Per Call ²						

	Monthly Rate	USOC
(a) Per Activation	\$-	NA
Note 1:	Service charges in Section A4. of this Tariff do not apply.	
Note 2:	Requires customer provided terminal equipment.	
Note 3:	This feature is provided subject to the availability of facilities.	

000009

ISSUED: September 26, 1995
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: October 26, 1995

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.28 Digital ESSX® Service - Vintage II (Cont'd)

(O)(T)

A112.28.11 Optional Service Features (Cont'd)

(O)(T)

M. Miscellaneous Features (Cont'd)

(O)

1. Rates and Charges (Cont'd)

(O)

a. Features (Cont'd)

(O)

(41) Code Restriction to NXX assigned to 976, 900, 211, 311, 511, 711, and 811 services¹

(O)(T)

	Installation Charge	Term Payment Plan Monthly Rate				USOC	
		1 Month	36 Months	60 Months	84 Months		
(a) Per Network Access Register	\$-	\$-	\$-	\$-	\$-	RA7	(O)
(b) Per Main Station Line	-	-	-	-	-	RA4	(O)
(42) Flat Rate Caller ID, Per Line, Non-Electronic Telephone Sets ^{2,3}							(O)(T)
(a) ESSX® Service-VS	5.00	7.50	5.00	4.50	4.00	CL1EL	(O)
(b) ESSX® Service-S	5.00	6.00	3.50	3.25	3.00	CL1EL	(O)
(c) ESSX® Service-M	5.00	5.00	3.00	2.75	2.50	CL1EL	(O)
(d) ESSX® Service-L	5.00	4.00	2.25	2.00	1.75	CL1EL	(O)
(43) Flat Rate Caller ID, Per Line, Electronic Telephone Sets ^{2,3}							(O)(T)
(a) ESSX® Service-VS	5.00	7.50	5.00	4.50	4.00	CL1LL	(O)
(b) ESSX® Service-S	5.00	6.00	3.50	3.25	3.00	CL1LL	(O)
(c) ESSX® Service-M	5.00	5.00	3.00	2.75	2.50	CL1LL	(O)
(d) ESSX® Service-L	5.00	4.00	2.25	2.00	1.75	CL1LL	(O)
(44) Calling Number Delivery Blocking - Per Call ²							(O)
(a) Per Activation					Monthly Rate \$-	USOC NA	(O)
Note 1:	Service charges in Section A4. of this Tariff do not apply.						(O)
Note 2:	Requires customer provided terminal equipment.						(O)
Note 3:	This feature is provided subject to the availability of facilities.						(O)

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A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.27 Electronic Tandem Switching Features (Cont'd)

A112.27.3 Rates (Cont'd)

E. Facilities Administration¹

1. Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Common Equipment, each	\$-	NA
(b) Facilities Administration and Control Common Equipment, each	-	NA

2. Central Office Equipment

	Installation Charge	Term Payment Plan Monthly Rate				USOC
		1 Month	36 Months	60 Months	84 Months	
(a) Common Equipment, each ²	\$419.00	\$370.00	\$325.00	\$328.00	\$315.00	CHX
(b) Facilities Administration and Control Common Equipment, each	157.00	23.40	20.25	20.15	20.05	FA2

3. Premises Equipment³

A112.28 Digital ESSX[®] Service - Vintage II

(Obsoleted 10-26-95, Type 4) Service rates and charges in this section are available for inward activity of existing subscribers only as specified following. Not available for new service or entire moves of existing service to new locations.

Obsolescence Rules

1. Inward activity for Digital ESSX[®] service - Vintage II will be allowed.
2. Digital ESSX[®] service - Vintage II subscribers under the month-to-month payment option will be allowed to maintain their service at month-to-month rates until 12-31-96.
 On or prior to 12-31-96 Digital ESSX[®] service - Vintage II month-to-month subscribers must either; 1) convert their entire Digital ESSX[®] service account to MultiServ[®] service or MultiServ PLUS[®] service as described in A12.20 and A12.21 respectively of this Tariff; or 2) subscribe to an alternate service.
3. Digital ESSX[®] service - Vintage II subscribers who have a portion of their existing service under a month-to-month payment option and a portion of their existing service under a Term Payment Plan may remain under the rates and charges outlined in this Section of this Tariff until such a time that the Term Payment Plan associated with the Common Equipment expires or until 12/31/96.

The subscriber can place their month-to-month rates under rates and charges equivalent to their Common Equipment Term Payment Plan.

Should the subscriber elect not to convert their month-to-month rates and charges to the Term Payment Plan, they may remain on the month-to-month rates and charges until the Common Equipment contract expires or until 12/31/96.

Upon expiration of the Term Payment Plan associated with the Common Equipment or no later than 12/31/96 if the Term Payment Plan expires prior to that date, the Digital ESSX[®] service - Vintage II subscriber must either; 1) convert to MultiServ[®] service or MultiServ PLUS[®] service as outlined in A12.20 and A12.21 respectively of this Tariff; or 2) subscribe to an alternate service.

Note 1: For Network Management Capabilities see Section A32. of this Tariff.

Note 2: One central office common equipment is required in connection with the furnishing of either or both b. and c. following.

Note 3: Compatible customer-provided premises equipment is required in connection with 1.b. preceding.

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ISSUED: September 26, 1995
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: October 26, 1995

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.27 Electronic Tandem Switching Features (Cont'd)

(O)(T)

A112.27.3 Rates (Cont'd)

(O)(T)

E. Facilities Administration¹

(O)(T)

1. Service Establishment Charge

(O)

	Nonrecurring Charge	USOC	
(a) Common Equipment, each	\$-	NA	(O)
(b) Facilities Administration and Control Common Equipment, each	-	NA	(O)

2. Central Office Equipment

(O)

	Term Payment Plan Monthly Rate					USOC	
	Installation Charge	1 Month	36 Months	60 Months	84 Months		
(a) Common Equipment, each ²	\$419.00	\$370.00	\$325.00	\$320.00	\$315.00	CHX	(O)
(b) Facilities Administration and Control Common Equipment, each	157.00	23.40	20.25	20.15	20.05	FA ²	(O)

3. Premises Equipment³

(O)

A112.28 Digital ESSX[®] Service - Vintage II

(O)(T)

(Obsoleted 10-26-95, Type 4) Service rates and charges in this section are available for inward activity of existing subscribers only as specified following. Not available for new service or entire moves of existing service to new locations.

(N)

Obsolescence Rules

(N)

1. Inward activity for Digital ESSX[®] service - Vintage II will only be allowed under a Term Payment Plan. (N)
2. Digital ESSX[®] service - Vintage II subscribers under the month-to-month payment option will be allowed to maintain their service at month-to-month rates until 12-31-96. (N)

On or prior to 12-31-96 Digital ESSX[®] service - Vintage II month-to-month subscribers must either; 1) convert their entire Digital ESSX[®] service account to MultiServ[®] service or MultiServ PLUS[®] service as described in A12.20 and A12.21 respectively of this Tariff; or 2) subscribe to an alternate service. (N)

3. Digital ESSX[®] service - Vintage II subscribers who have a portion of their existing service under a month-to-month payment option and a portion of their existing service under a Term Payment Plan may remain under the rates and charges outlined in this Section of this Tariff until such a time that the Term Payment Plan associated with the Common Equipment expires or until 12/31/96. (N)

The subscriber can place their month-to-month rates under rates and charges equivalent to their Common Equipment Term Payment Plan. (N)

Should the subscriber elect not to convert their month-to-month rates and charges to the Term Payment Plan, they may remain on the month-to-month rates and charges until the Common Equipment contract expires or until 12/31/96. (N)

Upon expiration of the Term Payment Plan associated with the Common Equipment or no later than 12/31/96 if the Term Payment Plan expires prior to that date, the Digital ESSX[®] service - Vintage II subscriber must either; 1) convert to MultiServ[®] service or MultiServ PLUS[®] service as outlined in A12.20 and A12.21 respectively of this Tariff; or 2) subscribe to an alternate service. (N)

Note 1: For Network Management Capabilities see Section A32. of this Tariff. (O)

Note 2: One central office common equipment is required in connection with the furnishing of either or both b. and c. following. (O)

Note 3: Compatible customer-provided premises equipment is required in connection with 1.b. preceding. (O)

A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.28 Digital ESSX® Service - Vintage II (Cont'd)

A112.28.2 Regulations (Cont'd)

- U. Digital ESSX® service subscribers with rates and charges applicable out of A112.34 of this Tariff may subscribe to features provided as indicated in A112.28.2. of this Tariff but not offered in A112.34. of this Tariff.
- V. Digital ESSX® service subscribers with rates and charges applicable out of A112.34. of this Tariff wishing to add or change features must apply nonrecurring charges provided as indicated in A112.28.2. of this Tariff.
- W. Features followed with I are unique to the DMS-100 switch and those with II are unique to the 5ESS switch.
- X. Call Return, Call Tracing, Repeat Dialing, Calling Name Display, and Caller ID are Optional Service Features listed in A112.28.12. These features require the implementation of Common Channel Signaling System #7 (CCS7) into the network and may have limited availability. These features will only operate interoffice on local calls originating and terminating within Central Offices equipped with CCS7. These features will operate intraoffice prior to implementation of CCS7. These features will not work on an originating basis with Company provided Public and Semi-Public Telephone Service, party-line service, Toll Terminals, Trunks, and some Remote Switching Locations.

The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service as described in Section A6. of this Tariff.

- Z. Digital ESSX® service subscribers ordering Assumed Dial '9' must use station terminal equipment that utilizes dual tone multi-frequency (DTMF) signaling.
- AA. For every Digital ESSX® service main station line extended into a Foreign Exchange, the Digital ESSX® service subscriber must terminate a Digital ESSX® service main station line in the exchange in which their common equipment is located. Digital ESSX® service main station lines extended into a Foreign Exchange do not apply toward the four line minimum.

AB. Calling Number Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control their availability to the called party. (N)

The transmission of the Directory Number and/or Directory Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name. (N)

Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein. (N)

AC. Calling Number Delivery Blocking - Permanent

This feature enables certain customers to prevent the transmission of their Directory Number and/or Directory Name on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is in operation on a continuous basis. (N)

If the preassigned access code for Calling Number Delivery Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the Directory Number and/or Directory Name will be delivered. (N)

Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking. (N)

A112.28.3 Definitions

ACCESS CODE RESTRICTION GROUP (ACRG)

An ACRG will allow stations (assigned to that ACRG) access to predefined facilities. Station access to facilities is restricted by the station ACRG assignment to the predefined facilities. Up to eight ACRGs can be established by the Company for each group.

ACCESS LINES TO CUSTOMER PROVIDED FEATURES

This feature allows dial access from Digital ESSX® service for connection to customer provided features. (Recorded Telephone Dictation, Dial Code Sending Equipment and Loudspeaker Paging). (M)

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SOUTH
COMMUNICATIONS, INC.
ALABAMA
ISSUED May 10, 1996
BY President - Alabama
Birmingham, Alabama

GENERAL SUBSCRIBER SERVICES TARIFF

Seventh Revised Page 18
Cancels Sixth Revised Page 18
EFFECTIVE June 10, 1996

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.6 Contract Service Arrangements

A5.6.1 General

- A. Competitive alternatives are available to subscribers that may wish to use certain of the Company's services in this Tariff. When economically practicable, therefore, customer specific contract service arrangements may be furnished in lieu of existing tariff offerings provided there is reasonable potential for uneconomic bypass of the Company's services. Rates for each component of a contract arrangement will not be less than the Company's incremental cost for each component nor exceed those rates set forth in the respective tariff for the appropriate services unless: (1) specifically exempted by the Commission based on public interest concerns, or (2) the Company in good faith, and upon Commission approval, prices the service to meet the equally low price of a competitor.

(DELETED)

(DELETED)

- B. Rates, Charges, Terms and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis, and will include all relevant costs, plus an appropriate level of contribution.
- C. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Tariff.

A5.7 Preliminary Filing

In order to meet customer needs, a service may be provided where equipment is available in advance of fully detailed pricing information. In such instances, rates will be filed and billed, based on preliminary information. Subsequently, when fully detailed pricing information becomes available, the preliminary rates will be replaced with superseding filings.

A5.8 Reserved For Future Use

A5.9 Reserved For Future Use

A5.10 Reuse Of Facilities

When a customer, who has requested termination of service in full or in part, unduly delays the reuse of facilities and creates a situation where the Company must provide temporary service to meet existing demand, that customer, following reasonable notice of a specific date after which temporary service must be provided, may be required to bear all or a portion of the cost of such construction in accordance with A5.3.3. preceding.

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SOUTH CENTRAL BELL
TELEPHONE COMPANY
ALABAMA
ISSUED: December 1, 1995
BY: President - Alabama
Birmingham, Alabama

GENERAL SUBSCRIBER SERVICES TARIFF

Sixth Revised Page 18
Cancels Fifth Revised Page 18

EFFECTIVE: January 2, 1996

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**A5.6 Contract Service Arrangements****A5.6.1 General**

- A. Competitive alternatives are available to subscribers that may wish to use certain of the Company's services in this Tariff. When economically practicable, therefore, customer specific contract service arrangements may be furnished in lieu of existing tariff offerings provided there is reasonable potential for uneconomic bypass of the Company's services. Uneconomic bypass occurs when an alternative service arrangement is utilized, in lieu of Company services, at prices below the Company's rates but above the Company's incremental costs. Only services specified in the following sections of this Tariff are available through contract service arrangements:

- A12.21 MultiServ PLUS[®] service
- A13.39 C.O.LAN service
- A29.6 AccuPulse[®] service
- A40.1 Frame Relay Service
- A40.3 Native Mode LAN Interconnection (NMLI) Service
- A40.4 Connectionless Data Service
- A40.5 Broadband Exchange Line Service
- A112.26 and A112.27 ESSX[®] service
- A112.28 Digital ESSX[®] service

(N)

Rates for each component of a contract arrangement will not be less than the Company's incremental cost for each component nor exceed those rates set forth in the respective tariff for each of the above referenced services.

- B. Rates, Charges, Terms and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis, and will include all relevant costs, plus an appropriate level of contribution. After acceptance by the customer, the Company will furnish the proposal and appropriate support documentation to the Alabama Public Service Commission at least 30 days prior to implementation.
- C. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Tariff.

(T)

(T)

A5.7 Preliminary Filing

In order to meet customer needs, a service may be provided where equipment is available in advance of fully detailed pricing information. In such instances, rates will be filed and billed, based on preliminary information. Subsequently, when fully detailed pricing information becomes available, the preliminary rates will be replaced with superseding filings.

A5.8 Reserved For Future Use**A5.9 Reserved For Future Use****A5.10 Reuse Of Facilities**

When a customer, who has requested termination of service in full or in part, unduly delays the reuse of facilities and creates a situation where the Company must provide temporary service to meet existing demand, that customer, following reasonable notice of a specific date after which temporary service must be provided, may be required to bear all or a portion of the cost of such construction in accordance with A5.3.3. preceding.

®Registered Service Mark of BellSouth Corporation
Service Mark of BellSouth Corporation

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CAPELL, HOWARD, KNABE & COBBS, P.A.

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June 7, 1996

Mr. Walter L. Thomas, Jr., Secretary
ALABAMA PUBLIC SERVICE COMMISSION
RSA Union Building
100 North Union Street
Montgomery, Alabama 36104

VIA HAND DELIVERY

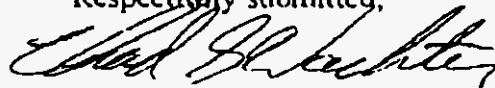
Re: AT&T's Intervention in BellSouth's
Amendment to Contract Service Arrangements Tariff

Dear Walter:

I enclose herewith the original and fourteen copies of the Petition to Intervene, and Motion to Suspend and Set for Hearing of At&T of the South Central States, Inc.

If you have any questions regarding the enclosed Petition and Motion, please give me a call.

Respectfully submitted,



CHAD S. WACHTER

CSW/ec
Enclosures
cc:

Judge Carl L. Evans
D. Owen Blake, Jr., Esquire
Roxanne Douglas, Esquire
Patrick Wingo

000016

BEFORE THE
ALABAMA PUBLIC SERVICE COMMISSION

AMENDMENT TO CONTRACT SERVICE)
ARRANGEMENTS TARIFF FILED BY)
BELLSOUTH TELECOMMUNICATIONS, INC.)

DOCKET NO:

PETITION TO INTERVENE
AND
MOTION TO SUSPEND AND SET FOR HEARING

AT&T of the South Central States, Inc. ("AT&T") holds statewide certificates of convenience and necessity from the Alabama Public Service Commission ("Commission") which are on file with the Commission. On May 9, 1996, BellSouth Telecommunications, Inc. ("BellSouth") filed a proposed tariff which would modify regulations governing customer specific Contract Service Arrangements. (A copy of BellSouth's cover letter to the proposed tariff which identifies the amended tariff pages is attached hereto). The tariff filing does or may affect the revenues and expenses of AT&T. Accordingly, AT&T requests authority to intervene as a party in this proceeding since it may be affected by any order entered herein.

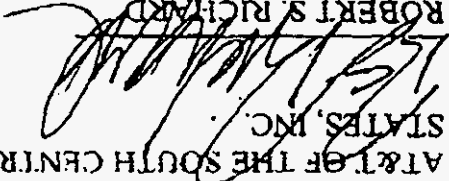
AT&T further requests that the Commission suspend BellSouth's tariff filing pursuant to Paragraph 13.06 of the Commission's Order in Docket Numbers 24499, 24472, 24030 and 24865, dated September 20, 1995, and AT&T requests that BellSouth's said tariff filing be set for hearing. In support of its request for suspension and for hearing, AT&T states as follows:

1. BellSouth's current tariff regulations governing customer specific Contract Service Arrangements provide that Contract Service Arrangements are available on "certain" of BellSouth's services. The tariff amendment proposed by BellSouth eliminates the list of services subject to Contract Service Arrangements and the proposed tariff would allow customer specific pricing "in competitive situations on all tariffed services".
2. BellSouth's existing tariff provides that Contract Service Arrangements shall be priced at rates which will not be less than BellSouth's incremental costs for all elements. BellSouth's proposed tariff provides that such services may be priced below BellSouth's cost with Commission approval.
3. BellSouth's proposed tariff would enable BellSouth to price similarly situated customers at different rates; for example, residential customers. At the same time, BellSouth is required to make these same services available to competitors at wholesale discount rates. The proposed tariff should be amended to ensure that BellSouth cannot put a "price squeeze" on competitors by use of the proposed tariff.

G00017

BellSouth states that the proposed tariff revision is needed "... to be responsive to our customers in the present competitive environment". Because of the anticipated competitive environment, and in light of the nondiscriminatory language and pricing standards included in the 1996 Telecommunications Act, AT&T submits that the proposed tariff should be suspended, studied, investigated, and set for hearing to ensure that the tariff amendments proposed by BellSouth cannot result in an unlawful price squeeze or discrimination.

Respectfully submitted,

AT&T OF THE SOUTH CENTRAL
STATES, INC.
BY: 
ROBERT S. RICHARD


CHAD S. WACHTER

000018

BellSouth Telecommunications, Inc. 205 972 2559
Suite 302N
3196 Highway 280 South
Birmingham, Alabama 35243

E. Blair Mohon
Vice President - Regulatory

May 8, 1996



Mr. Walter L. Thomas, Jr.
Secretary
Alabama Public Service Commission
Post Office Box 991
Montgomery, Alabama 36101-0991

Dear Mr. Thomas:

Attached is a proposed tariff modifying the regulations governing customer specific Contract Service Arrangements. The current tariff in both the General Subscriber Services Tariff and the Private Line Services Tariff lists the services on which Contract Service Arrangements are authorized. This proposal eliminates the listing of individual services; thus, allowing customer specific pricing in competitive situations on all tariffed services.

This change is needed in order to be responsive to our customers in the present competitive environment. No revenue impact analysis has been attempted.

This proposed tariff revision is to become effective June 10, 1996.

Sincerely,

Attachments

- General Subscriber Services Tariff
A5., Seventh Revised Page 18
- Private Line Services Tariff
B5., Third Revised Page 3
- B5., First Revised Page 4

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**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 1 - Table of Contents

Proprietary

All contents of this document are subject to a joint Non-Disclosure Agreement. This document is **proprietary** to AT&T, and may **not** be reproduced in any form by any entity. For additional copies, contact the SABR Document Manager by calling 404-750-8873.

Section

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 - How To Use The SABR Document
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 - SABR Document Revision
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STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 1 - Table of Contents, continued

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STANDARD ACCESS BILLING REQUIREMENTS FOR LOCAL / RESALE

Section 2 - Obtaining And Using The SABR Document

What Is The SABR Document

The **STANDARD ACCESS BILLING REQUIREMENTS (SABR) for Local / Resale** document was created to enable AT&T and the billing entity to efficiently manage their access billing data and financial transactions. The SABR document provides the billing entities with the AT&T billing requirements where AT&T enters the local market via resale.

The scenario termed "Resale" is as follows:

1. AT&T takes the customer's order and forwards it to the incumbent LEC.
2. The incumbent LEC then bills AT&T for the end user's basic service, calling features (i.e., call waiting, call forwarding, etc.) and possibly a per message or minute charge.
3. AT&T bills the end user.
4. The end user's service remains unchanged and continues to receive dial tone from the incumbent LEC.

How To Use The SABR Document

AT&T expects charges for Local /Resale billed to AT&T to be rendered as an access bill. The SABR Document is to be used in conjunction with the industry standard guidelines for access billing. These standard guidelines are Carrier Access Billing System (CABS) and Small Exchange Carrier Access Billing (SECAB). To order any of these documents, please call 908-699-5800 or 1-800-521-2673 and use the following reference information:

CABS VOLUME 1	-	SR OPT - 001868	CARRIER BILLING GENERAL INFORMATION
CABS VOLUME 1A	-	SR BDS - 001869	PHRASE CODES AND PHRASES
CABS VOLUME 2	-	SR OPT - 001871	SERVICE EXHIBITS
CABS VOLUME 3	-	SR OPT - 001872	BDT RECORD LAYOUTS
CABS VOLUME 3A	-	SR OPT - 001873	BDT EDITS
CABS VOLUME 4	-	SR OPT - 001874	DATA ELEMENTS
CABS VOLUME 5	-	SR BOS - 001875	MEET POINT BILLING
SECAB	-	SR BDS - 001856	SECAB DOCUMENT

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 2 - Obtaining And Using The SABR Document, continued

Which Industry Version To Use

Both CABS and SECAB have an established change management structure. CABS Versions change twice a year. While AT&T can accommodate the billing of CABS Versions 19.0 or higher, AT&T expects the billing entity to work toward the current industry version. SECAB usually issues a new version once a year. AT&T can only accommodate one SECAB Version at any time. Therefore, the billing entity must adhere to the current industry version and implementation dates, plus additional requirements as defined in this document.

Differences From The Industry Standards

If the billable components of the Local / Resale service are not cared for in the current industry standards of CABS or SECAB, AT&T expects the billing entity to identify the differences. AT&T will then assess how those differences should be billed and provide billing documentation to the billing entity.

SABR Document Revision

The SABR revisions will be developed as warranted by AT&T. All changes to these requirements will be updated and verbally communicated to the billing entity.

Who To Contact

Questions and/or comments concerning this document can be referred to the following:

SABR Document Manager
500 North Point Parkway, FLOC B1816
Alpharetta, GA 30202
Telephone (404) 750-8873

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 3 - AT&T'S Business And Billing Principles

Overview

The following are the business and billing principles which should be used when billing to AT&T.

Business And Billing Principles

1. AT&T expects to receive timely and accurate billing. "Timely" is defined by the following:
 - Access bills must be received no later than ten (10) calendar days of the Bill Date and twenty (20) days prior to the Payment Due Date. If AT&T receives the bill after ten (10) days from the Bill Date, the Payment Due Date will be extended by the number of days the bill is late.
 - The Payment Due Date is provided on the bill and must be thirty (30) calendar days from the Bill Date. The Payment Due Date should be a business day. If not, then the Payment Due Date should reflect the following:

If the Original

Payment Due Date is:

Saturday

Sunday

Bank Holiday on Monday

Bank Holiday on Tuesday,

Wednesday, Thursday, Friday

Change Date To:

Preceding Business Day

Following Business Day

Following Business Day

Preceding Business Day

NOTE: If a company's tariff denotes a different timeframe, the dates should be reflected accordingly.

2. Payment will be made thirty (30) days from the Bill Date, or twenty (20) days from receipt of the bill, whichever is greater.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 3 - AT&T'S Business And Billing Principles, continued
Business And Billing Principles, continued

3. Payment will be made through Electronic Funds Transfer.
4. All billing entities are required to report NEW or DELETED mechanized bill activity. This information should be sent to AT&T thirty (30) calendar days prior to the effective date of the Billing Account Number (BAN) changes. Please use NEW AND/OR DELETED BILL LIST Form (Exhibit 1) to supply the information in a standard format.

Information should be sent to:

Robyn Aubrey
500 North Point Parkway, Room B1612
Alpharetta, GA 30202

5. The Originating Company Code or State Level Company Code must be provided to the AT&T Company Coordinator thirty days prior to testing so it may be added to AT&T's internal tables.
6. Billing Account Numbers (BANs) may contain up to thirteen (13) alpha-numeric characters. The BAN, once established, should remain the same each month. AT&T requires thirty (30) days written notice prior to changing a BAN. In a mechanized format, the BAN should not contain embedded spaces or low values.
7. Switched access minutes of use are billed in arrears of the Bill Date. (i.e., For a 4-1-93 Bill Date, minutes of use on the bill would normally be for the period 3-1-93 thru 3-31-93.)
8. The invoice should be received within ten days of the Bill Date. In a mechanized format, the Invoice Number must not have embedded spaces or low values.
9. The Bill Date should always be present on a bill, be the same month after month, be a valid calendar date, and should not be more than one year old. In a mechanized format, the Bill Date should not contain spaces or non-numeric values.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 3 - AT&T'S Business And Billing Principles, continued
Business And Billing Principles, continued

10. Billing detail data should reflect what was provided by AT&T in the provisioning process via the Access Service Request (ASR) or ordered via contract.

11. Facility Monthly Access Charges are billed in advance of the Bill Date. (i.e., For a 4-1-93 Bill Date, Facility Monthly Access Charges on the bill would normally be for the period 4-1-93 thru 4-30-93).

NEW AND/OR DELETED BILL LIST

COMPANY NAME: _____

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ACTION	COMPANY CODE	TOA/ FG	BILLING NO. /CUST. CODE	X-REF BILLING NO. /CUST. CODE	ST.	LATA	EFFECTIVE OR FINAL BILL DATE	CYCLE DAY	MEET POINT? Y or N	MPB CO. CODES

COMMENTS:

CONTACT NAME: _____

CONTACT TELEPHONE NUMBER: _____

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 4 - Mechanized Billing Requirements

Overview

The following denotes AT&T's requirements for a mechanized bill which are not contained in the industry standards.

CABS Format

1. Any "From" Date should be less than the associated "Thru" Date and neither date can contain spaces.
2. When the Company Code is not a State Level Company Code, the State Identification should be the state from which charges were incurred.
3. The bill must contain at least one detail record.

SECAB Format

1. **All data denoted as IC preference is required.**
2. Any "From" Date should be less than the associated "Thru" Date and neither date can contain spaces.
3. The SECAB Inventory and Rating information for a Facility Bill will be provided monthly.
4. In a multiple state or multiple EC environment, the State Identification on the Face Page (SCFAC1) Record should be populated with XX. This indicates the amounts on Summary Pages 1-3 (SCSUM1, SCSUM2 and SCSUM3) Record represent the sum of multiple Summary Pages 4 and 5 (SCSUM4 and SCSUM5) Records.

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STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 4 - Mechanized Billing Requirements, continued
SECAB Format, continued

5. The mechanized records should be sent in the following sequence.
(All records have been denoted, however they should be sent only
when the production of the record is applicable as described in the
SECAB document.)

RECORD

SCFILE
SCHEAD
SCFAC1
SCFAC2
SCFAC3
SCFAC4
SCSUM1
SCSUM2
SCSUM3
SCDSS1

SCSUM4
SCSUM5
SCDSS2



GROUP BY COMPANY - SCSUM4,
SCSUM5, SCDSS2, SCSUM4,
SCSUM5, SCDSS2, etc...

SCADJ1
SCOCC1
SCUSG1
SCFCTR
SCCKTL

SCSPC1
SCSPC2
SCSPC3



GROUP BY CIRCUIT CHARGE -
SCSPC1, SCSPC2, SCSPC3, SCSPC1,
SCSPC2, SCSPC3, etc...

SCSURG
SCTAX1
SCEND1
SCEND2

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 5 - Before A Bill Can Be Sent

Sending A Mechanized Bill For The First Time

When the billing entity wants to begin billing in a mechanized format, a testing period is required before the first mechanized bill can be accepted. Each type of service which will be billed should be represented on a test tape and go through the testing process before that service is billed. Three months of correctly formatted bill data in a mechanized format that complies with the requirements set forth in this document should be received during the initial testing period. Testing results will be provided to the billing entity, who is then **expected to make all associated corrections before sending additional test data.**

Changing From One Version To Another In A Mechanized Format

When billing in the CABS format, there are no testing requirements when moving from one CABS Version to another.

When billing in the SECAB mechanized format, one month of correctly formatted bill data that complies with the requirements set forth in this document should be received during the testing period **before** converting to a new version.

Changing From Any Established Mechanized Format To Another

When the billing entity wants to change from one format to another (i.e., SECAB to CABS) a testing period is required before the first mechanized bill in the new format can be accepted. Each type of service which will be billed should be represented on a test tape and go through the testing process before that service is billed. Three months of correctly formatted bill data in the new format which complies with the requirements set forth in this document should be received during the testing period. Testing results will be provided to the billing entity, who is then **expected to make all associated corrections before sending additional test data**

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 5 - Before A Bill Can Be Sent

Financial Assurance - Access Bill Certification Process

The billing entity will participate in the Access Billing Certification Process through the formation of a joint Process Management Team. This billing certification process utilizes Process management techniques and Statistical Process Controls (SPC) to establish both quality and financial assurance controls throughout AT&T and the other company's billing processes. This approach establishes metrics throughout the access provisioning and billing process to provide information on process performance and financial performance. These metrics identify where failures and defects are occurring throughout the process. The billing entity has sole responsibility for billing accuracy. The following denotes the principle components of the Access Certification Process:

- **Measurement Systems** - The in-process metrics allows the billing entity to self-identify the quality of the access billing and provisioning processes. The outputs of the measurements systems can be used to detect abnormal fluctuations and eliminate the cause.
- **Supplier Quality Certification** - The initial and subsequent reviews evaluate procedures, controls, measurements and documentation related to access provisioning and billing. This will ensure the billing entity processes are performing and producing output reports according to AT&T's requirements.
- **Signed Operating Agreement** - Upon completion of the Supplier Quality Certification, an operating agreement will be signed by officers of both companies to establish and concur in the ongoing operational methodology.
- **Change Management Process** - This is an ongoing notification and documentation process which identifies and documents all changes to access billing and the associated measurements system. Documentation of the most current processes must be in place at all times.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 5 - Before A Bill Can Be Sent, continued

Financial Assurance - Access Bill Certification Process, continued

- **Bill Period Closure** - The process by which AT&T and the billing entity jointly agree to close a specific access billing period to all further analysis and financial transactions. The agreement signifies:
 - All billing has been rendered for the specific period.
 - All financial adjustments have been processed.
 - All unsupported monthly access charges have been verified and resolved.

The process performance measurements are:

- Detailed Certifications
- In-Process Measurements
- Process Performance Measurement
- Flows for all Bill impacting Processes
- Control Charts indicating Process Performance
- Pareto Diagrams reflecting Root Causes
- Reports of Financial Impact of Defects
- Reports of Process Improvements

STANDARD ACCESS BILLING REQUIREMENTS LOCAL / RESALE

Section 6 - Sending A Bill

Overview

This section describes how to send a bill formatted using the CABS or SECAB specifications. The physical requirements for providing mechanized billing data to AT&T via electronic data transmission, cartridge (cassette), reel tape, or diskette are provided.

Preferred Medium

It is AT&T's preference to receive billing data via electronic data transmission. Connect: Direct (formerly known as NDM - Network Data Mover) is AT&T's preferred medium. If Connect: Direct is not available, the following other mediums can be used until Connect: Direct is established by the billing entity. It is AT&T's expectation the billing entity will work towards eventually using Connect: Direct.

Sending Data Transmission Via Connect: Direct

SETUP

Any billing entity with Connect: Direct capability via a switched 56kb or T1.5 lines should contact their AT&T Company Manager to begin negotiations for data transmission. Based on negotiations with each billing entity, the AT&T data centers will be responsible for originating the calls for data transmission via switched 56kb or T1.5 lines. If a billing entity has an established NDM link with AT&T, that link can be used for Local/Resale billing transmission if the location and applications are the same for the existing link. Otherwise, the AT&T Company Manager should be contacted to negotiate a new link or application for the data transmission.

When sending test data, notification of the test data transmission should be made to the Testing Coordinator by calling 404-750-7736.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued

Sending Data Transmission Via Connect: Direct, continued

REQUIREMENTS FOR TRANSMISSION

1. A T1.5 or 56kb circuit to Gateway for Connect: Direct is required.
2. AT&T/Alpharetta must have the billing entity's Connect: Direct Node ID and corresponding VTAM APPL ID. Any changes to the billing entity's Connect: Direct Node ID must be communicated to the AT&T Company Manager no later than 21 days before the changes take effect.
3. The AT&T/Alpharetta's Connect: Direct Node ID of "NDMATTA4" and VTAM APPL ID of "NDMATTA4" must be in the billing entity's software.
4. AT&T/Alpharetta will supply RACF ID and password.

VOLUME/DATASET LABEL FORMAT

The format for Volume Label and Dataset Label 1 & 2 should be used as described further in this section.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill. continued

Sending Data Transmission Via Connect: Direct, continued

DATASET NAME FORMAT

The following dataset format should be used as applicable:

1. Production Dataset - CABS Format

AF25.AXXXXYYY.AZZZ.DDDEE

AF25. = JOB NAMING CONVENTION

AXXXX = NUMERIC COMPANY CODE

YYY = LEC REMOTE

.AZZZ = RAO (REVENUE ACCOUNTING OFFICE)

.DDD = .BDT (BILLING DATA TAPE W/or
W/O CSR)

or

CSR (CUSTOMER SERVICE
RECORD)

EE = 01 (BILL PERIOD) (optional)
thru

31 (BILL PERIOD) (optional)

or

GA (US Postal-State Code)

2. Test Dataset - CABS Format

AF25.ATEST.AXXXX.DDD

AF25.ATEST. = JOB NAMING CONVENTION

AXXXX = NUMERIC COMPANY CODE

DDD = .BDT (BILLING DATA TAPE W/or
W/O CSR)

or

CSR (CUSTOMER SERVICE
RECORD)

3. Production Dataset - SECAB Format

AFSC.AXXXXYYY.A000.SECAB

AFSC. = JOB NAMING CONVENTION

AXXXX = NUMERIC COMPANY CODE

YYY = ALPHA COMPANY NAME

4. Test Dataset - SECAB Format

AFSC.ATEST.XXXXXX.SECAB

AFSC.ATEST=JOB NAMING CONVENTION

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued

Sending Data Transmission Via Connect: Direct, continued

Sending A Paper Bill

Paper bills should be sent to the following addresses:

Paper bills thru US Mail:	AT&T Caller Service 6908 Alpharetta, GA 30239-6908 ATTN: AC&R Access Bill Coordinator
---------------------------	--

Paper bills sent overnite	AT&T 500 North Point Parkway FLOC B1404 Alpharetta, GA 30202 ATTN: AC&R Access Bill Coordinator
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Sending A Tape Or Diskette

AT&T PREFERENCE

If billing data is provided via magnetic tape, AT&T's preference is cartridge (cassette) tape. If billing data is provided via diskette, AT&T's preference is a 3-1/2 inch diskette, but a 5-1/4 inch diskette is acceptable.

DISKETTE FORMAT REQUIREMENT

When billing data is provided via a diskette, a carriage return and line feed delimiter (which are not included in the 250 byte record) should be provided at the end of each record.

TAPE DATA REQUIREMENTS

The dataset serial number on the first header record of the IBM standard tape label must have the same format described further in this section.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

TAPE QUALITY

Cartridge (cassette) and reel tapes purchased for eventual presentation to AT&T should be of high quality. Specifications should be made to the suppliers that:

Each reel of tape should be 100% tested at 20% or better "clipping" level and full width certified permanent error free at final inspection.

AT&T reserves the right to destroy a tape that has been determined to have unrecoverable errors. AT&T also reserves the right to replace a tape with one of equal or better quality.

TAPE LABEL DESCRIPTION

Tape labels must conform to IBM OS/VS Operating System Standards. Refer to the IBM Standard Labels Manual (GC26-3795-3) for additional information. IBM standard labels are 80-character records recorded in EBCDIC, odd parity. The first four characters identify the labels:

<u>VOL1</u>	<u>Volume label</u>
HDR1 and HDR2	Data set header labels
EOV1 and EOV2	Data set trailer labels (end-of-volume for multi-reel files)
EOF1 and EOF2	Data set trailer labels (end-of-data-set)

The HDR1, EOV1, and EOF1 labels use the same format; the HDR2, EOV2, and EOF2 labels use the same format.

TAPE PACKAGING REQUIREMENTS

Where magnetic tape shipping containers are transported in freight compartments, adequate magnetic field protection is provided by a typical 6-inch distance from any magnetic field generating device (except a magnetron-tape device). There are many shipping containers on the market, but only those with internal insulation material have been found to prevent damage. The outside of the shipping container should be clearly marked with the sending company name, contact and return address.

CAUTION: Tape canisters should not be used.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

TAPE DESCRIPTION

Cartridge (cassette) and reel tapes must be 9-track, odd parity, 6250 BPI, group coded recording mode, extended binary-coded decimal interchange code (EBCDIC).

Billing data tapes produced according to the CABS BOS must have the following record and label standards. The dataset serial number on the first header record of the IBM standard tape label must also have the following same format.

- Record length: 225 bytes (fixed length)
- Blocking factor: 84 records per block
- Block size: 18,900 bytes per block
- Labels: Standard IBM Operating System

Billing data tapes produced according to the SECAB must have the following record and label standards. The dataset serial number on the first header record of the IBM standard tape label must also have the following same format.

- Record length: 250 bytes (fixed length)

A single 6 digit serial number must appear on the external (flat) surface of the tape for visual identification. This number must also appear in the "dataset serial number field" of the first header record of the IBM standard tape label. This serial number should consist of the character "V" followed by the reporting location's four digit Originating Company Code and a numeric character chosen by the sending company. The external and internal label must be the same.

The dataset name must appear on the flat side of the reel and also in the "data set name field" on the first header record of the IBM standard tape label.

The sending company's name, address, and contact should appear on the flat side of the cartridge or reel.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

WHERE TO SEND THE TAPE OR DISKETTES

Tapes or diskettes should be sent to one of the following address:

Test AT&T
500 North Point Parkway
FLOC B1104B
Alpharetta, GA 30202
ATTN: Access Bill Testing Coordinator

Production - AT&T
Tapes 300 North Point Parkway
FLOC 217M01
Alpharetta, GA 30202
ATTN: AC&R Access Bill Coordinator

Production- AT&T
Diskettes Caller Service 6908
Alpharetta, GA 30239
ATTN: AC&R Access Bill Coordinator

Overnite AT&T
Delivery 500 North Point Parkway
FLOC B1404
Alpharetta, GA 30202
ATTN: AC&R Access Bill Coordinator

RETURN OF THE TAPES

Mail-in tapes which provide access charge billing data to AT&T will not be returned to the billing entity.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

STANDARD VOLUME LABEL FORMAT (VOL 1)

<u>FIELD NAME</u>	<u>CONTENTS</u>
Label Identifier (3 bytes)	The characters "VOL" identify this label as a volume label.
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 1 for the IBM standard volume label.
Volume Serial Number (6 Bytes)	A unique identification code, normally numeric characters (000001-999999), but may be alphanumeric; if fewer than six characters, must be left - justified. This same code should also appear on the external (flat) surface of the volume for visual identification.
Reserved (1 byte)	Reserved for future use - must be recorded as zero.
VTOC Pointer (10 bytes)	Direct-access volumes only. This field is not used for tape volumes and should be recorded as blanks.
Reserved (10 bytes)	Reserved for future use - should be recorded as blanks.
Reserved (10 bytes)	Reserved for future use - should be recorded as blanks.
Owner Name and Address Code (10 bytes)	Indicates a specific customer, person, installation, department, etc., to which the volume belongs. Any code or name is acceptable.
Reserved (29 bytes)	Reserved for future use - should be recorded as blanks.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 1 FORMAT (HDR1, EOVS, EOF1)

<u>FIELD NAME</u>	<u>CONTENTS</u>
Label Identifier (3 bytes)	Three characters that identify the label are as follows: HDR Header label (at the beginning of a dataset) EOV Trailer label (at the end of a tape volume, when the dataset continues on another volume) EOF Trailer label (at the end of a dataset)
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 1 for dataset label 1.
Data Set Identifier (17 bytes)	The rightmost 17 bytes of the data set name (includes GnnnnVnn if the data set is part of a generation data group). If the dataset name is less than 17 bytes, it is left-justified and the remainder of this field is padded with blanks.
Data Set Serial Number (6 bytes)	The volume serial number of the tape volume containing the dataset. For multivolume data sets, this field contains the serial number of the first volume of the aggregate created at the same time. The serial number can be any six alphanumeric characters, normally numeric (000001-999999). If the number of characters is fewer than six characters, the code must be left-justified and followed by blanks.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill. continued

Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 1 FORMAT (HDR1, EOVS1, EOF1), continued

<u>FIELD NAME</u>	<u>CONTENTS</u>
Volume Sequence Number (4 bytes)	A number (0001-9999) that indicates the order of volume within the multivolume group created at the same time. This number is always 0001 for a single volume data set.
Data Set Sequence Number (4 bytes)	A number (0001-9999) that indicates the relative position of the dataset within a multi-dataset group. This number is always 0001 for a single data set organization.
Generation Number (4 bytes)	If the data set is part of a generation data group, this field contains a number from 0001 to 9999 indicating the absolute generation number (the first generation is recorded as 0001). If the data set is not part of a generation data group, this field contains blanks.
Version Number of Generation (2 bytes)	If the data set is part of a generation data group, the field contains a number from 00 to 99 indicating the version number of the generation (the first version is recorded as 00). If the dataset is not part of a generation data group, this field contains blanks.
Creation Date (6 bytes)	Year and day of the year when the data set was created. The date is shown in the format byydd where:

b = blank
yy = year(00-99)
ddd = day(001-366)

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 6 - Sending A Bill, continued

Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 1 FORMAT (HDR1, EOVS1, EOF1), continued

<u>FIELD NAME</u>	<u>CONTENTS</u>
Expiration Date (6 bytes)	Year and day of the year when the dataset may be scratched or overwritten. The data is shown in the format byydd where: b = blank yy = year (00-99) ddd = day (001-366)
Data Set Security (1 byte)	A code number indicating the security status of the data set is as follows: 0 No password protection. 1 Password protection. Additional identification of the dataset is required before it can be read, written, or deleted (ignored if volume is RACF-defined). 3 Password protection. Additional identification of the dataset is required before it can be read, written, or deleted (ignored if volume is RACF-defined).
Block Count (6 bytes)	This field in the trailer label shows the number of data blocks in the dataset on the current volume. This field in the header label is always zeros (000000).
System Code (13 bytes)	Unique code that identifies the system.
Reserved (7 bytes)	Reserved for future use - should be recorded as blanks.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued
Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 2 FORMAT (HDR2, EOVS, EOF2)

IBM standard data set label 2 always follows data set label 1 and contains additional information about the associated data set.

<u>FIELD NAME</u>	<u>CONTENTS</u>
Label Identifier (3 bytes)	Three characters that identify the label are as follows: HDR Header label (at the beginning of a dataset) EOV Trailer label (at the end of a tape volume, when the dataset continues on another volume) EOF Trailer label (at the end of a dataset)
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 2 for dataset label 2.
Record Format (1 byte)	An alphabetic character that indicates the format of records in the associated dataset: F Fixed length V Variable length U Undefined length

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 6 - Sending A Bill, continued

Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 2 FORMAT (HDR2, EOVS, EOF2), continued

<u>FIELD NAME</u>	<u>CONTENTS</u>
Block Length (5 bytes)	<p>A number up to 32760 that indicates the block length, in bytes. Interpretation of the number depends on the following associated record format in Field 3:</p> <p>Format F - Block length (must be a multiple of the logical record length in Field 5)</p> <p>Format V - Maximum block length (including the 4-byte length indicator in the block)</p> <p>Format U - Maximum block length</p>
Record Length (5 bytes)	<p>A number that indicates the record length, in bytes. Interpretation of the number depends on the associated record format in Field 3, as follows:</p> <p>Format F - Logical record length</p> <p>Format V - Maximum logical record length (including the 4-byte length indicator in the records)</p> <p>Format U - Zeros</p>

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 6 - Sending A Bill, continued

Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 2 FORMAT (HDR2, EOVS, EOF2), continued

<u>FIELD NAME</u>	<u>CONTENTS</u>						
Tape Density (1 byte)	A code indicating the record density of the tape, as follows: Recording Density <table><thead><tr><th><u>DEN Value</u></th><th><u>9-Track Tape</u></th></tr></thead><tbody><tr><td>3</td><td>1600 (PE)</td></tr><tr><td>4</td><td>6250 (GCR)</td></tr></tbody></table> PE - is for phase encoded mode GCR - is for group coded recording mode	<u>DEN Value</u>	<u>9-Track Tape</u>	3	1600 (PE)	4	6250 (GCR)
<u>DEN Value</u>	<u>9-Track Tape</u>						
3	1600 (PE)						
4	6250 (GCR)						
Data Set Position (1 byte)	A code, indicating a volume switch, is as follows: 0 - No volume switch has occurred 1 - A volume switch previously occurred						
Job/Job Step (17 bytes)	Identification of the job and job step that created the dataset. The first 8 bytes contain the name of the job, the ninth byte is a slash (/), and the final 8 bytes contain the name of the job step.						
Tape Recording Technique (2 bytes)	A code or blanks indicating the tape recording technique used. This field is recorded as blanks for 9-track tape. The only technique available for 9-track tape is odd parity and no translation.						

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 6 - Sending A Bill, continued

Sending A Tape Or Diskette, continued

STANDARD DATA SET LABEL 2 FORMAT (HDR2, EOVS, EOF2), continued

<u>FIELD NAME</u>	<u>CONTENTS</u>
Control Characters (1 byte)	A code indicating whether a control character set was used to create the dataset and the type of control characters used: A - Contains ASCII control characters M - Contains machine control characters b - Contains no control characters
Reserved (1 byte)	Reserved for future use - recorded as blanks.
Block Attribute (1 byte)	A code indicating the block attribute used to create the dataset B - Blocked records S - Spanned records R - Blocked and spanned records b - No blocked and no spanned records
Reserved (8 bytes)	Bytes 40-42 reserved for future use -should be blanks. Bytes 43-47 (3420 tape units only) serial number of creating tape unit. Blank for other units.
Checkpoint Data Set (1 byte)	In VS2-Release 2, this byte contains the Identifier character C if the data set is a checkpoint data set; the byte is blank if the data set is not a check point data set or in other releases of VS systems.
Reserved (32 bytes)	Reserved for future use - should be blanks.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 7 - Specific Requirements For Local / Resale

Overview

The existing Carrier Access Billing System (CABS) Billing Output Specifications (BOS) documents provide guidelines for how to render a bill. Additional information that is required to be uniquely identified on the paper bill and provided for on the mechanized bill when rendering a CABS formatted bill with Local / Resale charges is denoted in this section.

PIC Charges

Charges/credits for Primary Interexchange Carrier (PIC) change charges should be billed separately from the Local / Resale bill. The PIC bill should denote the PIC charges are for Local / Resale. Contact Amy Linzey at 512-343-5366 to set up billing.

Bill Structure

The bill should use the same structure as documented in CABS for a Switched Access Bill. The Rate Category would denote "Miscellaneous" on paper. For a mechanized bill, the 10-35-20-xx records would be used.

Account Level

The paper bill should uniquely identify the type of bill being rendered as "Local / Resale". For a mechanized bill, a unique Type of Account value should be provided. This field should be populated with the following value: Q Local.

Jurisdiction

Wherever throughout the paper bill where "Jurisdiction" is identified, it should denote "Local" (rather than Interstate, Intrastate, etc.). For a mechanized bill, the following new value for the Jurisdiction Ind should be populated: value 9 - Local.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 7 - Specific Requirements For Local / Resale, continued

Miscellaneous Category

The following descriptions should be used on paper to denote the service or feature being billed. Associated values have also been provided for a mechanized format and should be used under the Miscellaneous Elements.

- 3A Private Line - Signal Grade
- 4A Private Line - Data Grade
- 5A Private Line - Voice grade
- 6A Line - First (Non PBX)
- 7A Line - Additional (Non PBX)
- 8A Trunk - First (PBX)
- 9A Trunk - Additional (PBX)
- 0A DAL (Master Line Only)
- 1B Alarm Circuits and Services
- 2B Prison Services
- 3B Coin Service
- 1C Voice Mail
- 2C Touch-tone
- 3C Hunting - Normal
- 4C Hunting - Circular
- 5C Hunting - Preferred Normal
- 6C Hunting - Preferred Circular
- 7C DID - Number Group (Initial)
- 8C DID - Number Group (Subsequent)
- 9C Directory Listing
- 0C Non-Published Number
- 1D Non-Listed Number
- 2D Yellow Pages
- 3D Calling Card
- 4D Quote Service (Hotel Billing)
- 5D Maintenance of Service Charge
- 6D Call Forwarding
- 7D Call Forwarding - Busy
- 8D Call Forwarding - No Answer
- 9D Call Forwarding - Remote
- 0D Call Forwarding - Combination
- 1E Call Forwarding - Selective
- 2E Call Waiting
- 3E 3-Way Calling
- 4E Speed Calling - 8 Numbers
- 5E Speed Calling - 30 Numbers.

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 7 - Specific Requirements For Local / Resale, continued

Statistics

The following descriptions should be used on paper to denote the statistical breakdown of the service or feature being billed. Associated values have also been provided for a mechanized format and should be used under the Statistics Element.

- 3A Private Line - Signal Grade
- 4A Private Line - Data Grade
- 5A Private Line - Voice grade
- 6A Line - First (Non PBX)
- 7A Line - Additional (Non PBX)
- 8A Trunk - First (PBX)
- 9A Trunk - Additional (PBX)
- 0A DAL (Master Line Only)
- 1B Alarm Circuits and Services
- 2B Prison Services
- 3B Coin Service
- 1C Voice Mail
- 2C Touch-tone
- 3C Hunting - Normal
- 4C Hunting - Circular
- 5C Hunting - Preferred Normal
- 6C Hunting - Preferred Circular
- 7C DID - Number Group (Initial)
- 8C DID - Number Group (Subsequent)
- 9C Directory Listing
- 0C Non-Published Number
- 1D Non-Listed Number
- 2D Yellow Pages
- 3D Calling Card
- 4D Quote Service (Hotel Billing)
- 5D Maintenance of Service Charge
- 6D Call Forwarding
- 7D Call Forwarding - Busy
- 8D Call Forwarding - No Answer
- 9D Call Forwarding - Remote
- 0D Call Forwarding - Combination
- 1E Call Forwarding - Selective
- 2E Call Waiting
- 3E 3-Way Calling

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 7 - Specific Requirements For Local / Resale, continued
Statistics, continued

- 4E Speed Calling - 8 Numbers
- 5E Speed Calling - 30 Numbers

Phrase Codes

The following additional phrase literal (phrase codes for a mechanized bill) should be used to adjust or bill fractional amounts.

- Y01 Adjustment of Alarm Circuits and Services
- Y02 Fractional Charge for new Alarm Circuits and Services
- Y03 Fractional Amount for disconnected Alarm Circuits and Services
- Y04 Adjustment of Prison Services
- Y05 Fractional Charge for new Prison Services
- Y06 Fractional Amount for disconnected Prison Services
- Y10 Adjustment of Private Line - Signal Grade
- Y11 Fractional Charge for new Private Line - Signal Grade
- Y12 Fractional Amount for disconnected Private Line - Signal Grade
- Y13 Adjustment of Private Line - Data Grade
- Y14 Fractional Charge for new Private Line - Data Grade
- Y15 Fractional Amount for disconnected Private Line - Data Grade
- Y16 Adjustment of Private Line - Voice Grade
- Y17 Fractional Charge for new Private Line - Voice Grade
- Y18 Fractional Amount for disconnected Private Line - Voice Grade
- Y22 Adjustment of Line - First (Non PBX)
- Y23 Fractional Charge for new Line - First (Non PBX)
- Y24 Fractional Amount for disconnected Line - First (Non PBX)
- Y25 Adjustment of Line - Additional (Non PBX)
- Y26 Fractional Charge for new Line - Additional (Non PBX)
- Y27 Fractional Amount for disconnected Line - Additional (Non PBX)
- Y28 Adjustment of Trunk - First (PBX)
- Y29 Fractional Charge for new Trunk - First (PBX)
- Y30 Fractional Amount for disconnected Trunk - First (PBX)
- Y31 Adjustment of Trunk - Additional (PBX)
- Y32 Fractional Charge for new Trunk - Additional (PBX)
- Y33 Fractional Amount for disconnected Trunk - Additional (PBX)
- Y34 Adjustment of DAL (Master Line Only)
- Y35 Fractional Charge for new DAL (Master Line Only)
- Y36 Fractional Amount for disconnected DAL (Master Line Only)
- Y37 Adjustment of Coin Service
- Y38 Fractional Charge for new Coin Service
- Y39 Fractional Amount for disconnected Coin Service
- U78 Adjustment of Business Line Charges

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 7 - Specific Requirements For Local / Resale, continued
Phrase Codes, continued

- U79 Fractional Charge for new Business Line
- U80 Fractional Amount for disconnected Business Line
- Y07 Adjustment of Voice Mail
- Y08 Fractional Charge for new Voice Mail
- Y09 Fractional Amount for disconnected Voice Mail
- Y40 Adjustment of Touch-tone
- Y41 Fractional Charge for new Touch-tone
- Y42 Fractional Amount for disconnected Touch-tone
- Y46 Adjustment of Hunting - Normal
- Y47 Fractional Charge for new Hunting - Normal
- Y48 Fractional Amount for disconnected Hunting - Normal
- Y49 Adjustment of Hunting - Circular
- Y50 Fractional Charge for new Hunting - Circular
- Y51 Fractional Amount for disconnected Hunting - Circular
- Y52 Adjustment of Hunting - Preferred Normal
- Y53 Fractional Charge for new Hunting - Preferred Normal
- Y54 Fractional Amount for disconnected Hunting - Preferred Normal
- Y55 Adjustment of Hunting - Preferred Circular
- Y56 Fractional Charge for new Hunting - Preferred Circular
- Y57 Fractional Amount for disconnected Hunting - Preferred Circular
- Y58 Adjustment of DID - Number Group (Initial)
- Y59 Fractional Charge for new DID - Number Group (Initial)
- Y60 Fractional Amount for disconnected DID - Number Group (Initial)
- Y61 Adjustment of DID - Number Group (Subsequent)
- Y62 Fractional Charge for new DID - Number Group (Subsequent)
- Y63 Fractional Amount for disconnected DID - Number Group (Subsequent)
- Y64 Adjustment of Directory Listing
- Y65 Fractional Charge for new Directory Listing
- Y66 Fractional Amount for disconnected Directory Listing
- Y67 Adjustment of Non-Published Number
- Y68 Fractional Charge for new Non-Published Number
- Y69 Fractional Amount for disconnected Non-Published Number
- Y70 Adjustment of Yellow Pages
- Y71 Fractional Charge for new Yellow Pages
- Y72 Fractional Amount for disconnected Yellow Pages
- Y73 Adjustment of Calling Card
- Y74 Fractional Charge for new Calling Card
- Y75 Fractional Amount for disconnected Calling Card
- Y76 Adjustment of Quote Service (Hotel Billing)
- Y77 Fractional Charge for new Quote Service (Hotel Billing)
- Y78 Fractional Amount for disconnected Quote Service (Hotel Billing)
- Y79 Adjustment of Maintenance of Service Charge

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 7 - Specific Requirements For Local / Resale, continued
Phrase Codes, continued

- Y80 Fractional Charge for new Maintenance of service Charge
- Y81 Fractional Amount for disconnected Maintenance of service Charge
- Y82 Adjustment of Non-Listed Number
- Y83 Fractional Charge for new Non-Listed Number
- Y84 Fractional Amount for disconnected Non-Listed Number
- Y85 Adjustment of Call Forwarding - Busy
- Y86 Fractional Charge for new Call Forwarding - Busy
- Y87 Fractional Amount for disconnected Call Forwarding - Busy
- Y88 Adjustment of Call Forwarding - No Answer
- Y89 Fractional Charge for new Call Forwarding - No Answer
- Y90 Fractional Amount for disconnected Call Forwarding - No Answer
- Y91 Adjustment of Call Forwarding - Remote
- Y92 Fractional Charge for new Call Forwarding - Remote
- Y93 Fractional Amount for disconnected Call Forwarding - Remote
- Y94 Adjustment of Call Forwarding - Combination
- Y95 Fractional Charge for new Call Forwarding - Combination
- Y96 Fractional Amount for disconnected Call Forwarding - Combination
- Y97 Adjustment of Call Forwarding - Selective
- Y98 Fractional Charge for new Call Forwarding - Selective
- Y99 Fractional Amount for disconnected Call Forwarding - Selective
- U00 Adjustment of Call Waiting
- U01 Fractional Charge for new Call Waiting
- U02 Fractional Amount for disconnected Call Waiting
- U03 Adjustment of Speed Calling - 8 Numbers
- U04 Fractional Charge for new Speed Calling - 8 Numbers
- U05 Fractional Amount for disconnected Speed Calling - 8 Numbers
- U88 Adjustment of Speed Calling - 30 Numbers
- U89 Fractional Charge for new Speed Calling - 30 Numbers
- U90 Fractional Amount for disconnected Speed Calling - 30 Numbers
- U06 Adjustment of 3-Way Calling
- U07 Fractional Charge for new 3-Way Calling
- U08 Fractional Amount for disconnected 3-Way Calling

**STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE**

Section 8 - Interim Billing

Overview

AT&T recognizes that the billing entity may need a short interim period in which bills need to be rendered in a format that is not documented in the industry standard guidelines. Time may be needed by both AT&T and the billing entity to make provisioning/billing system changes and establish mechanized connections.

During this interim period, the following documents AT&T's minimum requirements for rendering a Local / Resale bill. These requirements were developed in a manner to accommodate the creation of a manual paper bill.

Contact the AT&T Company Manager for questions concerning the population of any fields. Refer to Section 6 for reference on where to send the bill.

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 8 - Interim Billing, continued

Sample Bill - Page 1

Company Name: _____
Address: _____

Company Code:
BAN:
Invoice:
Bill Date:

Billing Inquiries Contact Name & Number: _____

Type of Service: Q - Local Jurisdiction: 9 - Local State: _____

BALANCE DUE INFORMATION

Total Amount of Last Bill	\$
Payments Applied	\$
Adjustments Applied	\$
Total Balance Due	\$ _____

DETAIL OF CURRENT CHARGES

Usage Charges	\$
Other Charges and Credits	\$
Surcharges	\$
Taxes	\$
Total Current Charges	\$ _____

Total Amount Due By MMM DD \$ _____

STANDARD ACCESS BILLING REQUIREMENTS
LOCAL / RESALE

Section 8 - Interim Billing, continued

Sample Bill - Page 3

Company Code:
Invoice:
State:

BAN:
Bill Date:
Page 3

DETAIL OF SURCHARGE

Monthly Amount Usage Amount Other Amount

Surcharge Description

DETAIL OF TAXES

Monthly Amount Usage Amount Other Amount

Tax Description

***** Repeat these sections as needed. More than one section can be put on one page. However a separate page(s) should be provided for each state.



William L. West
Access Vice President

19th Floor
227 West Monroe
Chicago, IL 60606
312 230-3550

October 4, 1995

Mr. Dick Anderson
Vice President - Interconnection
Public and Operator Services
BellSouth Telecommunications, Inc.
4510 Southern Bell Center
675 W. Peachtree Street, NE
Atlanta, GA 30375

Dear Dick:

Re: Ordering and Provisioning of Wholesaled CPN Based Services

The attached document contains AT&T's recommendations for the Ordering and Provisioning and Sales and Service Support required for wholesaling Calling Party Number (CPN) based services. This letter is a follow-up to earlier requests to make CPN based services available on a cost-based wholesale basis, as specified in the FCC Order on Caller ID, CC Docket 91-281.

These recommendations, based on the Joint Wholesale Market Trial of Toll Call Alert in California, represent an experimental guideline for the major business functions required to facilitate customer focused resale of CPN based services. They are specifically designed to assist Local Carriers to develop cost effective provisioning systems that will ensure customer satisfaction. The Wholesaled Services Team at AT&T is ready to work with your team to develop a mutually acceptable wholesaled services system.

In responding to this request kindly identify the following:

1. The person in your organization responsible for implementing wholesaled services.
2. The date on which your company anticipates being ready to begin wholesaled provisioning of CPN services. AT&T is seeking service availability no later than January 1, 1996.

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Please respond to this request by October 18, 1995. As you may know, AT&T has been meeting with the FCC on this issue. Since they expressed an interest in your position, a copy of your reply will be forwarded to the FCC as part of the record on Docket 91-281.

If you have any questions, please feel free to contact Jerry Miller at 404-810-3154 or Chris Weekly at 404-810-3122.

Sincerely,



W. L. West

cc: C. Paulus, AT&T
P. Nelson, AT&T

Attachment

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AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS

FOR

REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS

September 28, 1995

**Submitted by:
Stephen K. Wise**

WSREQLPD.SKW 09-28-95

**AT&T Proprietary Information
Use Pursuant To Company Instruction**

000060

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

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REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

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**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

1.0 EXECUTIVE SUMMARY & HISTORY OF THE WHOLESALE REQUEST

1.1 Executive Summary

AT&T is uniquely qualified to position the following Wholesale Requirements because of extensive experience discussing the Wholesale Request with all the RHCs for more than two years in the last five-year period, and in having conducted a robust Joint Wholesale Market Trial testing the principals of Wholesaling Line Side Switch Features. These Functional Wholesale Business Recommendations deal with Systems Infrastructure & Processes and Wholesale Customer Servicing and Support issues.

1.1.1 Functional Business Recommendations

Real Time Ordering:

A Real Time Ordering Interface is essential to provide Wholesale Customers Operational Parity with the RHC's own Retail Marketing Channel in matching the End User due date commitments and error control. A batch file transfer interface will create customer service effecting liabilities.

Ordering Flexibility:

The Ordering Interface should support enhanced activity reporting, and service arrangement provisioning flexibility. This would permit wholesale customers to more efficiently comply with End User Customer complex service requests, such as Ordering multiple features for a single customer line, or ordering a single feature for multiple lines of the same customer, etc., using only one Wholesale Ordering Transaction.

Additionally, there should be a Wholesale Order Pending Order File (POF) function to build in additional order control mechanisms necessary for ensuring the level of end user customer service. This function would be maintained by AT&T and the RHC Wholesale Suppliers.

A Real Time Ordering Interface would obviate this recommendation. With a Batch File Transfer Interface, this issue becomes extremely important.

Verifiable Wholesale Supplier CPNI Compliance:

This is a matter of importance which may require significant modifications to the current internal RHC systems architecture that supports the sales and service of the local loop services business. These modifications should ensure CPNI (Customer Proprietary Network Information) protection of Reseller services data that End Users purchase from companies like AT&T. Wholesale data CPNI compliance could be accomplished by "MASKING" wholesale services data from being visible to the RHC's own retail marketing channel, while still being available to critical RHC Network Management groups.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

1.1.1 Functional Wholesale Business Recommendations (Cont'd):

Service Provider Change Procedures:

A service provider change procedure "like the PIC change process," appears to provide the most customer focused means of accommodating end users who choose to change service providers. This type of change procedure permits the end user to place one order with the new service provider. The new service provider submits only one record. When the new providers record is received and processed, it will automatically displace the existing service provider of record.

Wholesale Supplier Process Support Requirements:

The RHC Wholesale Suppliers should be prepared to provide Ordering, Wholesale Billing and Product Maintenance support. Product operation information, e.g., TSD's (Technical Service Descriptions) and support will also be required, similar to the type of information switch vendors provide the RHCs when the RHCs purchases switch features. This product information should, as well, include how the feature operates and interacts with other features and switch components within the RHC network.

Wholesale Supplier hours of operation for wholesale customer support need to be negotiated when the hours of operation for the Wholesale Supplier do not match the hours maintained by the Wholesale Customer.

1.2 History of AT&T's Wholesale Request

In 1991, AT&T Consumer Communications Services, Consumer Long Distance SBU (Strategic Business Unit) began visiting the RHCs to open a dialogue involving Wholesaling. This effort was sponsored under the POLARIS (Participation Qf LEC / AT&T Residential Integrated Services) Project name.

The proposal focused on a new product, LDCW (Long Distance Call Waiting). By not being an embedded service, LDCW offered an opportunity to test this business opportunity with little or no risk to the existing embedded base of RHC services.

Other Consumer services considered for exploration, development and Wholesaling to AT&T CCS would be the same or similar to existing Custom Calling, Vertical Services Product Family or the CLASS (Custom Local Area Signaling Services) Product Family.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

1.3 Joint Wholesale Market Trial Results and Findings

For more than two years in the last five years, AT&T has been discussing the Wholesale Request with the RHC community. In this process, we learned of the issues and concerns each of the RHCs expressed. This knowledge enabled AT&T to clearly understand the business questions to be answered and the market principals and assumptions that had to be proven or disproved, in order to respond to these RHC issues.

The Joint Wholesale Market Trial, Experimental Design & Execution, were uniquely designed to specifically determine answers to a number of questions about Wholesaling, raised by many of the RHCs. Notably, the questions AT&T, and our co-participating RHC, Pacific Bell, felt we needed to answer were:

Understand The Implications Of Offering Wholesale Services: Competition / Market Growth

- Measure Market Growth
- Marketing Channel Competition and Performance
- Competitive Impact On End User Satisfaction

Evaluate Wholesale Infrastructure, Systems, Servicing and Information Required For Successful Introduction Of Wholesale Services

- Assess Modified CARE Ordering Platform
- CPNI (Customer Proprietary Network Information) Protection Requirements
- Determine Product Information and Support Required

Following is publicly releasable information about the results of the AT&T / Pacific Bell Joint Wholesale Market Trial. The basic business principals of Wholesaling and Market Response will be reported here.

These reported findings have been derived from a trial results report, jointly developed by both AT&T and Pacific Bell. What is reported here is not the exact wording of the jointly developed report. What is provided here is AT&T's position on what the Jointly developed reports means from the "AT&T as Wholesale Customer" perspective.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

1.3.1 Understand The Implications Of Offering Wholesale Services: Competition / Market Growth

This set of measurements was designed to understand if multiple marketing channels would accelerate growth in the market for local loop features. We needed to understand how the market would respond to having choices of service providers. And we needed to know how new marketing entities would perform in selling these services, when measured by customer satisfaction. We measured these results in two categories, *Market Growth* and *Marketing Channel Performance - Effectiveness & Efficiency*

Market Growth:

Basic market principals suggested that the market for line side services will grow with the introduction of additional service providers, that growth is driven by multiple promotions and increased awareness associated with multiple vendors. The results of the Joint Wholesale Market Trial results support the principal. These assertions were tested in the following two disciplines.

Price Competition:

As one might expect, when competition is introduced to a market not formerly served by multiple service providers, downward pressures come to bear on the price of services offered. Through careful testing, we observed that price competition had a statistically significant impact on the product take rates, and market growth.

Additional Promotions

What might be also expected in a newly competitive market is that with the introduction of additional delivery channels, each conducting their own advertising, product promotions and marketing campaigns, the general product awareness level increases in the market. As product awareness increases through the increased marketing promotions, the product market penetration rates increase as well.

We observed statistically significant results proving that the market grows with the additional promotions that occur with multiple marketing channels engaged in marketing.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

1.3.1 Understand The Implications Of Offering Wholesale Services: Competition / Market Growth (Cont'd)

Channel Performance - Effectiveness and Efficiency:

It had been suggested by a number of RHCs that new marketing entities entering the local loop business, selling these line side features, would have difficulty doing so. As a result, these new participants would generate end user confusion. It had also been argued that the end user market would become confused if they were forced to begin choosing who to use as their service provider for these services. Both areas were tested and measured with conclusions following.

End User Customer Satisfaction:

The introduction of competition, giving the end users a choice of service providers, does not create end user confusion or dissatisfaction. During the trial, Customers Did not express any confusion over having a choice of service providers. We also know that the efficiency and accuracy of the wholesale ordering interface can directly translate to the end users perception and evaluation of the quality of service delivered by the service provider. From Post Trial Market Research Results we concluded Timeliness of service delivery and support directly affect customer evaluation of service provider effectiveness.

Market Confusion:

There was minimal observed confusion in the market during the joint market trial. Our results do not support earlier RHC claims that end users would be confused by having choices of service providers for these services that they have only ever gotten from their local exchange company.

Results from detailed tracking of trial participants requests, inquiries and complaints lodged during the trial revealed, 26 of 246,000 customers called with Inquiry regarding their trial offer

Systems Performance Impact On Customer Evaluation Of Service Quality:

We obtained statistically significant results measuring the impact that the wholesale ordering interface performance can have on the markets evaluation of AT&T as a service provider. Therefore, our conclusion is that if the Wholesale Ordering Interface is not as timely and efficient as the RHC's own retail marketing channels ordering process, the wholesale customer will be disadvantaged in the end user's perception of them as a service provider.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
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1.3.2 Systems, Infrastructure and Process Support

The objective of this area of assessment was to Evaluate Wholesale Infrastructure, Systems, Servicing and Information Required For Successful Introduction Of Wholesale Services. We measured, and evaluated this area with actual trial results, and with formulated expectations and understanding from our trial deployment, planning and implementation activities. In this area of evaluation we focused on the following disciplines, *Assess Modified CARE Ordering Platform, CPNI (Customer Proprietary Network Information) Requirements and Determine Product Information & Support Required*.

Since many of these specific results have been transformed into Functional Business Recommendations, forming the basis for this document, we will simply provide the summary of conclusions jointly developed for public disclosure.

1.3.2.1 Systems, Infrastructure and Process Support - Summary Of Conclusions

- Real Time Ordering System Required
 - Permits operational parity with respect to allowing wholesale customer to match the wholesale suppliers retail marketing channel on end user customer due dates
- Batch File Transfer Version Of CARE Used In Trial Is Time Intensive
 - Produced operation liability for wholesale customer, AT&T retail marketing, compared to the wholesale supplier, Pacific Bell retail marketing
- Timeliness of service delivery & support directly effect customer evaluation of effective service provider
- Wholesale buyer (AT&T) has concern regarding the extent to which end user wholesale services information is made available to wholesale supplier (RHC Retail Marketing) service representatives
- Proposed order inquiry function enables all service suppliers to accurately issue orders
- Wholesale feature technical service descriptions, M&P materials are critical for wholesale channel to control order cost and end user satisfaction

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

2.0 ORDERING & PROVISIONING PLATFORM

2.1 Ordering Interface Recommendations:

For the wholesale purchase of Line Side Switch features by AT&T the most attractive Ordering Interface would be an interface that has capability to communicate with that domain of the switch where the translations reside for the Line Side Features, such as the Custom Calling Services (CCS) or the Custom Local Area Signaling Services (CLASS) services.

It is understood that an existing interface of this sort already exists. That interface is the CARE/ISI (Customer Account Record Exchange / Industry Support Interface). The CARE/ISI was developed originally for the PIC (Primary Interexchange Carrier) selection function, and this interface is designed to communicate end user line translation changes in RCMAC (Recent Change Memory Administration Center), also called RMAS in some locations.

While the CARE/ISI was designed to support the PIC process, it provides a reasonable model of the type of interface that is desired to support these Wholesale Recommendations. The reasons for choosing this model are twofold:

- 1- The interface is designed to communicate with the RHC network element where the CCS and CLASS service translations reside
- 2- If the desired CARE/ISI attributes could be modified, or a similar version of that interface cloned, to take advantage of the existing interfacing between potential Wholesale Customers and the RHC Wholesale Suppliers, as well as the interworking within the RHC's own ordering systems architecture, then expensive new initial start up costs can be mitigated.

While these requirements do not define CARE/ISI specifically for Wholesaling, an interface that emulates the CARE/ISI attributes is necessary. AT&T believes that an industry standard governing the operation and execution of the Wholesale Ordering interface, similar to the CARE/ISI governance, may ultimately be desirable.

There are additional options we will explore in these recommendations, including Real Time Ordering and Batch File Transfer Methods of Ordering, that the RHC, as Wholesale Supplier, may consider.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

2.1.1 Real Time Ordering:

One of the most necessary interface performance attributes outlined here calls for a Real Time, or "Near" Real Time Interface. This ordering method provides greater flexibility for the Wholesale Customer.

Because of the end user customers experiences with the RHCs and the CCS and CLASS service subscription process, where service is available within hours of ordering, we are confident that the end users will expect no less when ordering these from the Wholesale Customer's retail marketing channel. Also, because of the end users experiences in ordering AT&T services, the end user's expectations will be for an expediency of service delivery, not unlike the same day service already described. Additionally, in statistically significant findings from our Joint Wholesale Market Trial, the customer's perceptions of the service providers effectiveness will be based on the service provider's ability to deliver timely service and resolve issues in an accurate manner. In the trial we did not have the timely, efficient and accurate Wholesale Ordering Interface desired. The desired interface could have provided parity between the AT&T Wholesale ordering platform and the Wholesale Suppliers own Retail Marketing Channel ordering platform in terms of order control and error correction. The result is that AT&T's Post Trial Market Research results, reflecting end user perceptions of AT&T as a service provider, were statistically significant in the level to which they fell below the same perception scores attained by the Wholesale Supplier's own Retail Marketing Channel.

We expect the RHC can perform near real time editing of these wholesale orders by accessing their proprietary systems during the order entry session, in very much the same manner as is currently performed for the RHC Retail Marketing organization.

For some of the RHC's much smaller, less technologically sophisticated Wholesale Customers, time consuming "off-line" editing may be necessary. However, with AT&T's commitment to End User customer satisfaction, quality servicing and security, and because of the end user customer's expectations of AT&T as a service provider, near real time ordering, and order acceptance, is necessary for AT&T as a Wholesale Customer.

2.1.1.1 Order Processing Intervals:

Because End Users are already familiar with these services being available in a matter of hours from the traditional RHC Retailer, the Wholesale Order Processing Interval must be a two, to three-hour window at the point of sale.

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2.1.1.2 Order / Reject Inquiry Function:

This Real Time Ordering option, identified in 2.1.1 above, should also provide an additional attribute, not currently available in the CARE/ISI interface. The requested function would provide the Wholesale Customer with a new "Order Reject/Inquiry" function.

Though this Inquiry function is tightly defined in these requirements in recognition of the strict CPNI (Customer Proprietary Network Information) obligations that all parties in telecommunications share, it is expected that there are many different options for supporting this new functionality.

The function permits Wholesale Customers, engaged in an active sales contact, to submit an inquiry, short of a full order, to the RHC. The RHC would provide an expedient answer to the Wholesale Customer as to whether the Wholesale USOC involved in the Inquiry would pass, or fail editing routines for such things as incompatible services or service arrangements that the End User Customer might have.

Editing conditions, messages and message types would need to be developed. The number of message types and the content of the messages delivered as responses to the inquiry will be determined by the type of real time ordering and editing that is provided.

The intent of this function is to address the distinct disadvantage the Wholesale Customer will have in negotiating the sale of these services with potential end user customers. The Wholesale Customer will not have records reflecting other service arrangements the end user has provided to them by other service providers, which is a common situation that exists today for the Wholesale Customers. This inquiry function would permit the Wholesale Customer to screen for acceptability of an order before closing the sale with the end user. This would reduce the chances of having a reject to correct later, and a delay in delivery of service to the end user.

The importance of this function is that even the RHC Retail Marketing Channel could utilize this Inquiry Function in support of their own end user sales contacts.

We know that today, without any systems modifications being made, the RHC's retail sales personnel will see all information about these services provided to end users, regardless of what company sold the service. AT&T believes that when there are multiple marketing entities engaged in the distribution of services such as Custom Calling or CLASS Services to the Consumer Market, that the traditional RHC Retail Marketing Channel should not be privileged to information about the CCS or CLASS service arrangements an end user might have with other service providers. This has been viewed as a radical departure from the current RHC Retail Marketing experience. It has also been argued that this would put the RHC Retailer in the position of accepting a operating arrangement that may degrade their current customer service levels. However, we believe that when the RHC Retailer is at a point-of-sales with an End User regarding such service arrangements, the RHC would find this Order Reject Inquiry Function as useful in avoiding costly errors or customer dissatisfaction as would be the future Wholesale Customers.

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2.1.2 Batch File Transfer Methodology:

To satisfy the end user customer's expectations for service availability at the point of sale, AT&T strongly encourages the Wholesale Suppliers to provide the previously mentioned Real Time interface.

However, we do not expect that AT&T will be the sole RHC Wholesale Customer. Nor will AT&T's systems mechanization capabilities be the only technology that the Wholesale Suppliers will need to accommodate with a new and varied group of Wholesale Customers. Recognizing the most common interface mode for the CARE/ISI, is a Batch File Transfer Method, this process should be acknowledged as an alternative methodology for the transfer of Wholesale Orders from the Wholesale Customer to the Wholesale Supplier.

This transmission mode however, falls far short of what we believe the end user customer's expectations are for the timeliness of service availability. In fact, we know from the Joint Wholesale Market Trial results, that this operating mode has a negative effect on customer perceptions of the service providers that use it.

AT&T can accept this File Transfer Method of interface arrangement for Wholesale Ordering on an interim basis, with a firm and verifiable commitment from the Wholesale Supplier to deploy Real Time Ordering as defined above.

In the event AT&T must accept a Batch File Transfer Ordering Interface, for an interim basis, AT&T believes that this arrangement will not produce a desirable, end user customer focused, wholesale environment. Though the Batch File Transfer CARE/ISI mode has satisfied the Industry, and the regulators, as the mechanism for provisioning PIC, the Batch File Transfer method of interface execution presents serious challenges for wholesaling because of its lack of timeliness in provisioning line side switch features. The time delay in creating physical files that must pass through systems organizations and processes that take up to several days after the point of sale before service can be extended to the end user, can dissatisfy end users and dissuade them from subscribing to features. This delay and the resulting customer dissatisfaction are further aggravated when orders reject, and the reject notification and subsequent correcting orders must pass through the same maze of systems.

2.1.2.1 Order Processing Intervals:

In the Batch File Transfer Order Interface mode, the Order Processing Intervals become an increasingly important area for commitments and performance measurements.

As described above, exchanging files of information between a number of systems and processes on both sides of the interface arrangement builds time into the intervals that the end user must be willing to tolerate, if the sale is to be closed, and the customers' expectations met.

The Order Processing Intervals for the Wholesale Supplier will need to be very tight, with service availability to the end user within two to four hours of receipt of an accurate order, and with positive response to the Wholesale Customer provided within 24 hours of receipt of an accurate Wholesale Order.

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2.1.2.2 Order Reject Notification Intervals:

The Wholesale Supplier should provide an immediate response to the Wholesale Customer of conditions where the order is considered in error. Because of the delay that is built into this sort of interfacing arrangement, the delay passed on to the end user will often be sufficient to strongly irritate the end user, or even lose the feature sale.

2.1.2.3 Pending Order File (POF) Functionality

The POF function represents a necessary safeguard in identifying end user orders that fail to be confirmed by the wholesale supplier's order interface systems. The POF permits the Wholesale Supplier to avoid loss of Wholesale Revenue from lost billing days when orders become "lost in the system" and are never followed up after their due dates pass. For the Wholesale Customer, this follow-up of orders past their end user committed due dates will serve to avoid some embarrassing end user order inquiry contacts. This function will permit Wholesale Customer's to recover end user retail billing revenue that can be lost due to late, or failed responses from the wholesale supplier's network. The recovery of this lost revenue is accomplished by the POF identifying and reporting orders that are late, or missing status updates beyond the Customer Due Date supplied on the Wholesale Order. Follow up action from these POF reports could lead to identification to wholesale supplier system difficulties, interface problems, or Wholesale Customer errors, all of which can lead to customer irritation and lost revenues.

2.2 Wholesale Order Editing:

While using a CARE/ISI "like" interface arrangement to support the Wholesale Business, it would be a reasonable expectation that the standard Tape Level Edits and Customer Account Validation Edits that are performed in the PIC editing routines represent acceptable processing safeguards for the Wholesale Channel.

The Wholesale Channel will have some unique needs with respect to order processing and editing routines that may differ from current routines executed for the PIC application of this interface.

The editing and reject reporting process in this interface mode is serial in nature, rather than parallel. When an account fails order edits, further editing of the record is discontinued, and the reject is submitted back to the originating company for correction. That correction may take some time. When the corrected record is resubmitted to the Wholesale Supplier and the edit programs are re-engaged, there may be additional edit failures in the next edit category. This second reject condition likely existed at the time of the first edit reject. This serial process of editing and reject reporting can cause significant delays, and customer dissatisfaction sufficient to jeopardize the feature sale, and damage the service relationship with the end user.

For a Wholesale Ordering Interface prior to delivery of a Real Time Interface, AT&T would request that the Wholesale Supplier develop an Edit Program capability that is more parallel in nature. The Wholesale Supplier would fully edit an order transaction through all available edit programs, and report multiple edit reject conditions at one time. This allows the Wholesale Customer, e.g., AT&T to identify and correct, all known reject conditions with one effort, minimizing end user contacts and reduced transaction processing expense. It is expected that with a Real Time Ordering system, errors would be corrected during the order entry session before an order could be released, making this a nonexistent issue.

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2.2.1 Order Reject Conditions:

What is the desired practice when Wholesale Customer orders are submitted, the Wholesale Supplier determines the order is formatted correctly; that there are no tape level, data entry, or customer account verification errors, but that there are other pending orders for the end user?

Without an Order Reject Inquiry Function a Wholesale Customer will not be able to determine if there are other services or service arrangements that would cause a wholesale order to reject. The Wholesale Customer will also not be able to determine if there are any other pending orders that would conflict with processing the Wholesale Order. As an illustration of these needs: if there are other pending orders for the end user, the Wholesale Supplier should accept the Wholesale Order into the Pending Order File. If the Wholesale Supplier determines that an(other) pending order(s) carry some service or service arrangement that is incompatible with the new wholesale order, the wholesale order should be rejected for incompatible service reasons. It will need to be determined if this reject is generated while the first service order is in a pre-completion status, or if the second order, that created the conflict, will be rejected only after the original service is actually completed and posted to the accounts master file, thus actually creating an incompatible service error.

If, at some time, there is an Order Reject Inquiry Function, that all service providers will access before releasing orders, and given that the Inquiry function could report that there is an incompatible service pending, it may be feasible to expect that the service supplier selling the service in question would not release their order. This should be a point of negotiation between the Wholesale Supplier and the Wholesale Customers when the Inquiry Function is introduced.

2.3 Wholesale Order Flexibility:

The support of the Wholesale Channel, with a "CARE Like" interface, presents some uniquely different service requirement and service arrangement application requirements that are not associated with the PIC process, supported by the current CARE/ISI.

2.3.1 Multiple Features / Line:

As it often happens in the Wholesale Suppliers own Retail Marketing Channel today, there will be situations where customers wish to have more than a single feature applied to their line by the new Wholesale Channel Service Provider. In those situations, it would be much more efficient from a data processing perspective to be capable of ordering more than one feature per customer line on a single Wholesale Transaction Record.

The potential of creating customer dissatisfaction increases should anyone, or all of the Transactions fall to error where multiple Transactions are required, one for each feature to be ordered per line. A single transaction per line for multiple features would reduce the error conditions and end user dissatisfaction.

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2.3.2 Single Feature / Multiple Lines on Same Account:

Likewise, we believe there will be ample opportunities to accommodate end users who wish to order one kind of feature for multiple lines. This functionality is similar to the current "PIC All" transaction, yet subtly different in that it is more flexible to provision specific multiple lines, if not all lines on an entire account.

This flexibility in Wholesale Ordering should be considered as important enough, and occurring frequently enough to accommodate.

2.4 Wholesale Ordering Fulfillment Arrangements:

While there are, at least, the following two models to consider, the value of each, and ultimately, the most desirable model, will be that which is the most economically suitable, and efficiently marketable for both the Wholesale Supplier and the Wholesale Customer.

2.4.1 Just In Time Delivery:

The reference to this method of order fulfillment really has to do with the wholesale billing of these features. This method implies that the monthly Wholesale Billing for the Wholesale Features occurs at the point of provisioning. AT&T would strongly support this method of fulfillment.

This order fulfillment method would appear to have distinct logistical, and financial advantages over the warehousing method dealt with later. By introducing new line of business marketing entities, and with introducing end user customers to having a choice of switch feature service providers, market forecasting will be difficult, if not practical, due to market growth and end user customer movement. Also, we do not expect the RHC's have burdensome underutilization expenses for these switch based features, which might be recovered by fulfilling and billing wholesale orders on a "up-front, bulk billing, warehouse ordering method", and thus transferring the underutilization issue to the wholesale customers. For these reasons, there appears little reason that the Warehousing method offers greater business incentive over this "just-In-Time" method.

2.4.2 Wholesale Customer Warehouses Inventory:

The premise behind this method suggests the Wholesale Customer commits to purchase a specific number of features over a period of time. Wholesale Billing commences with the wholesale order and shifts the burden of underutilization to the wholesale customer, in that wholesale billing occurs whether the features have been retailed to end user customers or not.

Presumably, this method should net a significant purchase price reduction for the purchasing Wholesale Customer, though AT&T is not interested in this method of fulfillment.

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3.0 PROVISIONING RECOMMENDATIONS

In the context of these recommendations, and expressly for the specific services mentioned in these requirements, this network function would remain an exclusive domain of the RHC. Very simply put, the functions covered in this section deal with the RHC physically performing the translations update process in RCMAC/RMAS, turning features on or off, for a specific end user customer line. In this grossly oversimplified example, we have isolated the type of work referenced in this word Provisioning.

These assumptions are not to suggest that these conditions are not subject to change. Should the types of services requested go beyond the non-complex Custom Calling Services or the CLASS services, the procedures could change along with the Provisioning arrangements. Should the types of end user customer needs being serviced change, such as Consumer vs. Business customers, or should the business customer profile include the full spectrum of business customers from small to medium or large, these recommendations and Provisioning arrangements could change. Similarly, the evaluation of new network configurations and network capabilities, like the introduction of AIN (Advanced Intelligent Network) would change these recommendations, and specifically, these Provisioning functions. It is for these provisions, we must mention that the assumption, suggested earlier, is only an assumption that may be valid for these recommendations only.

3.1 Provisioning Systems Interface with Wholesale Ordering Interface:

AT&T believes that the Provisioning Intervals, and the functional Provisioning Systems Response times for this new Wholesale Channel, should be no longer than are the intervals and responses afforded the existing RHC Retail Marketing Channel.

Nor would we expect that these Wholesale Provisioning Systems to be any less effective in performance and flexibility than are these systems when provisioning service orders for the RHC Retail Marketing Channel.

As we have mentioned in previous sections, our commitment to End User Customer Satisfaction is based upon customer expectations, and we believe the end users would accept nothing less than what they are already accustomed to in terms of the timeliness of these services being available after the point of sale.

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3.1.1 Real Time Provisioning:

Where the Wholesale Ordering Interface is a Real Time Ordering mode, we expect that the Provisioning Systems interfacing with the Ordering Systems would also be Real Time capable.

We have already documented expectations for the Wholesale Ordering Interface arrangements, stating that it should be as expeditious as the RHC's own Retail Marketing organizations order entry function.

We recognize that in this Wholesale Line Of Business, Provisioning must be linked with the Ordering Interface that supports the wholesale client base. We would not expect the Provisioning Systems interface with the Wholesale Ordering Interface to create any additional time or functionality losses, above and beyond the timeliness and functional response requirements already documented for the Ordering Interface.

The importance of this Real Time Provisioning attribute cannot be overstated. Because of the end user customers experiences with the RHCs CCS and CLASS service subscription process, where service is available within hours of ordering, we are confident that the end users will expect no less when ordering these from AT&T. Also, because of the end users experiences in ordering AT&T services, the end user's expectations will be for an expediency of service delivery, not unlike the same day service already described.

Additionally, in statistically significant findings from our Joint Wholesale Market Trial, the customer's perceptions of the service providers effectiveness will be based on their ability to deliver timely service and resolve issues in an accurate manner. For the trial we did not have the timely, efficient and accurate Wholesale Ordering and Provisioning Interfaces desired, to provide parity between the AT&T Wholesale ordering platform and the Wholesale Suppliers own Retail Marketing Channel ordering platform in terms of order control and error correction. The result is that AT&T's Post Trial Market Research results, reflecting end user perceptions of AT&T as a service provider, were statistically significant in the level to which they fell below the same perception scores attained by the Wholesale Supplier's own Retail Marketing Channel.

We believe that the RHC could perform near real time editing prior to Provisioning these wholesale orders, by accessing their proprietary systems during the order entry session, in very much the same manner as performed for the RHC Retail Marketing organization currently.

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3.1.1.1 Order Provisioning Intervals:

In an environment where the Wholesale Customer has Real Time Ordering, it is expected that there would be near Real Time Order Provisioning of the orders released by the Wholesale Customer in this environment.

It would be fair to expect that the Wholesale Orders placed in this arrangement would be provisioned within a two to three-hour window.

3.1.2 Batch File Transfer Methodology:

To satisfy end user customer's expectations for service availability at the point of sale, and based on our joint market trial experience, AT&T strongly recommends the Wholesale Supplier provide the previously mentioned Real Time Provisioning.

We do not expect that AT&T will be the sole RHC Wholesale Customer. Nor will AT&T's systems mechanization capabilities be the only technology that the Wholesale Suppliers will need to accommodate with a new and varied group of Wholesale Customers. Recognizing the most common interface mode for the CARE/ISI, is a File Transfer Method, this process should be acknowledged as an alternative methodology for the transfer of Wholesale Orders from the Wholesale Customer to the Wholesale Supplier to perform Provisioning.

AT&T could accept this File Transfer Method of interface arrangement for Wholesale Ordering on an interim basis, with firm, verifiable commitment from the Wholesale Supplier to accommodate the on-line Ordering Methodology as defined above.

AT&T would stress that the shortcomings of the Batch File Transfer arrangement will not produce a desirable, end user customer focused, wholesale environment. This transmission mode falls far short of what we believe the end user customer's expectations are for the timeliness of service availability. In fact, we know from our Joint Wholesale Market Trial results, that this transmission mode has a negative effect on the customer's perception of the quality of service for service providers using this mode.

Though the Batch File Transfer CARE/ISI mode has satisfied the Industry, and the regulators, as the mechanism for provisioning PIC, it presents serious wholesaling challenges because of its lack of timeliness in provisioning line side switch features. The time delay in creating physical files that must pass through systems organizations and processes that take up to several days after the point of sale before service can be extended to the end user, can be sufficient to dissatisfy end users and dissuade them from subscribing to features.

This delay and resulting customer dissatisfaction are further aggravated when orders reject in this process, and the reject notification and subsequent correcting orders must pass through the same maze of systems and processes.

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3.1.2.1 Order Processing Intervals:

In the Batch File Transfer Mode of ordering, and the effect that mode has on internal provisioning, processing intervals become an increasingly important area for delivery commitments and performance measurements.

As described above, the exchange of "Batch File mode" information between a number of systems and processes, on both sides of the interface arrangement, builds time into the intervals that the end user must be willing to tolerate, if the sale is to be closed.

The Order Provisioning Intervals for the Wholesale Supplier will need to be very tight, with service availability to the end user within two to four hours of receipt of an accurate Wholesale Order, and with positive response to the Wholesale Customer within 24 hours of receipt of an accurate Wholesale Order.

3.2 Wholesale Order Provisioning Flexibility:

Wholesaling presents unique Provisioning requirements that go beyond the current PIC arrangements.

3.2.1 Multiple Features / Line:

As is frequently the case in the RHC Retail Marketing Channel, customers may wish to have more than a single feature Provisioned to their line by the Wholesale Channel Service Provider. In those situations, it would be much more efficient, from a data processing perspective, to order more than one feature per customer line on a single Wholesale Transaction Record. This functionality would be consistent with the current capability afforded the RHC Retail Marketing Channel.

The potential of customer irritation multiplies where multiple Wholesale Transactions would be required. The more interface transactions required per service order, the more opportunity for error and the pursuant end user customer dissatisfaction.

3.2.2 Single Feature / Multiple Lines on Same Account:

Also, we believe there will be ample opportunities to accommodate end users who wish to provision one kind of feature for multiple lines. This functionality is not too dissimilar to the current "PIC All" transaction.

This flexibility in Wholesale Order Provisioning, should be considered as it is quite likely to occur.

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4.0 SERVICING RECOMMENDATIONS

4.1 Wholesale Services Support Center:

We believe the RHC needs to consider deploying a new customer support center dedicated to Wholesale Services Business. We also believe that the scope of this center could be greatly limited with a Real Time Ordering Interface.

The function of this new center will have to evolve, but the immediate functions that should be initially contemplated would include the support needed by the new Wholesale Customer to track and locate Wholesale Service Orders, and to determine the disposition of these orders upon request.

This center would also be expected to assist in the resolution of Wholesale Order Rejects. This may include providing some investigative services, which may include researching for the Wholesale Order Channel, and perhaps the internal RHC Retail Order Channel as well, before confirmation of a reject reason is determined.

This center will assist the Wholesale Customer with questions and concerns involving both the Ordering and Provisioning functions involved in satisfying the Wholesale Customers' commitment to the End User Customers service needs.

Because of our strong commitment to customer service, AT&T has established hours of operations that make it easy for customers to do business with us. AT&T will need to depend on the Wholesale Service Center to be available during AT&T's normal business hours if we extend our current service levels to wholesale.

4.2 Wholesale Services Maintenance Support:

The Wholesale Service Center is not envisioned as handling maintenance requests from the Wholesale Customer. These types of requests may be generated by the Wholesale Customer's End User reporting that a feature is not functioning or that it is dysfunctional. Upon determining that the service in question is a Wholesale Feature, the Wholesale Customer's employee will need to contact an RHC work center to report the condition, and secure some disposition, or commitment to report disposition back to AT&T.

It was broadly assumed that the questions that seemed to involve the maintenance of service would likely be directed to the traditional ICMC (Interexchange Carrier Maintenance Center).

4.3 Maintenance & Repair:

In short, the features that the Wholesale Customer purchases from the Wholesale Supplier should operate with the same high level of performance and with the same service assurances that the Wholesale Supplier markets to end users who subscribe to these features from the RHC Retail Marketing organization.

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4.3.1 Service Performance Assurance:

AT&T, as the Wholesale Customer, expects that the assurances the RHC Wholesaler commits to their regulators, and which is provided to their end user customers through the RHC Retail Marketing organization, will be the same assurances the Wholesaler provides to AT&T.

One might reasonably argue that the assurances afforded the volume customer, such as a Wholesale Customer, might be provided assurances that go beyond those provided to an individual end user customer.

Measurable benchmarks need to be developed, for this area. The benchmarks for feature performance, as a measure of Delivery of Service Assurances, should be no less demanding than those that the supplier commits to deliver to their own end user subscribers of the same services. And if the RHC Supplier has commitments to high profile customers, such as large business customers, which are more stringent commitments than what the RHC has agreed with the Regulators to provide to individual customers, then AT&T, as a large wholesale customer, would seek to benefit from the same high profile customer commitment that the RHC provides.

Claims Reporting and Claims Settlement procedures need to be developed for resolution of service performance assurance measurements that fall short of contracted expectations. In the absence of existing wholesale product performance assurance standards, the initial adopted standards might best be pegged to the RHC assurance commitments filed with their regulators for features delivered to end user subscribers, or to RHC standards maintained for a high profile, large volume customers.

It is anticipated that a claims procedure and claim resolution method, which is needed for the relationship between the Wholesale Customer and the Wholesale Supplier, would be developed on an aggregate / volume basis between these two entities, and not subject to individual end user cases.

4.3.2 Repair Reporting Guidelines:

In cases where AT&T, as Wholesale Customer, has been contacted by an end user regarding a repair matter that involves a feature that was purchased by AT&T from a Wholesale Supplier, AT&T will follow its own customer service repair procedure.

Once AT&T determines that the service matter is a legitimate wholesale service repair issue, AT&T will contact the Wholesale Supplier at an appropriate RHC work center to report the particulars of the repair issue.

When the RHC representative has accepted the repair report from AT&T, the RHC commits to clear the situation without any contact with the end user customer. Any contact with the end user that might be necessary to resolve the situation will be handled by AT&T. Since AT&T is the service provider for the end user, the service provider is the only authority who should be in contact with the end user regarding this service issue.

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4.3.3 Service Restoration Interval Commitment:

AT&T expects that the restoration of service, where a service outage exists, would be provided in a time frame consistent with the restoration commitments the RHC provides to the end users who subscribe to the same features from the RHC Retail Marketing organization.

There are a number of procedures that need to define the conditions that constitute legitimate repair reports that are not subject to other considerations, such as end user customer confusion or need for education, end user CPE, etc. These other considerations would be treated with a different level of priority than is required in the previous paragraph for such things as service outages.

It is reasonable to expect that measurements, or logs of these types of contacts would constitute the type of information to be used by a Wholesale Customer when opening and substantiating Service Performance Assurance Claims.

4.4 Account Maintenance Order Activity:

AT&T has a strong interest in ensuring End User Satisfaction. To that end, AT&T has strong commitments to educate and support our End Users about how to reach AT&T for all of their needs that involve AT&T services.

AT&T has established very accommodating hours of operations to be easy and available to do business with.

Because of these strong commitments and supporting business operations, it is extremely important that when an End User has any questions, or troubles with an AT&T service, or if they have needs for other service, that they call AT&T, anytime, any day.

If an RHC Wholesale Supplier receives a call from an end user with questions about service provided to them by AT&T, then that Wholesale Supplier's employee should refer the end user to AT&T.

Also, if the Wholesale Supplier employee negotiates local service order activity that will affect all service provided by any other service provider, such as moving dial tone from one address to another, canceling dial tone, etc. the Wholesale Supplier's employee should advise the end user that if they have service provided to them by any other service providers, the end user should contact those service providers to advise them of the changes on their local service arrangement.

AT&T does not require, nor does AT&T care to have the Wholesale Supplier employee acknowledge to the end user, an awareness of service being provided by other service providers. AT&T does not authorize the Wholesale Supplier to negotiate with the end user, changes to AT&T service arrangements that may be affected by changes to the customer's local service.

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4.5 Service Provider Change Procedures:

AT&T believes that the most customer focused manner of allowing end users' to change service providers is much like the PIC Change Procedure. The procedure allows the new service provider's order to displace the service provider of record. This permits the end user to place one order that will provide them a near seamless service transition, getting service from the new company they choose without placing two orders, one to discontinue service from the service provider of record, then another order from the new provider, and presumably with some laps in service as these orders are worked.

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5.0 WHOLESALE CUSTOMER END USER MARKETING SUPPORT

5.1 Introduction:

When Wholesaling is introduced, it will not only introduce new technical and systems requirements that the participating companies must accommodate in order to support a wholesale line of business. Wholesaling will also introduce new requirements of the participants to work toward ensuring that this new channel can effectively and accurately participate in the retail market of these services without disrupting end user expectations and satisfaction. These are expectations and satisfactions that traditionally, have been determined exclusively by the Wholesale Supplier.

For the Wholesale Customer, learning to retail Line Side Features requires a host of new skills and competencies which need to be developed in order to sell these features accurately.

Key to the new Wholesale Channel effectively and accurately retailing these line side features is the Wholesale Supplier providing accurate information on the technical feature functionality of the wholesale services.

Customer satisfaction levels and AT&T's Retail Marketing Channel measurements in the Joint Wholesale Market Trial have proven that new marketing companies can effectively and accurately retail these line side features, provided sufficient, reasonable product information is provided at the point of the Wholesale purchase.

As important as the product information issues for the Wholesale Customers, are issues that address the protection of customer proprietary network information. If these privacy requirements are breached, they become a source of considerable end user confusion, subsequent dissatisfaction and at worst, legal liability.

5.2 Wholesale Product Network Feature Documentation:

When a Wholesale Customer purchases features from the Wholesale Supplier, there is a certain minimum of information that the customer may reasonably expect the supplier should provide in support of the sale.

This expectation has a strong parallel in the case where the switching feature was originally purchased. When the RHC network owner purchases features from their switching vendors, the switching vendor provides detailed Technical Service Descriptions, often referred to as TSD in Product Development Quality Process Templates. From these specifications, the RHC Network Management groups determine what, if any, local retrofitting is necessary for the feature to function in the home RHC network.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

5.2.1 Feature Functionality:

Feature TSDs describe the technical capabilities of the feature in question. These TSDs also describe how features interact with other features and how or why features might be mutually exclusive of each other.

Wholesale Suppliers should provide Feature TSD information to the Wholesale Customer in detail that is consistent with the level of information provided to the Wholesale Supplier by their switching vendor when the feature was purchased from the switching vendor.

5.2.2 Feature Interactions:

This information is necessary if the Wholesale Customer's end user marketing sales force is to be successful in selling wholesaled, line side features to end users, without creating end user disappointment or irritation from failure to fully and accurately describe how the features work.

When the network owner purchases features from their switching vendors, the switching vendors provide technical specifications that define how certain features will interact with other features in the same switching product, as the switching vendor manufactured them.

Often when network owners deploy switching products into their network, there are local, company specific, modifications that are made which might also modify how the switch, or its features function, or interact with other features. When a feature is purchased by AT&T the Wholesale Supplier should provide clear, detailed explanation of how that feature interacts with other switch services.

It is entirely possible that a purchased wholesale feature might have feature interactions with other services that, (1) the Wholesale Customer has chosen not to purchase or, (2) the Wholesale Supplier does not make available on a wholesale basis.

Regardless of the reasons that might create one of the two scenarios, the full details should be provided as to how the wholesaled feature operates and interacts with the non-wholesaled feature, and information about how the non-wholesaled feature functions as well as the relationship between the wholesaled and non-wholesaled features.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

5.2.3 Feature Exclusivity:

It is possible that a purchased wholesale feature may have a mutual exclusive relationship with other services that, (1) the Wholesale Customer has chosen not to purchase or, (2) the Wholesale Supplier does not make available on a wholesale basis.

For whatever reasons that might create one of the two scenarios, full details should be provided about how both the wholesaled feature, and any mutually exclusive feature(s), operate.

This information is absolutely necessary if the Wholesale Customer's end user marketing sales force is to be successful in selling wholesaled, line side features to end users, without creating end user disappointment from orders which may reject and delay availability, or in irritating end users by selling features that do not work with the end user's other services.

5.3 Wholesale Customer Sales Support:

As detailed in the previous passages of this section of the recommendations, there is a shared obligation both the Wholesale Supplier and AT&T share to ensure an accurate and efficient introduction of this new wholesale line of business. That shared obligation involves our mutual dedication to end user customer satisfaction.

Section 5.2 dealt with the type of product information that the Wholesale Supplier should supply, which is the type of product information the Wholesale Customer expects to get when they purchase these services from the supplier. The above will permit for accurate sales contacts in properly positioning the product offer with the end user.

This section deals with the desired Sales Support. These sales support recommendations are what the Wholesale Supplier should make available, and which the Wholesale Customer needs, in order to conduct an accurate sales contact with the end user with a minimal opportunity for rejected orders, lost billables and end user dissatisfaction.

5.3.1 Sales Inquiry Access:

The requested function to support this specific need would provide the Wholesale Customer with a new "Inquiry" function.

Though this Inquiry function is tightly defined in this document, it is in recognition of the strict CPNI (Customer Proprietary Network Information) obligations that all parties in telecommunications shares. We believe there are probably many different options for supporting this new functionality.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

5.3.1 Sales Inquiry Access (Cont'd):

This inquiry function would permit the Wholesale Customers to submit an inquiry, short of a full order, to the RHC. The RHC would provide an expedient answer to the Wholesale Customer as to whether an order for the Wholesale USOC involved in the Inquiry would reject because of other incompatible services or service arrangements that the End User Customer already has.

The intent of this function is to address our interests in end user customer satisfaction and the distinct disadvantage the Wholesale Customer has in negotiating feature sales with potential end user customers. Wholesale Customers will not have records reflecting other service arrangements and features the end user is being provided by other service providers.

The basis for the RHC involvement in this future Inquiry Function is CPNI protection requirements for end user services purchased from service providers other than the RHC, such as service provided by the RHC's Wholesale Customers.

AT&T believes that when there are multiple marketing entities engaged in the distribution of services such as Custom Calling or CLASS Services to the Consumer Market, that the traditional RHC Retail Marketing Channel should not be privileged to information about the CCS or CLASS service arrangements an end user might have with other service providers. Therefore, when the RHC Retail Marketing Channel is in a sales negotiation with an End User involving such service arrangements, the RHC would find this Order Reject Inquiry Function as valuable avoiding costly errors, or customer dissatisfaction, as would Wholesale Customers.

5.4 CPNI (Customer Proprietary Network Information) Data Protection:

In an environment where there may be a number of service providers participating in the retail marketing of telephone company line side features, there will be considerable pressure to position these services with end users in the most efficient and cost-effective manner possible. Given these pressures there will naturally be great interest to secure the most information possible about the end user customer's current service arrangements.

Most RHCs have their SOP systems family, and CRIS (Customer Records and Information System) billing systems family fully integrated in such a way, that any line side features information pertinent to the end user's service record would be presented and available to the RHC Retail Marketing representatives.

Wholesaling should probably drive changes in this arrangement.

In this new wholesale environment, a number of service providers will be vying for the end user's subscription. It is conceivable that some end users may call upon several of these service providers to supply different services.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

5.4 CPNI (Customer Proprietary Network Information) Data Protection (Cont'd):

In this environment, we feel strongly that in the interest of compliance with CPNI obligations, that the RHC Retail Marketing representatives are not presented with information about end user network service arrangements provided by service providers other than the RHC.

We do agree that the full compliment of this network features information will still need to be presented to selected RHC work groups for purposes of maintaining network performance integrity. These selected work groups, or selected employees in these work centers would include, but not be limited to, such functions as Network Facilities Assignments, Repair, and Central Office Network Provisioning, etc.

The method chosen for selectively displaying other service provider's feature information to just RHC Network Management functions, or Masking Wholesale Channel network feature information from the Retail Marketing Sales Channel remains a decision for the RHC to work through.

We believe that this is a major issue. We also believe that "Masking" Wholesale Services information from being viewed by the RHC Retail Marketing Channel does not have to be a necessary precursor to eroding customer satisfaction. The RHC could provide their own Retail Marketing representatives with the same type of sales support afforded the Wholesale Customers. By providing their Retail Marketing Reps with access to the Sales Inquiry Function, the RHC Retail Marketing Channel could be as accurate as the other participants in the Wholesale Channel.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

6.0 BILLING

6.1 Wholesale Billing:

Wholesale Billing is to be understood as the function by which the Wholesale Supplier, e.g., the RHC, bills the Wholesale Customer, e.g., AT&T for the services AT&T has purchased on a Wholesale basis.

Currently the main billing system and billing standard for the RHCs to bill AT&T, as an Interexchange Carrier, is through CABS (Carrier Access Billing System).

While the CABS system appears to be the appropriate billing system to support the Wholesale line of business, there are other considerations that need to be examined before this could be characterized as a requirement.

There are a number of functions currently supported in CABS that may be similar to Wholesale Billing.

If the fundamental concept of wholesaling is to pursue driving cost out of the business, and that permits wholesale purchase prices to be significantly lower than retail prices, then the billing function should fall in line.

We do not assume that the details presented in a retail, end user subscriber bill would be the level of detail presented to a Wholesale Customer that purchases the same features.

We do expect that sufficient details will be provided to verify the accuracy of the Wholesale Bill. We suggest this detail would include, but not be limited to the following, daily reporting, sorted by specific wholesale products, the number of the specific wholesale product being billed from each day through the end of the billing cycle. Such that on a wholesale bill there would be an entry for each day in the billing cycle, and each day would carry the Wholesale USOC, the Monthly Wholesale Subscription Fee, and the Bill Through Date, which presumably would be the Wholesale Billing Date.

Products installed during the month would be fractionalized billed for the partial first month's service, based on a 30-day month.

Similarly, for product disconnects, there would be daily entries through the month's billing details that would reflect the date of the outward activity and prorated fractionalized credits.

Wholesale Billing is assumed to be "In Advance" billing.

The billed rates for wholesale products will be found filed in the RHC Wholesale Tariffs.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

6.1.1 Wholesale Billing Source:

If the Ordering Interface selected to support this business is the CARE interface, or a CARE like Interface, emulating the CARE attributes, the Ordering Interface becomes the mechanism that should be used for justification, and verification of the wholesale bill.

6.1.2 Timeliness Of Billing:

We expect that Wholesale Billing will be performed on a monthly basis. The RHC will determine the Billing Cycle, and commit to produce the Wholesale Bill in an efficient, expedient manner consistent with the timeliness of other Carrier Billing practices. Timely delivery of the Wholesale Bill is a function of an efficient bill preparation function, which should be no less expedient than for other billings.

6.1.3 Bill Verification Expectations:

We expect that the methodology for bill verification will utilize the selected Ordering Interface to verify types of activity, sorted by day, by product, as a means to validate the accuracy of the Wholesale Bill.

There are a number of verification practices and routines utilized in the Carrier Billing stream that may make similar sense, which may be included, adopted or adapted for Wholesale Billing. This will remain to be developed as the business line evolves.

6.1.4 Accuracy of Billing:

The required accuracy of the Wholesale Billing function is to be no less demanding in its accuracy than is currently required of other Carrier Billing practices.

6.2 End User Billing:

AT&T has no expectations for the RHC to perform the End User Billing function on behalf of AT&T.

It should be considered to be a "Business as Usual" environment.

There are no changes that will be suggested for the end user billing environment, because of the introduction of Wholesaling.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

6.2.1 Account Maintenance:

The Account Maintenance function for the End User Billing environment will not change, except that it makes it more important that the account maintenance activity be accurate and reported in a timely manner.

Since the wholesale services under current consideration are all network-based features, significant changes to the local loop, such as "Moves" or "Disconnects" must be reflected in how they affect the end user's features, and the billing of those features.

AT&T has a strong interest in ensuring End User Satisfaction. To that end, AT&T has strong commitments to educate and support our End Users about how to reach AT&T for all of their needs that involve AT&T services.

Because of these strong commitments and supporting business operations, it is extremely important that when an End User has any questions, or troubles with an AT&T service, or if they have needs for other service, that they call AT&T, anytime, any day.

If a Wholesale Supplier receives a call from an end user with questions about service provided to them by AT&T, then that Wholesale Supplier's employee should refer the end user to AT&T.

Also, if the Wholesale Supplier employee negotiates local service order activity that will affect all service provided by any other service provider, such as moving dial tone from one address to another, canceling dial tone, etc. the Wholesale Suppliers employee should advise the end user that if they have service provided to them by any other service providers, the end user should contact those service providers to advise them of the changes on their local service arrangement.

AT&T does not require, nor does AT&T care for the Wholesale Supplier employee to acknowledge to the end user, awareness of service being provided by another service provider. AT&T does not authorize the Wholesale Supplier to negotiate with the end user, changes to AT&T service arrangements that may be affected by changes to the customer's local service.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

7.0 PRICING

Establishing the Wholesale Price for the features offered in the Wholesale Portfolio will prove to be a very challenging and complex practice. AT&T has established a record of expecting Cost Based Pricing for services supplied, which we hold to be an accurate pricing methodology for Wholesaling as well.

There are also a variety of other pricing methods that have been suggested for Wholesaling.

One pricing method is based on determining a benchmark percentage of the tariffed Retail Price for establishing a product's Wholesale Price.

While this segment of these recommendations does not dismiss this "Percentage of Retail" approach as being wholly incorrect, or inappropriate, it should be understood that the "Worth What Paid", for the prices determined through this methodology, would be based upon a host of additional considerations that go beyond just a retail price discount. These considerations may be quickly summarized as the sum totals of the prior recommendations and the manner in which they are offered as a total wholesale package.

AT&T will be examining and evaluating the entire wholesale offer to determine the value and fairness of the wholesale prices assigned to each Wholesale Portfolio item. The list of points for evaluation will include, but not be limited to:

Health Of the Wholesale Portfolio

Quality and marketability of the products in the Wholesale Portfolio will have to be evaluated. Special attention will be devoted to examining the products not offered in the Wholesale Product Portfolio. This attention will be spent to determine the level of interdependence, either or both in physical feature functionality and end user customer perceptions of interdependence, between Wholesale Products and non-Wholesale Products.

Ordering Interface

(1) Deployment requirements, total new system development, or reduced investment for modifying some existing Ordering Interface; (2) Efficiency of Ordering Interface, Real Time Ordering or Batch File Transfer methodology; (3) Ordering Inquiry Function availability; (4) Pending Order File (POF) functionality available, (5) Ordering Flexibility in the area of multiple features per line and ordering a single feature for multiple lines on the same account, using a single Ordering Interface Transaction; (6) Method of Wholesale Order Fulfillment and whether Wholesale Products are available, and billed, to the Wholesale Customer on a "Just In Time" basis, or is the Wholesale Customer required to advance purchase Wholesale Features and "Warehouse" these purchased features until they are sold to End Users.

**AT&T FUNCTIONAL WHOLESALE BUSINESS RECOMMENDATIONS
FOR
REGIONAL HOLDING COMPANY WHOLESALE SUPPLIERS**

7.0 PRICING (Cont'd)

Provisioning

(1) Timeliness and Accuracy of the Wholesale Suppliers provisioning wholesale features.

Servicing

(1) Are there Wholesale resource centers available to support the new channel for ensuring timely and accurate wholesale order processing; (2) Are there knowledgeable Wholesale Supplier resources available to resolve maintenance issues for wholesale features; (3) Wholesale Supplier's hours of operation, and the Wholesale Supplier Support Centers accessibility to support Wholesale Customer operations issues for Ordering, Provisioning and Servicing/Maintenance; (4) Is the Service Provider Change Procedure End User Customer focused for ease of change and centered on service continuity with minimal loss of service?

Wholesale Customer, Retail Marketing Support

(1) Quality of Wholesale Product Portfolio technical feature descriptions will be considered. This area will be measured based on the detail of the content included, its readability and understandability as stand alone documents; (2) Additional Wholesale Product Portfolio information on interactions with other Wholesale Features and with other features not included in the Wholesale Portfolio; (3) Wholesale Suppliers full compliance with CPNI obligations and the Wholesale Supplier's willingness and commitment to protect Wholesale Feature information from being available to the Wholesale Supplier's End User Marketing organization

Billing

(1) Timeliness and accuracy of the Wholesale Bill; (2) Ease of Bill Verification of the Wholesale Bill; (3) Claims Notification and Ease of Claims Resolution of Wholesale Billing Disputes.

8.0 VOLUMES

Volumes ordering and Wholesale Customer Commitments will be negotiated on an individual case basis.

November 9, 1995

Mr. Jay Bradbury
AT&T
1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

Re: OLEC to BellSouth Ordering Guidelines for Resale

Dear Jay:

As we agreed at our last meeting, I am forwarding for your use the current version of the OLEC to BellSouth Ordering Guidelines for Resale. This document is still a draft and will no doubt be subject to further revision, but it is a good representation of our planning efforts to date.

I look forward to meeting with you and your folks on November 15. If you have any questions in the meanwhile, please call me at 404-529-5579.

Sincerely,



Gloria Calhoun

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**OLEC-to-BELLSOUTH
ORDERING
GUIDELINES**

RESALE

DRAFT

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

GENERAL INFORMATION

Introduction

Purpose

This handbook is provided by BellSouth for your exclusive use and assistance. It is in no way intended to create, nor does it create, a binding agreement or contract of any kind. The terms and conditions under which BellSouth provides telecommunications services are set forth in the Company's tariffs, which have been filed with and approved by each state's Public Service Commission. In addition, other terms and conditions of the parties' relationships may be specified by separate contracts. Nothing in this handbook is intended to supersede the requirements outlined in the state-specific tariffs or contracts.

Key

Acronyms

LCSC - BellSouth's Local Carrier Service Center
OLEC - Other Local Exchange Carrier/Company

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Updates to the Handbook

How to Receive This handbook may be reproduced only for your Company's exclusive use and should be retained for future reference. The handbook will be updated and periodically reissued, and can be mailed directly to you. The form below should be used to provide the mailing address for updates, as well as future address changes.

Update Form

CHECK ONE: —

MAILING ADDRESS FOR UPDATES

CHANGE MAILING ADDRESS

COMPANY: _____

ADDRESS: _____

CITY, STATE: _____

ZIP CODE: _____

NAME: _____ DATE: _____

TELEPHONE: (_____) - _____ - _____

Mailing Address

Local Carrier Service Center (LCSC)
BellSouth
Room D-20
5147 Peachtree Industrial Boulevard
Chamblee, GA. 30341

Facsimile Number

This form may also be faxed to 1-800-872-7059.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Account Team

Purpose

The OLEC account team provides the following services:

- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Major Project Coordination
- Customer Notification Letters
(i.e., new services, BellSouth re-arrangements, such as NPA splits, etc.)
- Initial Contact/Negotiator for Complex Services - including, but not limited to:
 - Megalink® / HiCap
 - ESSX®
 - DDAS
 - Co-Location
 - FlexServ®
 - Accupulse®
 - Native Mode Lan Interconnect (NMLI)
 - Frame Relay
 - Pulselink
 - Lightgate®
 - SmartRing®
 - SMARTPath®
 - Connectionless Data Service (CDS)
 - Video/Audio
 - Sychronet®
 - ISDN

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

OLEC ACCOUNT TEAM

Directory

Name	Telephone	Pager Number	Fax Number
Rich Dender	205-977-5966	1-800-729-1371	205-977-0037
Bill French	205-977-0535	1-800-729-1372	205-977-0037
Nancy Nelson	205-977-1136	1-800-729-1380	205-977-0037
Rick Ratliff	205-977-7489	1-800-729-1383	205-977-0037
Pinky Reichert	205-977-1755	1-800-729-1384	205-977-0037

Mailing Address BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

Note OLEC's which are also Interexchange Carriers (ICs) will be supported by their IC Account Team.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Carrier Service Center

Purpose The Local Carrier Service Center (LCSC) provides a central point of contact for processing Other Local Exchange Carrier (OLEC) orders for BellSouth tariffed services.

Responsibility The LCSC is your point of contact for ordering local service. The LCSC will direct you to the appropriate person or department for assistance with matters outside the scope of service provided by the LCSC.

The LCSC provides the following services for its customers:

- Negotiate and coordinate all service order activity.
- Handle billing inquiries, payment arrangements, general questions and assistance.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

LOCAL CARRIER SERVICE CENTER (LCSC)

**Telephone
Numbers**

Office..... 800-872-3116
Local Service Requests, LSR Questions,
Billing Inquiries & General Assistance

Facsimile Number..... 800-872-7059
All Forms

Supervisors

Manager
Joyce Savage..... 770-986-2203

Managers
Beth Craig..... 770-451-0883
Mary Kelly..... 770-451-0853

Mailing Address

Local Carrier Service Center (LCSC)
BellSouth
Room D-20
5147 Peachtree Industrial Boulevard
Chamblee, GA 30341

**Hours of
Operation**

9:00 AM to 5:00 PM EST
Monday - Friday

**Holidays
Observed**

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

In some areas other local holidays may be observed. Contact the LCSC for details.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

APPLICATION FOR SERVICE REQUIREMENTS

Certification Definition	Certification is the process by which the state PSC/PUC authorizes an OLEC to conduct business in a particular state.
Certification Process	The OLEC should contact the state PSC/PUC to determine the requirements for certification.
Proof of Certification	The OLEC must provide proof of certification to the LCSC. The LCSC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification should be provided with the Master Account Application (pages 11, 13). If proof of certification is not provided with the application, it must be submitted before any orders can be processed.
Proof of Tax Exemption	The OLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the OLEC will be billed the applicable taxes.
Operating Company Number	The OLEC must provide BellSouth with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included on the following page to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.

NECA
**NATIONAL EXCHANGE
CARRIER ASSOCIATION**

COMPANY CODE REQUEST FORM

CONTACT INFORMATION

REQUESTOR'S NAME	TELEPHONE NUMBER
ADDRESS	FAX NUMBER
	DATE OF REQUEST

COMPANY INFORMATION

COMPANY NAME

ADDRESS OF CORPORATE HEADQUARTERS

STATE(S) IN WHICH COMPANY OPERATES

TYPE OF SERVICE COMPANY PROVIDES (e.g., Wireless, Local Exchange)

COMPANIES OPERATING IN MORE THAN ONE STATE WILL BE ASSIGNED MULTIPLE CODES. ONE CODE FOR THE OVERALL COMPANY AND AN ADDITIONAL CODE FOR EACH STATE IN WHICH THE COMPANY OPERATES. COMPANIES OPERATING IN ONLY ONE STATE WILL BE ASSIGNED ONLY ONE CODE.

PLEASE ATTACH LETTERS OF INCORPORATION OR CERTIFICATION BY THE STATE PUBLIC UTILITIES COMMISSION AUTHORIZING THIS COMPANY TO PROVIDE TELECOMMUNICATIONS SERVICE AS PROOF OF THE COMPANY'S EXISTENCE.

RETURN FORM TO: KRISTIN BEFORD-SANTORO
NECA
100 S. JEFFERSON ROAD
WHIPPANY, NJ 07981

TEL # (201) 884-8355
FAX # (201) 884-8469

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Forms of Security

Credit Policy

Before a new account can be established, the LCSC must be provided with information to determine deposit and advance payment requirements. The **Master Account Application** (at the end of this section) should be prepared and submitted to the LCSC. This will be required before orders can be processed.

BellSouth may require the OLEC to provide proof of satisfactory credit with BellSouth or pay a deposit and/or an advance payment prior to processing service requests. BellSouth will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. The deposit amount is based on an average two months total billing and is refundable with interest after satisfactory credit has been established with BellSouth.

Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company which meets all BellSouth standards.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Forms of Security (cont'd)

Bank Letter of Credit

A Bank Letter of Credit is a document issued by a financial institution which guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees charged to BellSouth by its collecting bank will be added to any OLEC unpaid amounts and deducted from the amount secured by the letter of credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.

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MASTER ACCOUNT APPLICATION

OTHER LOCAL EXCHANGE COMPANY

Date / /

FOR BELL SOUTH USE	
Master Account # Assigned	_____
RESH/AECN Code Assigned	_____
Unique OLEC Identifier	_____

ACCOUNT INFORMATION

Reseller Facilities Based Carrier Tax Exempt _____ Tax Code _____ State _____

Certificate of Authority Attached Yes No Estimated Average Monthly Bill _____

Company Name/Operating Company Number _____

Local Address _____
 City _____ State _____ ZIP _____

Corporate Address _____
 City _____ State _____ ZIP _____

Billing Address _____
 City _____ State _____ ZIP _____

Contact Name & Telephone # for:

Billing _____	Telephone # (____) - ____ - _____
Orders _____	Telephone # (____) - ____ - _____
Other _____	Telephone # (____) - ____ - _____

CREDIT INFORMATION

Previous BellSouth Service Telephone # (____) - ____ - _____ Last Date of Service / /
 Yes No Telephone # (____) - ____ - _____ Last Date of Service / /

Other Current BellSouth Service Telephone # (____) - ____ - _____
 Yes No Telephone # (____) - ____ - _____

Ownership

Individual Partnership

Name _____	Tel # (____) - ____ - _____	SSN _____
Name _____	Tel # (____) - ____ - _____	SSN _____
Name _____	Tel # (____) - ____ - _____	SSN _____
Name _____	Tel # (____) - ____ - _____	SSN _____

Corporation

President _____	Tel # (____) - ____ - _____	SSN _____
Vice-President _____	Tel # (____) - ____ - _____	SSN _____
Secretary _____	Tel # (____) - ____ - _____	SSN _____
Treasurer _____	Tel # (____) - ____ - _____	SSN _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Summary of Service Application Requirements

Items Required Prior to Order Processing	<ol style="list-style-type: none">1. Proof of PSC/PUC Certification2. Proof of Tax Exempt Status (if applicable)3. Operating Company Number (OCN)4. Master Account Application
---	---

Items 1-3 should be provided to the LCSC along with the Master Account Application. No orders can be processed until all requirements are satisfied.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE REQUEST PROCEDURES

Local Service Request The Local Service Request (LSR) is the vehicle which the OLEC will use to request the transfer of local service from BellSouth, or for changes in end user service. The document reflects the information required for order generation and processing.

Note The BellSouth OLEC Account Team is the initial point of contact for complex services (see page 5).

Submitting a Service Request Send the LSR to the LCSC via Facsimile.

Facsimile Number 1-800-872-7059.

BELLSOUTH LOCAL SERVICE REQUEST

Local Service is ordered using uniform order request forms called **Local Service Requests (LSRs)**. There are two (2) LSR forms; one for **Residence local service** and one for **Business local service**. In addition, a residence or business **Supplemental Local Service Request (SLSR)** will be used to amend or change an end user request after confirmation of processing has been received from BellSouth.

Each request form contains data necessary for switching local service to a new carrier, changing service for an existing local service company customer, or establishing new service for an end user.

The forms are completed by the **Other Local Exchange Company (OLEC)** and faxed to BellSouth's **Local Carrier Service Center (LCSC)** for processing. The fax number(s) are on each request form. The OSC will provide a **Firm Order Confirmation** response as notification of order issuance and confirmation of the work due date.

These instructions contain the following:

- Section 3 - 1 **Local Service Request - Residence**
 Supplemental Local Service Request - Residence

- Section 3 - 2 **Local Service Request - Business**
 Supplemental Local Service Request - Business

- Section 3 - 3 **Exhibits**
 - Local Service Request - Residence**
 - Supplemental Local Service Request - Residence**
 - Local Service Request - Business**
 - Supplemental Local Service Request - Business**

- Section 3 - 4 **Completed LSR and SLSR Samples**

**BellSouth
Section 3 - 1
Local Service Request - Residence**

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, End User Account # (unless a new account is being established), the page numbers, and the OLEC PON be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit I is a LSR - Residence form. Following are definitions for all requested data.

Date: The date the OLEC submits the LSR to the LCSC.

Page 1 of ____: Enter the appropriate page #s at the top of each page of the LSR submitted.

A. - Other Local Exchange Company

Co/OCN: The Company Name and "Operating Company Number" for the OLEC submitting the LSR.

Billing Account: The OLEC account established with BellSouth which is to be billed for the requested activity.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

000116

B. - Action Requested

Establish OLEC Service: The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

NOTE: Some services/features are not available to an OLEC end user, and will be removed/disabled when a BellSouth end user switches to an OLEC. See Section 7 of this document for more details.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

Existing OLEC Account: The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Change in Features/Services - Add or Delete features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.

Move to New Address - Transfer local service to a new service address.

Keep Existing Telephone Number, if possible (Y/N) - Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

Non-Payment, Deny or Restore - Disconnect or Restore the end user's local service for non-payment at the request of the OLEC.

End User Requested Temporary Suspension - The end user has requested that their local service be suspended or restored on a temporary basis.

B. - Action Requested
(cont.)

Requested Due Date: Every effort will be made to meet an end user's requested due date if one is provided. The due date is impacted by work load, features and services requested and equipment availability. These items can only be determined when the order is processed. Commitments should not be made to the end user until a Firm Order Confirmation is received.

Disconnect Date for the Old Address - The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

Premise Access: Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

Access Remarks: Available for the issuer to provide any additional information that is needed for premise access.

C. - End User

Main Account Number: The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Other Line Numbers on this End User Account: If there are additional telephone numbers associated with the main account number, they should be entered here.

Customer Name: The current end user account name (or desired name).

Customer Service Address: The address where service is (or is to be) provided.

Apt/Bldg/Suite: Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the location where service is located.

ZIP: The five (5) digit zip code where service is located.

New Address Information

Customer Name: The desired end user account name.

Customer Service Address: The address where new service is to be provided.

Apt/Bldg/Suite: If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the new service address.

ZIP: The five (5) digit zip code where new service is to be located.

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I and II: If RingMaster® is ordered, the additional number(s) will be shown here.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the requested activity is scheduled to be performed.

Time Scheduled: The time the premise access appointment is scheduled (i.e., All Day, PM, etc.), if appropriate.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

E. - Directory

Directory Listing: One option must be selected.

Listed - A Listed name is in the printed directory and in directory assistance operator records.

This option establishes the end user's main listing. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not-available through directory assistance.

Name: Provide the listing as desired (i.e., Last name, first name, middle initial using upper and lower case. When establishing a listing under an existing line in the white pages directory, provide the existing telephone number and show the desired additional listing as it should appear (i.e., children's telephone).

Address: The service address as shown in Part C will be used for the end user listed address unless otherwise specified here. If the address should be omitted from the directory listing, enter NONE.

City/Town: The city/town as shown in Part C will be used for the directory listing unless otherwise specified in this section. If the town should be omitted from the directory listing, enter NONE.

Additional Listings: For extra listings requested by the end user. If more than two (2) additional listings are requested, include additional Part E sheets as required. The end user must specify whether the additional listings are Listed, Non-Listed, or Non-Published.

If the additional listing is for RingMaster® I or II, also check that block. The end user is entitled to one free listing for each RingMaster® service ordered.

Directory Delivery: Provide address information only if delivery is requested at an address which is different from the service address in Part C. The end user will automatically receive both a white and yellow page directory for their service address city. If the end user requests additional local directories refer the customer to 1-800-422-1955. For directories outside of the end user service area, refer the customer to 1-800-682-4000. A charge may apply for some directories.

E. - Intercept

Following are the most frequently used standard intercept announcements:

Changed to a Non-Published Number - The number you have reached, (dialed number), has been changed to a non-published number. No additional information is available about (dialed number).

Changed to a New Published Number - The number you have reached, (dialed number), has been changed. The new number is (new number).

Disconnected Number - The number you have reached, (dialed number), has been disconnected. No additional information is available about (dialed number).

Suspend for Non-Payment - The number you have reached (dialed number) has been temporarily disconnected. No additional information is available about (dialed number).

Customer Requested Temporary Suspension - The number you have reached (dialed number) has been temporarily disconnected at the customer's request.

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the most frequently used ones provided here, write out the request. We will determine if the non-standard announcement can be provided. Intercept announcements for residence lines continue for a maximum of ninety (90) days.

G. - Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

000122

H. - Line and Line Features

This portion of the LSR is used to install or remove line and line features for local service. The form is designed to order features for up to three (3) telephone lines. If additional lines are ordered attach copies of this page as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

Not all 'Line and Line Features' listed on the LSR apply in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions.

I. - Features and Services

There are two (2) pages of features and services which may be ordered for residential local service. The form is designed to order features for up to three (3) telephone lines. Include additional copies of these pages as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

Not all 'Features and Services' listed on the LSR apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 2 is a Supplemental Local Service Request - Residence (SLSR). Following are definitions for all requested data.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR.

Billing Account: The OLEC account established with BellSouth which is to be billed for the requested activity.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

B. - Action Requested and Remarks

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

C. - End User

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

D. - Firm Order Confirmation

This portion of the SLSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth system order number. A new order number may or may not be required. There is space for three (3) order numbers, if required.

Assigned #: The telephone number(s) assigned as a result of the SLSR, if appropriate. There is space for three (3) numbers.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I and II: If RingMaster® is ordered, the additional number(s) will be shown here.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the supplemental requested activity is scheduled to be performed.

Time Scheduled: The time the premise access appointment is scheduled (i.e., All Day, PM, etc.), if appropriate.

Remarks: Available for the BellSouth Service representative to provide any additional information required.

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, End User Account # (unless a new account is being established), the page numbers, and the OLEC PON be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit 3 is a LSR - Business form. Following are definitions for all requested data.

Date: The date the OLEC submits the LSR to the LCSC.

Page 1 of ____: Enter the appropriate page #s at the top of each LSR page submitted.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the LSR.

Billing Account: The OLEC account established with BellSouth which is to be billed for the requested activity.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

000126

B - Action Requested

Establish OLEC Service: The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

NOTE: Some services/features are not available to an OLEC end user, and will be removed/disabled when a BellSouth end user switches to an OLEC. See Section 7 of this document for more details.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

Existing OLEC Account: The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change in Telephone Number(s) -Change the end user's existing telephone number(s).

Change Features/Services - Add or Delete features or services.

Change Listing or Directory - Change the listing or directory instruction.

Move to New Address - Transfer local service to a new service address.

Keep Existing Telephone Number, if possible (Y/N) - Does the end user want to carry their old number to the new service address? Enter Y (Yes) or N (No).

Disconnect Service - Disconnect local service.

Non-Payment, Deny or Restore - Disconnect or Restore the end user's local service for non-payment at the request of the OLEC.

End User Requested Temporary Suspension - The end user has requested that their local service be suspended or restored on a temporary basis..

B. - Action Requested

(cont.)

Requested Due Date: Every effort will be made to meet an end user's requested due date if one is provided. The due date is impacted by work load, features and services requested and equipment availability. These items can only be determined when the order is processed. Commitments should not be made to the end user until a Firm Order Confirmation is received.

Disconnect Date for the Old Address - The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

Premise Access: Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

Access Remarks: Available for the issuer to provide any additional information that is needed for premise access.

C. - End User

Main Account Number: The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Other Line Numbers on this End User Account: If there are additional telephone numbers associated with the main account number, they should be entered here.

Customer Name: The current end user account name (or desired name).

Customer Service Address: The address where service is (or is to be) provided.

Apt/Bldg/Suite: Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the location where service is located.

ZIP: The five (5) digit zip code where service is located.

New Address Information

Customer Name: The desired end user account name.

Customer Service Address: The address where new service is to be provided.

Apt/Bldg/Suite: If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/state: The city, village, or township and two digit state postal code for the new service address.

ZIP: The five (5) digit zip code where new service is to be located.

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for six (6) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning six (6) numbers. If more are needed, they will be included in the remarks.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I and II: If RingMaster® is ordered, the additional number(s) will be shown here.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the requested activity is scheduled to be performed.

Time Scheduled: The time the premise access appointment is scheduled (i.e., All Day, PM, etc.), if appropriate.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

E. - Directory Listing

This directory listing page is designed for use with the complete Business LSR or as a stand alone document when only Directory Listing service is required by the OLEC.

Other Local Exchange Company

If this data is provided in Part A of the LSR, it is not necessary to duplicate the information here. It is important to enter the PON and OLEC name to be sure it is associated correctly with the remainder of the LSR.

Date: The date the OLEC submits the LSR to the LCSC.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Company: The company name and identification code for the OLEC.

Billing Account: The OLEC account established with BellSouth which is to be billed for the requested activity.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

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E. - Directory Listing
(cont.)

End User

If this data is provided in Part C of the LSR, it is not necessary to duplicate the information here. It is important to enter the Main Account Number to be sure it is associated correctly with the remainder of the LSR.

Customer Listed Name: The name currently listed (or the desired listing) for the account. -----

Customer Service Address: The address where the service is (or is to be) provided.

Main Account Number: The end user main account telephone number.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Existing YP Advertising (Y/N): Does the end user currently have Yellow Pages Advertising? Enter Y (Yes) or N (No). Yellow Page advertising will continue to be billed directly to the end user. BellSouth will not bill Yellow Page charges to the OLEC.

End User Miscellaneous Account Number - This number will be assigned by BellSouth when the initial order is processed. It will be required for any subsequent order activity for the end user.

000132

E. - Directory Listing
(cont.)

Listing Request

Check the appropriate block to indicate what type of listing request is being submitted.

New Account - End user does not currently have any local service.

Disconnect Account - The end user currently has only directory listing service provided by BellSouth. This option will disconnect the listing.

Add to Current Account - Add a listing(s) to an existing OLEC end user account.

Delete from Current Account - Delete a listing(s) from an existing OLEC end user account.

Change Listing - Change the directory listing on an existing OLEC account.

Correct Listing - Correct an listing and/or telephone number on an existing OLEC account.

Type Listing

Select the appropriate designation for the account number. Designate whether the directory listing is Business, Public, City Government, County Government, State Government, or US Government.

Firm Order Confirmation

This portion of the Directory Listing request will be used by BellSouth LCSC to confirm that the requested order has been processed.

Date Prepared - The date work on the listing is completed in the LCSC.

BellSouth Service Representative - The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone # - The telephone number of the BellSouth Representative.

Remarks - Available for the BellSouth Service Representative to provide any additional information required.

Miscellaneous Account Number Assigned - This account code will be assigned by the LCSC with the initial order placed for an end user. It will be required to identify the correct account on any subsequent orders.

BellSouth Order Number - The BellSouth system order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for four (4) order numbers if necessary.

000133

E. - Directory Listing
(cont.)

Directory Delivery Address

Provide address information here only if delivery is requested at an address which is different from the service address provided on this form or on Page 1, Part C of the LSR. The end user will automatically receive both a white and yellow page directory for their service address city. If the end user requests additional local directories, refer the customer to 1-800-422-1955. For directories outside of the end user service area, refer the customer to 1-800-682-4000. A charge may apply for some directories.

Community Directory Name

This information is required only from a facility based OLEC when new service is being established. Because BellSouth will be establishing special accounts to provide the directory listing, the community name can not be automatically identified for directory distribution.

The directory designated here will be delivered to the end user for their initial directory for new service. For subsequent annual shipments, the directory appropriate for the end user service area will be delivered to the end user location.

000134

E. - Directory Listing
(cont.)

Listing Information

(1) **Listing Options-** This section will be used to provide specific instructions relating to each listed number in the end user caption. Universal Service Order Codes (USOCs) will be entered on the appropriate lines to designate the main listing, additional listings, cross reference listings, etc. Listing USOCs are found in the state tariffs.

(2) **Listed, Non-Listed or Non-Published -** Enter the abbreviation here for the type listing desired by the end user. The designation may be different for different numbers in the caption listing.

Listed - The Listed name is in the printed directory and in directory assistance operator records. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not available through directory assistance.

(3) **Caption Indent Level -** A business caption is composed of a caption header, sub-captions (Level 1) and straight line indented listings (Levels 1 or 2) when required.

For example:

	Smith Hardware Stores, Inc.	(Caption Header)
Level 1	Branch Stores	(Sub-Caption)
Level 2	1416 Main Street.....111-1111	(Straight Line Indention)
Level 2	182 Broxton Dr.....222-2222	(Straight Line Indention)
Level 1	Billing.....333-3333	(Straight Line Indention)
Level 1	Home Delivery 444-4444	(Straight Line Indention)

The Indent Level Number (Lvl 1 or Lvl 2) should be shown to the left of the appropriate line provided in the Listed Name section described below.

(4) **Listed Name -** This section is used to show the business listing exactly the way the end user wishes for it to appear in the directory. When establishing a listing under an existing line in the White pages directory, provide the existing telephone number and show the desired listing as it should appear (i.e., Nights, Sundays, and Holidays).

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E. - Directory Listing
(cont.)

Listing Information
(cont.)

- (5) **Listed Address** - Use this section to enter the listed address if the end user desires a listing different from that provided in the 'End User Account' section or in Part C on page 1 of the LSR. If the address should be omitted from the directory listing, enter NONE.
- (6) **Listed Telephone Number** - List the end user numbers as appropriate to associate them with the correct lines on the end user listing.
- (7) **Yellow Page Heading** - When a business listed number is selected, an optional listing in the Yellow Pages is also available at no charge for each end user account. The listing may be placed in the Yellow Pages under an approved heading that is appropriate for the business (i.e., Restaurants, Beauty Salons, etc.) Requests for business listings under more than one heading are considered Directory Advertising and carry additional charges.
- (8) **SIC** - Refer to the Standard Industry Code Manual for this information. This manual is published by the United States Office of Management and Budget. The manual may be purchased through NTIS.

National Technical Information Service
5285 Port Royal Road
Springfield, Virginia 22161
703-487-4650

- (9) **Community of Listing** - Enter the community name for the directory (ies) where this listing should be published. This is only required for a facility based OLEC or a reseller establishing a foreign listing.

F. - Intercept

Following are the most frequently used standard intercept announcements:

Changed to a Non-Published Number - The number you have reached, (dialed number), has been changed to a non-published number. No additional information is available about (dialed number).

Changed to a New Published Number - The number you have reached, (dialed number), has been changed. The new number is (new number).

Disconnected Number - The number you have reached, (dialed number), has been disconnected. No additional information is available about (dialed number).

Suspend for Non-Payment - The number you have reached (dialed number) has been temporarily disconnected. No additional information is available about (dialed number).

Customer Requested Temporary Suspension - The number you have reached (dialed number) has been temporarily disconnected at the customer's request.

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the most frequently used ones provided here, write out the request. We will determine if the non-standard announcement can be provided. Intercept announcements for business lines continue for a maximum of six (6) months.

G. - Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

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H. - Line and Line Features

This portion of the LSR is used to install or remove line and line features for local service. The form is designed to order features for up to three (3) telephone lines. If additional lines are ordered attach copies of this page as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

Not all 'Line and Line Features' listed on the LSR apply in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions.

I. - Features and Services

There are three (3) pages of features and services which may be ordered for business local service. The form is designed to order features for up to three (3) telephone lines. Include additional copies of these pages as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

Not all 'Features and Services' listed on the LSR apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions

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**BellSouth
Section 3 - 2
Supplemental Local Service Request - Business**

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 4 is a Supplemental Local Service Request - Business (SLSR). Following are definitions for all requested data.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR.

Billing Account: The OLEC account established with BellSouth which is to be billed for the requested activity.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

B. - Action Requested and Remarks

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

C. - End User

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

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D. - Firm Order Confirmation

This portion of the SLSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth system order number. A new order number may or may not be required. There is space for six (6) order numbers, if required.

Assigned #: The telephone number(s) assigned as a result of the SLSR, if appropriate. There is space for six (6) numbers.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I and II: If RingMaster® is ordered, the additional number(s) will be shown here.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the supplemental requested activity is scheduled to be performed.

Time Scheduled: The time the premise access appointment is scheduled (i.e., All Day, PM, etc.), if appropriate.

Remarks: Available for the BellSouth Service representative to provide any additional information required.

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Local Service Request and Supplemental Local Service Request Exhibits

This section contains the following forms for requesting local service through the BellSouth LCSC:

- Local Service Request - Residence
- Supplemental Local Service Request - Residence

- Local Service Request - Business
- Supplemental Local Service Request - Business

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BELLSOUTH LOCAL SERVICE REQUEST RESIDENCE

Date: _____

Page 1 of _____
Fax #: 1-800-872-7059

A. Other Local Exchange Company

Co./OCN _____ Blg. Acct. _____ PON _____ RPON _____
 Issued By _____ Telephone Number (____) _____ Project _____
 Remarks _____

B. Action Requested

- Establish OLEC Service:** New Switch as is Switch with changes Switch with new address
- Existing OLEC Account:** Change Tel #(s) Change Features/Services Change Listing/Directory
- Add Telephone Lines Move to New Address Keep Existing Tel #, if possible (Y/N) _____
- Disconnect Local Service Main Acct Tel # Additional Line Tel #(s)
 Non-Payment Temporary Suspension Suspend Restore
 End User Requested Temporary Suspension Suspend Restore

Requested Due Date: ____/____/____ Disconnect Date for Old Address: ____/____/____
 We attempt to meet requested due dates but work load and equipment availability must be checked before commitment to the end user.

Premise Access, if applicable: Hours are Monday - Friday

All Day 8:00-6:00 AM 8:00-Noon PM Noon-6:00 4 Hour Interval (Bet. 8:00 & 6:00) _____

Access Remarks _____

C. End User

Main Account #: (____) _____ Customer Code: _____ Authorized By: _____
 Other Line Numbers: (____) _____ (____) _____ (____) _____
 Customer Name: _____
 Customer Service Address: _____
 Apt/Bldg/Suite: _____ City/State: _____ Zip: _____

New Address Information

Customer Name: _____
 Customer Service Address: _____
 Apt/Bldg/Suite: _____ City/State: _____ Zip: _____

D. Firm Order Confirmation

BellSouth Order #: _____ BellSouth Order #: _____ BellSouth Order #: _____
 Assigned #: (____) _____ Assigned #: (____) _____ Assigned #: (____) _____
 MemoryCall® Access #: (____) _____ MemoryCall® Temporary Password: _____
 RingMaster® I: (____) _____ RingMaster® II: (____) _____
 BellSouth Service Rep: _____ Tel # (____) _____ Due Date: ____/____/____
 Time Scheduled: _____ Remarks: _____

OLEC Name: _____
End User Account #: (____) _____

Page ____ of ____
PON _____

E. Directory Listing: Please PRINT the listing exactly as the end user desires it to appear in our records.

Main Account Number Listed Non-Listed Non-Published

Name: _____

Street Address: _____

City: _____

Add'l Listing Add'l Line Number RingMaster® I Listed Non-Listed Non-Published

Name: _____

Add'l Listing Add'l Line Number RingMaster® II Listed Non-Listed Non-Published

Name: _____

Directory Delivery: (if different from service address)

Address: _____

City/Town/ZIP: _____

For additional local directories, refer the customer to 1-800-422-1955.

F. Intercept

The 'Action Requested' in Part B drives the appropriate announcement as explained in the LSR instructions. If the standard announcement (number changed to a published number, number changed to a non-published number, number disconnected, or number suspended) is not desired, write out the requested announcement. We will determine if the announcement can be provided. Intercept announcements for residence lines continue for a maximum of ninety (90) days.

Other intercept requests:

G. Multi-Line Action Requests

Does the action requested in Part B apply to all lines in the end user account? (Y/N) _____

If NO, explain: _____

OLEC Name _____
 End User Account # () _____

Page ____ of ____
 PON _____

H. <u>Line and Line Features</u>	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
Residence Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flat Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch Tone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hunting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optional Calling Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long Distance Carrier	_____		_____		_____	

Remarks or Additional Requests:

Not all 'Line and Line Features' listed apply in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions.

OLEC Name _____
 End User Account # () _____

Page ____ of ____
 PON _____

I. <u>Features and Services</u>	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
Custom Calling Service						
Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling (8 Code)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling (30 Code)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Three Way Calling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Busy Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To Number	() _____	() _____	() _____	() _____	() _____	() _____
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To Number	() _____	() _____	() _____	() _____	() _____	() _____
Customer Control Of -						
Call Forwarding Busy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote Access Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prestige® Communications Service						
Call Forwarding Busy Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling 30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Pick-Up / Call Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RingMaster® Service						
RingMaster® I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RingMaster® II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TouchStar® Service						
Anonymous Call Rejection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Selector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Tracing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller ID Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller ID Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preferred Call Forwarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat Dialing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MemoryCall®						
MemoryCall® Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MemoryCall® Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message Waiting Indicator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customized Code Restriction Option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Not all 'Features and Services' listed apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

OLEC Name _____
 End User Account # () _____

Page ____ of ____
 PON _____

I. Features and Services (cont.)	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
Special Services						
Remote Call Forwarding (RCF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To #	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____
Change Forward To #	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____
Change RCF from -						
Local to Toll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toll to Local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rings Before Transfer (enter Number)	_____	_____	_____	_____	_____	_____
Add RCF Paths (enter Number)	_____	_____	_____	_____	_____	_____
Delete RCF Paths (enter Number)	_____	_____	_____	_____	_____	_____

WATS

800 Service						
Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Termination-Exchange Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing WATS Number(s)	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____	()-____-____
Current Miscellaneous Billing #	_____	_____	_____	_____	_____	_____
Call Detail (Y/N)	_____	_____	_____	_____	_____	_____
Lata Names	_____	_____	_____	_____	_____	_____
InterLata Carrier	_____	_____	_____	_____	_____	_____

Private Line

Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing Circuit ID(s)	_____	_____	_____	_____	_____	_____
Is Voice signaling required (Y/N)	_____	_____	_____	_____	_____	_____
Type of signaling	_____	_____	_____	_____	_____	_____
If Data, analog or digital	_____	_____	_____	_____	_____	_____
2 or 4 Wire	_____	_____	_____	_____	_____	_____
Is Conditioning required (Y/N)	_____	_____	_____	_____	_____	_____
Type conditioning	_____	_____	_____	_____	_____	_____
Circuit Location Addresses:						
CKL 1	_____	_____	CKL 3	_____	_____	_____
CKL 2	_____	_____	CKL 4	_____	_____	_____

Not all 'Features and Services' apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

Supplemental Local Service Request - Residence After Firm Order Confirmation

Date _____

Page 1 of _____
Fax # 800-872-7059

A. Other Local Exchange Company

Co/OCN _____ Blg. Acct. _____ PON _____ RPON _____

Issued By _____ Telephone Number (____)____-____-____ Project _____

B. Action Requested and Remarks

C. End User

Account Number (____)____-____-____ BellSouth Order # (s) _____

Other Line Numbers (____)____-____-____ (____)____-____-____ (____)____-____-____

D. Firm Order Confirmation

BellSouth Order # _____ BellSouth Order # _____ BellSouth Order # _____

Assigned # (____)____-____-____ Assigned # (____)____-____-____ Assigned # (____)____-____-____

MemoryCall® Access # (____)____-____-____ MemoryCall® Temporary Password _____

RingMaster® I (____)____-____-____ RingMaster® II (____)____-____-____

BellSouth Service Rep. _____ Tel. # (____)____-____-____ Due Date ____/____/____

Time Scheduled (if appropriate) _____ Remarks _____

**BELLSOUTH LOCAL SERVICE REQUEST
BUSINESS**

Date: ___/___/___

Page 1 of ___
Fax # 1-800-872-7059

A. Other Local Exchange Company

Co./OCN _____ Blg. Acct. _____ PON _____ RPON _____
Issued By _____ Telephone Number (____)____-____-____ Project _____
Remarks _____

B. Action Requested

- Establish OLEC Service:** New Switch as is Switch with changes Switch with new address
- Existing OLEC Account:** Change Tel #(s) Change Features/Services Change Listing/Directory
- Add Telephone Lines Move to New Address Keep Existing Tel #, if possible (Y/N) _____
- Disconnect Local Service Main Acct Tel # Additional Line Tel #(s)
Non-Payment Temporary Suspension Suspend Restore -
End User Requested Temporary Suspension Suspend Restore

Requested Due Date: ___/___/___ Disconnect Date for Old Address: ___/___/___
We attempt to meet requested due dates but work load and equipment availability must be checked before commitment to the end user.

Premise Access, if applicable: Hours are Monday - Friday

All Day 8:00-6:00 AM 8:00-Noon PM Noon-6:00 4 Hour Interval (Bet. 8:00 & 6:00) _____

Access Remarks _____

C. End User

Main Account #: (____)____-____ Customer Code: ____-____-____ Authorized By: _____
Other Line Numbers: (____)____-____ (____)____-____ (____)____-____
Customer Name: _____
Customer Service Address: _____
Apt/Bldg/Suite: _____ City/State: _____ Zip: _____

New Address Information

Customer Name: _____
Customer Service Address: _____
Apt/Bldg/Suite: _____ City/State: _____ Zip: _____

D. Firm Order Confirmation

BellSouth Order #: _____ BellSouth Order #: _____ BellSouth Order #: _____
Assigned #: (____)____-____ Assigned #: (____)____-____ Assigned #: (____)____-____
BellSouth Order #: _____ BellSouth Order #: _____ BellSouth Order #: _____
Assigned #: (____)____-____ Assigned #: (____)____-____ Assigned #: (____)____-____
MemoryCall® Access #: (____)____-____ MemoryCall® Temporary Password _____
MemoryCall® Temp. Password (s) _____ Temp. Password _____ Temp. Password _____
RingMaster® I: (____)____-____ RingMaster® II: (____)____-____
BellSouth Service Rep: _____ Tel # (____)____-____ Due Date: _____
Time Scheduled: _____ Remarks: _____

E. DIRECTORY LISTING INFORMATION

Other Local Exchange Company

Date ____/____/____ PON _____ RPON _____
 Company _____ Blg. Account _____
 Issued By _____ Telephone # (____) _____
 Remarks _____

Firm Order Confirmation

Date Prepared ____/____/____ BellSouth Svc Rep _____
 Tel # (____) _____ Remarks _____

End User

Customer Name _____
 Customer Address _____
 Main Account Number (____) _____ Customer Code _____
 Authorized By _____ Existing YP Advertising (Y/N) _____
 End User Misc. Account Number _____

Misc Account # Assigned

BellSouth Order # _____ Due Date ____/____/____
 BellSouth Order # _____ Due Date ____/____/____
 BellSouth Order # _____ Due Date ____/____/____

Directory Delivery Address (if different from service address at left)

Delivery Name: _____
 Delivery Address: _____

City/State/ZIP: _____

Community Directory Name _____

Listing Request

- New Account Disconnect Account
 Add to Current Acct Delete from Current Acct
 Change Listing Correct Listing

Type Listing

- Business County Gov't
 City Gov't State Gov't
 US Gov't

Listing Information

Attach additional pages as required.

Listing Options (1)	L,NL NP@ (2)	Caption Indent Level (3)	Listed Name # (4)	Listed Address (5)	Tel. Number (6)	Yellow Pg Heading (7)	SIC (8)	Community of Listing (9)
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000163

Listed, Non-Listed or Non-Published 11-2-95

PRINT the listing exactly as the end user desires it to appear in the directory.

DRAFT

OLEC Name _____
 End User Account # () _____

Page _____ of _____
 PON _____

F. Intercept

The 'Action Requested' in Part B drives the appropriate announcement as explained in the LSR instructions. If the standard announcement (number changed to a published number, number changed to a non-published number, number disconnected, or number suspended) is not desired, write out the requested announcement. We will determine if the announcement can be provided. Intercept announcements for business lines continue for a maximum of six (6) months.

Telephone Line Number	Requested Announcement
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____

G. Multi-Line Action Request

Does the action requested in Part B apply to all lines in the end user account? (Y/N) _____

If NO, explain _____

OLEC Name _____
 End User Account # (_____) _____

Page ____ of ____
 PON _____

H. <u>Line and Line Features</u>	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
Business Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coin/Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Back-Up* Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flat Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Touch Tone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PBX Trunk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signaling Type						
Ground Start _____						
Loop Start _____						
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hunting						
Type _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optional Calling Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type _____						
Long Distance Carrier	_____	_____	_____	_____	_____	_____

Remarks or Additional Requests:

*Not all 'Line and Line Features' listed apply in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions

OLEC Name _____
 End User Account # () _____

Page _____ of _____
 PON _____

I. Features and Services	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
Custom Calling Service						
Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling (8 Code)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling (30 Code)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Three Way Calling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Busy Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To Number	() _____	() _____	() _____	() _____	() _____	() _____
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To Number	() _____	() _____	() _____	() _____	() _____	() _____
Customer Control Of -						
Call Forwarding Busy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote Access Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prestige® Communications Service						
Call Forwarding Busy Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Don't Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Variable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed Calling 30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Transfer / Conferencing / Call Pick-Up / Call Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RingMaster® Service						
RingMaster® I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RingMaster® II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TouchStar® Service						
Anonymous Call Rejection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Selector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Tracing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller ID Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller ID Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preferred Call Forwarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat Dialing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MemoryCall®						
MemoryCall® Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MemoryCall® Deluxe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message Waiting Indicator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customized Code Restriction Option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Not all 'Features and Services' listed apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

OLEC Name _____
 End User Account # () _____

Page ____ of ____
 PON _____

	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT
I. Features and Services (cont.)						
<i>Special Services</i>						
Remote Call Forwarding (RCF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forward To #	() _____	() _____	() _____	() _____	() _____	() _____
Change Forward To #	() _____	() _____	() _____	() _____	() _____	() _____
Change RCF from -						
Local to Toll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toll to Local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rings Before Transfer (enter Number)	_____	_____	_____	_____	_____	_____
Add RCF Paths (enter Number)	_____	_____	_____	_____	_____	_____
Delete RCF Paths (enter Number)	_____	_____	_____	_____	_____	_____
WATS						
Outwats	_____	_____	_____	_____	_____	_____
800 Service	_____	_____	_____	_____	_____	_____
Existing WATS Number(s)	() _____	() _____	() _____	() _____	() _____	() _____
Current Miscellaneous Billing #	_____	_____	_____	_____	_____	_____
Outwats Only:						
Combined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IntraLata Only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of Circuits Requested	_____	_____	_____	_____	_____	_____
Type of Jack, if different from RJ11C	_____	_____	_____	_____	_____	_____
2 Wire or 4 Wire	_____	_____	_____	_____	_____	_____
Speed Calling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type (8 or 30)	_____	_____	_____	_____	_____	_____
Long Distance Carrier for Combined WATS	_____	_____	_____	_____	_____	_____
Message Detail, if applicable (Y/N)	_____	_____	_____	_____	_____	_____
800 Only:						
Option	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type Termination	_____	_____	_____	_____	_____	_____
Exchange Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If Access, 2 or 4 Wire	_____	_____	_____	_____	_____	_____
Call Detail (Y/N)	_____	_____	_____	_____	_____	_____
Lata Names	_____	_____	_____	_____	_____	_____
IntraLata Carrier	_____	_____	_____	_____	_____	_____
Private Line						
Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing Circuit ID(s)	_____	_____	_____	_____	_____	_____
If Voice, is signaling required (Y/N)	_____	_____	_____	_____	_____	_____
Type of signaling	_____	_____	_____	_____	_____	_____
If Data, analog or digital	_____	_____	_____	_____	_____	_____
2 or 4 Wire	_____	_____	_____	_____	_____	_____
Is Conditioning required (Y/N)	_____	_____	_____	_____	_____	_____
Type conditioning	_____	_____	_____	_____	_____	_____
Circuit Location Addresses:						
CKL 1	_____	_____	CKL 3	_____	_____	_____
CKL 2	_____	_____	CKL 4	_____	_____	_____

*Not all 'Features and Services' apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

BellSouth Business LSR

OLEC Name _____
 End User Account # () _____

Page ____ of ____
 PON _____

I. Features and Services
 (cont.)

	Telephone #		Telephone #		Telephone #	
	IN	OUT	IN	OUT	IN	OUT

Complex Services

UniServ

'Point to' Telephone # for UniServ # () _____ () _____ () _____

Area of Service FL, GA, NC, SC AL, KY, LA, MS, TN All States

List TOPS Tandems for Service Area _____

To request any of the following services contact your OLEC Account Team. These requests require technical assistance and cannot be processed directly by the LCSC. Check the appropriate block to alert the LCSC to expect additional information from the account team concerning your order.

- Accupulse®
- Broadcast Quality Video
- Connectionless Data Service (CDS)
- Commercial Quality Video
- DDAS
- ESSX® ESSX® MemoryCall ESSX® ISDN
- FlexServ®
- Frame Relay
- HiCap
- Lightgate®
- Megalink®
- Megalink® Channel Service
- Native Mode LAN Interconnection (NMLI)
- Primary Rate ISDN
- Pulselink
- Single Line ISDN
- Access SMARTPath®
- Megalink SMARTPath®
- SmartRing®
- Synchronet®

*Not all 'Features and Services' apply in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

Supplemental Local Service Request - Business After Firm Order Confirmation

Date ____/____/____

Page 1 of ____
Fax # 800-872-7059

A. Other Local Exchange Company

Co/OCN _____ Big. Acct. _____ PON _____ RPON _____
Issued By _____ Telephone Number (____)____-____-____ Project _____

B. Action Requested and Remarks

C. End User

Account Number (____)____-____-____ BellSouth Order # (s) _____

Other Line Numbers (____)____-____-____ (____)____-____-____ (____)____-____-____

Other Line Numbers (____)____-____-____ (____)____-____-____ (____)____-____-____

D. Firm Order Confirmation

BellSouth Order # _____ BellSouth Order # _____ BellSouth Order # _____

Assigned # (____)____-____-____ Assigned # (____)____-____-____ Assigned # (____)____-____-____

BellSouth Order # _____ BellSouth Order # _____ BellSouth Order # _____

Assigned # (____)____-____-____ Assigned # (____)____-____-____ Assigned # (____)____-____-____

MemoryCall® Access # (____)____-____-____ MemoryCall® Temporary Password _____

RingMaster® I (____)____-____-____ RingMaster® II (____)____-____-____

BellSouth Service Rep. _____ Tel. # (____)____-____-____ Due Date ____/____/____

Time Scheduled (if appropriate) _____ Remarks _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Scheduling Due Dates

Basic Telephone Service (Business & Residence)

Due dates for OLEC end users will be assigned using the same guidelines as used for BellSouth end users. BellSouth will provide service on the requested due date or the earliest available installation date.

Complex Services

BellSouth will attempt to meet requested due dates for complex services, both project and non-project. However, due dates for project services must be negotiated, and normally require extended intervals.

Complex Services - Non-Project

The following services are considered non-project. If the quantity exceeds a service specific threshold, project treatment will be required. This list is not all inclusive.

- 2.4kb, 4.8kb, 9.6kb, 56kb, 64kb services
- Dial Access Lines and Wats
- Multi-point services
- Private line services (alarms, tie lines...)
- Metro Services (subsequent orders-see projects)
- Trunk-side terminations (DID changes to existing groups)
- Voice grade services (FX's, OPX's, LG's...)
- Non-access and access non-designed specials
- ISDN basic rate and single line
- Non-FSO ESSX service
- WATS and TK's with ADSR
- Switched Access
- Feature Group A
- Feature Group B and D (see projects)
- Wireless Services (changes to existing MSP DID, Type 1,2A, or 2B)

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Complex Services - Project

Projects are defined as any type of service request which requires external/internal coordination for the procurement of facilities or equipment. Dates for these services will be negotiated. The following require project treatment. This list is not all inclusive.

- 1.544mbs
- AccuPulse
- Alternate Service Wire Center
- CCS Links
- Commercial Video
- Derived Data Channel Service (FastConnect)
- Dry Fiber
- ESSX Service into ISDN
- FlexServ
- Large quantities for non-project services
- LightGate or DS3 or upgrade
- MegaLink Channel Service (channelized non-access 1.544mbs)
- MegaLink into ISDN
- PulseLink Service
- SMARTRing
- Special Assemblies and Alternate Routing Requests
- Switched Access-trunks to analog switches
- Switched Access Feature Groups B and D (including new groups and CCSAC trunks)
- Trunk-side terminations (DID, new groups).

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Confirmation of
Service Request**

After processing the OLEC service request, a Firm Order Confirmation will be returned to the OLEC via facsimile. The confirmation will provide the BellSouth order number, the negotiated service due date, and the LCSC service representative name and telephone number. Additional service specific data may also be provided.

The LCSC will attempt to process all service requests within 24 hours of receipt.

**Order Changes
and Cancellations
Notification**

BellSouth should be notified as soon as possible of any order changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

**Missed
Appointments**

If an appointment is missed for customer reasons, the LCSC will provide notification (see following page) to the OLEC via facsimile.

The OLEC should enter a new requested due date on the notification form and return the form via facsimile to the LCSC. If a new due date is not provided within 14 calendar days, the original service order will be canceled.

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BellSouth
Missed Appointment Notification

A. Other Local Exchange Company

Company Name/OCN: _____

PON: _____ BellSouth Order Number: _____

End User Telephone Number: _____ Missed Due Date: _____

End User Name: _____

B. Action Requested

Negotiate a New Requested Due Date: _____

Premise Access, if applicable: Hours are Monday - Friday

All Day 8:00 - 6:00 AM 8:00 - Noon PM Noon - 6:00 PM 4 Hour Interval (Bet. 8:00 & 6:00)

Access Remarks: _____

C. Due Date Change Confirmation

BellSouth Order Number: _____ Due Date: _____ Time Scheduled: _____

BellSouth Service Representative: _____ Telephone Number: _____

Remarks: _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

REPAIR PROCEDURES

**Reporting
Troubles**

In the event of a service problem:

- The OLEC's end users must report trouble directly to the OLEC. BellSouth will not accept trouble reports directly from the OLEC's end user customer. End users calling BellSouth will be asked to contact their OLEC. On-line transfer service to the OLEC will not be available.

- The OLEC **must** pre-screen the end user trouble report in order to obtain information necessary for BellSouth repair. The required pre-screening information is provided on the following page.

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BELLSOUTH
PRE-SCREENING REPAIR QUESTIONS
FOR RESELLERS

1. Telephone # Being Reported: _____
2. Name: _____
3. Address: _____
4. City & State: _____
5. Trouble Reported By: _____
6. Report Received By(OLEC contact) _____
7. OLEC Can Be Reached #: _____
8. Access # (OLEC or End User): _____
9. Do You Consider Yourself Without Telephone Service? YES / NO _____
(Out-of-Service Question - Florida ONLY)
10. Is This a Calling / Called Report? Does the Problem Occur When the End User:
 - a. Is Called by Someone Else
 - b. Is Calling a Telephone NumberIf a., (Called), Provide the Calling Telephone # _____
11. Is the Trouble on All the End User Phones? YES / NO _____
If NO, Which Phone has Trouble _____
12. Trouble Description: _____
13. Date / Time Report Rec'd: _____ / _____ : _____ am / pm
14. Remarks: _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

REPAIR CENTER TELEPHONE NUMBERS

<u>State</u>	<u>Residence</u>	<u>Complex Business</u>	<u>Small Business</u>
ALABAMA	800-538-6277	800-247-2020	557-6123
NORTH FLORIDA	800-216-5688	800-247-2020	780-2222
SOUTH FLORIDA	800-432-1424	800-247-2020	780-2222
GEORGIA	800-867-5662	800-247-2020	780-2222
KENTUCKY	800-217-5057	800-247-2020	557-6123
LOUISIANA	800-335-2998	800-247-2020	557-6123
MISSISSIPPI	800-427-4171	800-247-2020	557-6123
NORTH CAROLINA	800-642-0544	800-247-2020	780-2222
SOUTH CAROLINA	800-642-0544	800-247-2020	780-2222
TENNESSEE	800-873-8846	800-247-2020	557-6123

Small Business
Complex Business

An end user customer account with less than eight (8) lines.
An end user customer account with more than seven (7) lines.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

LONG DISTANCE CARRIER SELECTION

**Predesignated
Interexchange
Carrier Changes**

Predesignated Interexchange Carrier (PIC) changes for OLEC end users should be referred to the desired carrier. If the desired carrier is BellSouth, or if a PIC change is requested at the same time as other service changes for the end user, the LCSC will process the change.

New Service

For new or initial service, the PIC selected on the LSR will be processed by the LCSC.

UNAUTHORIZED SERVICE CHANGES

**PIC
Changes**

OLEC end users should report unauthorized PIC changes to the OLEC. The OLEC should contact the Equal Access Service Center (EASC) for resolution. The EASC will correct the PIC and apply charges and/or credits as appropriate.

**EASC
Telephone
Numbers**

From:		
Florida, Georgia, North/South Carolina		780-2778
Other BellSouth states		557-6001
Outside BellSouth area		800-456-9127

The EASC does not accept calls directly from an end user.

Total Service

When notified that a customer has been switched to new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter (following page) will be mailed to the unauthorized OLEC.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

UNAUTHORIZED CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: OLEC Name
OLEC Address

Date: _____

We have received notification that the telephone account (~~NPA-NXX-XXXX~~) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

SERVICE RESTRICTIONS

This section is not intended to be, nor does it constitute, an all inclusive list of service restrictions. The state tariffs, and OLEC-specific contracts, are the ultimate source of service/feature availability.

- | | |
|--------------------------------------|--|
| Telephone Number Availability | <p>End users switching from BellSouth, or establishing initial service with an OLEC, will not be allowed to:</p> <ul style="list-style-type: none">● retain an existing BellSouth telephone number if their service is denied for non-payment.● obtain a previously held BellSouth telephone number which was disconnected for non-payment. <p>The numbers will be available upon payment in full of outstanding charges.</p> |
| Inside Wire | <p>BellSouth will not perform inside wiring and will not offer/continue inside wire maintenance plans for OLEC end users. If an end user switches from BellSouth to an OLEC, existing inside wire maintenance plans will be discontinued.</p> |
| Calling Card | <p>BellSouth will not offer line based (where the credit card number is a BellSouth telephone number) calling cards. If an end user switches from BellSouth to an OLEC, existing line based calling cards will be disabled/discontinued.</p> |
| LIDB | <p>Without specific contracts with an OLEC, telephone numbers assigned by BellSouth for OLEC end users will not be entered into BellSouth's LIDB (Line Information DataBase). The absence from LIDB will prevent receipt of collect and third number toll calls.</p> |
| "Grandfathered" Services | <p>"Grandfathered" (or obsoleted) services/features are those which have been removed from the applicable tariffs, but were allowed to remain in service with the subscribed end users. These services will not be available to an OLEC end user, and will be disabled/removed if a currently subscribed end user switches to an OLEC.</p> |

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

RESELLER BILLING

Bill Description CLUB (Customized Large User Bill) Summary Bill is the recommended format for Reseller billing. The CLUB Summary process will generate a consolidated bill in each billing period (20) for the Reseller's customers in that billing period. The CLUB bill will consolidate all the Reseller's customers' charges at a master account level. Complete end user billing detail is provided in the CLUB Summary Bill.

Electronic receipt (EDI, Magnetic Tape Billing, etc.) of the CLUB Summary Bill is recommended. A paper bill is also available.

Electronic payment processes are also available and recommended.

Billing Requests Requests for the establishment of CLUB Summary Billing should be directed to the OLEC Service Center. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services Request Form and the establishment of the CLUB Summary Billing account. The EBS office can be reached through the LCSC.

End User Billing Arrangements Existing end user billing arrangements (i.e., CLUB billing) will be discontinued if the end user switches from BellSouth to an OLEC.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

TARIFFS

Tariff Resources Copies of tariffs may be purchased through outside Tariff Advisory Services. Listed below are the tariff advisories currently contracting with BellSouth.

Connie Wightman
Technologies Management, Inc.
P.O. Drawer 200, or
163 E. Morse Boulevard, Suite 300
Winter Park, FL 32780-0200
Telephone: (407) 740-8575

Misty Mason
Valucom, Inc.
415 Church Street, NE, Suite 204
Vienna, VA 22180
Telephone: (703) 255-0700

Brian Lem
CCMI/UGG
11300 Rockville Pike
Suite 1100
Rockville, MD 20852-3030
Telephone: (301) 816-8950

Ken Shafer
Communications Image
Technologies, Inc.
2222 Gallows Road, Suite 160
Dunn Loring, VA 22027
Telephone: (703) 698-7050

William Goddard
Telecommunications Information Services
280 North Providence Road
Media, PA 19063
Telephone: (215) 891-6857

Maureen Osorno
Product Manager Tariff Services
Room 2B41
100 South Jefferson Road
Whippany, NJ 07981

Janice Fromer
Tele-Tech Services
P.O. Box 757
McAfee, NH 07428
Telephone: (201) 827-4421

Public Reference Room
In the FCC
Room 514
1119 M. Street, NW
Washington, DC 20554

International Transcription Service (ITS)
Room 140
21 M Street, NW
Washington, DC 20037
Telephone: (202) 857-3800

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

OPTIONAL SERVICES INSTRUCTIONS

Instructions for the following service features are included in this section:

Call Block
Call Return
Call Tracing
Repeat Dialing
Call Waiting
Call Forwarding
Three-Way Calling
Speed Calling 8
Speed Calling 30
Caller ID - Number Delivery
Caller ID - Name and Number Delivery
Per-Line Blocking
Call Selector
Preferred Call Forwarding
Anonymous Call Rejection
RingMaster® Service

000168

CALL BLOCK

Have you ever had an annoying caller who repeatedly disturbed you? Or, are there certain times when you don't wish to speak with someone in particular? Call Block helps you control your phone and rids you of these inconveniences. This service prevents the last person who called you from reaching you again (from the same calling number). It also rejects phone numbers you put on your Call Block list. In either case, the caller is returned to a recorded message and your phone does not ring. You always begin by accessing your Call Block service. You may have up to six phone numbers on your Call Block list. You need not fill the list in order to use the service. You will also receive recorded instructions when using Call Block; however, you may dial during these instructions for faster service.

To access your Call Block service:

1. PRESS *60 (or 1160 for rotary or dial pulse telephones), THEN LISTEN FOR INSTRUCTIONS

*NOTE: Before making any list additions or changes, you must first access Call Block by pressing *60.*

To add the phone number of last call after receiving an unwanted call (you don't know the number):

1. PRESS # (or 12 for rotary or dial pulse telephones)
2. DIAL 01 THEN PRESS # (Press # with Touch-Tone service telephones only)

Numbers which have been added to your list using this method may be termed "private entries" when your list is reviewed.

To turn on/off your Call Block service: DIAL 3 THEN LISTEN FOR INSTRUCTIONS

To add a phone number to your list:

1. PRESS # (or 12 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS # (Press # with Touch-Tone service telephones only)

To hear the phone numbers on your list: DIAL 1 — You may dial 07 immediately after hearing a number to remove that phone number from your list. After removing a number from your list, dial 1 to confirm.

To remove a phone number from your list:

1. PRESS * (11 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS * (Press * with Touch-Tone service telephones only)

After removing a number from your list, dial 1 to confirm.

To remove all list entries: DIAL 08 then * (Press * with Touch-Tone service telephones only)

To remove private entries only: DIAL 09 then * (Press * with Touch-Tone service telephones only)

To save your list unchanged: HANG UP

To hear the instructions repeated: DIAL 0

NOTES ON CALL BLOCK

If a number is on one of your other lists (Call Selector or Preferred Call Forwarding) in addition to Call Block, Call Block will override the others.

When you put a phone number on your Call Block list, callers from that number will be told that the number they have called has activated their Call Block service, and calls from their number will not be received by the called party.

If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:

- You tried to enter an invalid or non-working phone number.
- You tried to enter a number that's outside the TOUCHSTAR serving area.

The Call Block list must contain the Main Telephone Number if the caller being blocked subscribes to RingMaster® service.

000169

CALL RETURN

Call Return is a simple way to call back the last number that called you, whether or not you answered the phone. For those times when you're in the shower, the garden, etc., and can't get to the phone when it rings, Call Return will automatically call back that last number.

To use:

1. LISTEN FOR DIAL TONE

2. PRESS *69 (1169 for rotary or dial pulse telephones)

*NOTE: In some areas after pressing *69 or 1169, you will hear the telephone number, date and time of the last call received. If you want to return the call press 1. If you do not want to return the call, hang up.*

3. IF THE LINE IS:

- NOT BUSY — LISTEN FOR NORMAL RINGING
- BUSY — LISTEN FOR ANNOUNCEMENT, HANG UP, YOU WILL HEAR A SPECIAL RING WHEN THE LINE IS FREE

To cancel the special ring:

1. PRESS *89 (1189 for rotary or dial pulse telephones), THEN LISTEN FOR ANNOUNCEMENT

*NOTE: If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is *59.*

NOTES ON CALL RETURN

When the line is busy:

- Call Return will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Call Return is trying to reach a busy number.

Call Return is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use Call Return to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the TOUCHSTAR® service serving area.
- The TOUCHSTAR service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated Call Forwarding service.

If you activate Call Return to a line that has RingMaster® service, the call will always return to the Main Telephone Number.

When you use Call Return with RingMaster service, you will have four ringing patterns to consider:

- Main service Telephone Number
(One long ring)
 - First Additional RingMaster service Telephone Number
(Two short rings)
 - Second Additional RingMaster service Telephone Number
(Short, long, short ring)
 - Call Return/Repeat Dialing
(Short, short, long ring)
-

000170

CALL TRACING

Call Tracing enables you to initiate an automatic trace of the last call you received. Your Telephone Company Annoyance Call Center will automatically receive a message containing the phone number where the abusive call originated, if it is from within the TouchStar serving area, plus the time and date of when the abusive call was placed. It is necessary, however, for you to call your Telephone Company Annoyance Call Center and report the date and time of the calls you desire to be investigated. Please call before the end of the next business day.

To use:

1. HANG UP AFTER RECEIVING THE ABUSIVE CALL
2. LISTEN FOR DIAL TONE
3. PRESS **957** (1157 for rotary or dial pulse telephones), THEN LISTEN FOR ANNOUNCEMENT

NOTES:

- It is essential that the Call Tracing action, pressing **957** (or 1157) be done immediately after you hang up the phone following the abusive call. If you delay taking action and receive a subsequent incoming call, Call Tracing will not trace the correct number.
- In the event that Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.
- The telephone company Annoyance Call Center must have two confirmed traces of the same number in order to take further action. Therefore, it is important to activate Call Tracing each time an abusive call is received.
- After having a call traced by pressing **957**, it is necessary for you to contact the telephone company Annoyance Call Center in your state. Use the number for your state. These are toll-free calls.

South Central Bell Office hours: 8:00 A.M. to 4:30 P.M. Central Time

Call Tracing customers in Alabama, Kentucky, Louisiana, Mississippi and Tennessee dial 557-6557.

Southern Bell Office hours: 8:00 A.M. to 6:00 P.M. Eastern Time

Call Tracing customers in Florida, Georgia, North Carolina and South Carolina dial 780-2969.

- When calling the telephone company Annoyance Call Center in your state, identify yourself as a TOUCHSTAR® service Call Tracing customer. You must give the Annoyance Call Center the time and date of the abusive call.
 - In the case of emergency, contact your local law enforcement agency.
 - When you use Call Tracing, you will not be given the phone number you are tracing or the person's name. Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.
 - After two confirmed traces of the same number, the Annoyance Call Center will send a deterrent letter to the address of the phone number where the abusive call originated. If the problem persists, contact the Annoyance Call Center for further assistance.
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000171

REPEAT DIALING

Remember the last time you repeatedly tried to call someone and their line was busy or there was no answer? Now, Repeat Dialing makes your life easier. It automatically redials the last number you dialed. If the line is busy, Repeat Dialing will keep trying until the line is free, then signal you. You can use Repeat Dialing for more than one busy number at a time. During this time you may place and receive other calls.

To use :

1. LISTEN FOR DIAL TONE
2. PRESS ***66** (1166 for rotary or dial pulse telephones)
3. IF THE LINE IS:
 - NOT BUSY — LISTEN FOR NORMAL RINGING
 - BUSY — LISTEN FOR ANNOUNCEMENT, HANG UP, YOU WILL HEAR A SPECIAL RING WHEN THE LINE IS FREE.

To cancel:

1. PRESS ***86** (1186 for rotary or dial pulse telephones), THEN LISTEN FOR ANNOUNCEMENT

*NOTE: If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is *56.*

NOTES ON REPEAT DIALING

When the line is busy:

- Repeat Dialing will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Repeat Dialing is trying to reach a busy number.

Repeat Dialing is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use Repeat Dialing to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the TOUCHSTAR® service serving area.
- The TOUCHSTAR service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated Call Forwarding service.

If you have both RingMaster® service and TOUCHSTAR service and you place a call to a number that is busy or doesn't answer and activate Repeat Dialing, the call will be returned to the Main Telephone Number with short, short, long ring pattern

When you use Repeat Dialing with RingMaster service, you will have four ringing patterns to consider.

- Main service Telephone Number
(One long ring)---
 - First Additional RingMaster service Telephone Number
(Two short rings)
 - Second Additional RingMaster service Telephone Number
(Short, long, short ring)
 - Call Return/Repeat Dialing
(Short, short, long ring)
-

000172

CALL WAITING

Call Waiting lets you enjoy the convenience of two phone lines at little more than the cost of one. You can answer a second call while talking to the first caller. You don't have to worry about missing important calls. You can change back and forth between two calls with ease and maintain privacy on both. In some areas, to avoid being interrupted by a second call, you can temporarily control Call Waiting before you make a call. Also, in some areas, Call Waiting can be controlled temporarily while you are in the middle of a call, if you are also a subscriber to Three-Way Calling.

HOW TO USE CALL WAITING:

1. A Short Tone will sound to alert you to a second call. If you don't respond, another tone will sound 10 seconds later. You can either respond (proceed to Step 2), or ignore the tones until the second caller hangs up.
2. Tell The Person You Are Talking To that another call is coming in. You can either put the first call on hold by depressing the switchhook, or else hang up to end the first call.
3. Depress The Switchhook for a second to put the first caller on hold and answer the second call.
4. You Can Alternate Between First And Second Callers by depressing the switchhook for a second. Each conversation is private.

NOTE: If a third caller tries to reach you while someone is already on hold, you will not hear a tone. The third caller will simply get a busy signal.

HOW TO END CALL WAITING:

1. End One Conversation by waiting for the caller to hang up. You will be automatically and immediately reconnected to your other call.
2. End Both Conversations by hanging up your phone.

NOTE: In some areas, if you hang up while someone is still on hold, your phone will ring. You must answer the ring before you can disconnect from the call holding.

HOW TO TEMPORARILY CONTROL CALL WAITING PRIOR TO MAKING A CALL (where available):

1. Listen For Dial Tone
2. Dial *70 With Touch-Tone service telephones (1170 with rotary or dial pulse telephones).
3. Listen For Three Short Tones followed by a steady dial tone.
4. Dial The Number you wish to reach.

HOW TO TEMPORARILY CONTROL CALL WAITING WHILE A CALL IS IN PROGRESS (where available):

1. Depress The Switchhook for a second to put your call in progress on hold.
2. Listen For Three Short Tones followed by a steady dial tone.
3. Dial *70 With Touch-Tone service telephones (1170 with rotary or dial pulse telephones). You will hear three short tones followed by steady dial tone.
4. Depress The Switchhook for a second to return to call holding.

NOTE: You cannot control Call Waiting while a call is in progress and a third caller is attempting to reach you. After a Control Call Waiting conversation is ended, the Call Waiting feature will automatically reactivate.

000173

CALL FORWARDING

Call Forwarding assures that your calls will be answered while you are away. This provides extra security for your home or business. Call Forwarding automatically transfers your incoming calls to whatever number you specify. When you use Call Forwarding, you can continue to make outgoing calls from your own phone line. Call Forwarding will stay in effect until you cancel it.

HOW TO USE CALL FORWARDING:

1. Listen For A Dial Tone.
2. Dial **72#** With Touch-Tone service telephones (72 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone, and dial the number you want your calls forwarded to. (If you have Speed Calling, dial the Speed Calling code.)
4. Listen For Ringing. Inform the party who answers that you are forwarding your calls. Call Forwarding is now established.

If you get a busy signal or no answer, Call Forwarding can still be established by repeating Steps 1-4, and no answer is necessary. (In some areas, after you repeat Steps 1-4, you will hear three short tones followed by a steady dial tone.)

NOTES:

- To verify the status of Call Forwarding, dial **72#** with Touch-Tone service telephones (72 with rotary or dial pulse telephones). If you hear a fast busy signal, your calls are being forwarded.
- There will be a short ring on your phone when a call is being forwarded, but these calls cannot be answered from your telephone.
- Don't forget to tell the person who will receive your calls that you are establishing Call Forwarding. This is especially important if you will not be at that location to receive the calls.
- Inform others using your phone that no incoming calls can be received while Call Forwarding is in effect.
- If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

HOW TO END CALL FORWARDING:

1. Dial **73#** With Touch-Tone service telephones (73 with rotary or dial pulse telephones).
2. Listen For Three Short Tones followed by a steady dial tone.

NOTES:

- To verify deactivation of Call Forwarding, dial **73#** with Touch-Tone service telephones (73 with rotary or dial pulse telephones). Three short tones followed by a steady dial tone confirms deactivation.
 - Remember, Call Forwarding will remain in effect until you cancel it.
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THREE-WAY CALLING

Three-Way Calling is an easy-to-use, timesaving convenience for busy people. It allows three people to plan coming events or discuss other important matters. Families and friends can enjoy reunions over the phone. Business associates can hold strategy sessions. If you have Call Waiting, you can temporarily control it while a three-way call is in progress.

HOW TO USE THREE-WAY CALLING:

1. Get The First Party On The Phone
2. Depress The Switchhook for a second to put the call on hold.
3. Listen For Short Bursts Of Tone Followed By A Steady Dial Tone, and dial the second party. You can talk privately with the second party before you bring the first party back on the line with you.
4. Depress The Switchhook again for a second to complete the three-way connection. Now you have both parties on the line with you.
5. If You Get A Busy Signal or no answer when calling the second party, Depress The Switchhook Twice - for a second each time - to return to the first party. If you wish, you may now dial someone else by starting again at Step 2.

HOW TO END THREE-WAY CALLING:

1. End One Conversation by waiting for that party to hang up (you'll hear a click). You and the remaining party can continue the conversation. Or, you can establish another three-way conversation by repeating Steps 2-4.
 2. End Both Conversations by hanging up the phone.
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SPEED CALLING 8

Speed Calling 8 lets you place a local or long distance call simply by dialing a one-digit code. Speed Calling 8 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. It is especially helpful to children and the elderly or handicapped. First, write down the names and numbers you want on your Speed Calling 8 List by recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial **74#** With Touch-Tone service telephone (74 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 8 Code (Number 2 through 9) beside the name you wish to record. For example, if you have assigned the code number 2 to your local police, dial 2.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

NOTES:

- Repeat Steps 1-6 for each Speed Calling 8 code number you record.
- If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

HOW TO SPEED DIAL:

Dial The One-Digit Speed Calling Code. With Touch-Tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

HOW TO CHANGE YOUR SPEED CALLING LIST:

Repeat Steps 1-6 of HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST, taking care to use the code beside the number you want to change.

EXAMPLE: If you want to change the number listed beside code 5, repeat Steps 1-6, dialing 5 in Step 4, and then dialing the new phone number you wish to enter in Step 5. The new number you enter will automatically replace the number you originally entered beside code 5.

Write in the names and telephone numbers on your **SPEED CALLING 8 LIST** below:

NAME	CODE	TELEPHONE NUMBER
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	

000176

CALLER ID DELUXE - NAME AND NUMBER DELIVERY

Caller ID Deluxe enables you to identify the calling name and telephone number from which an incoming call was placed before you answer the phone. The calling name and number are displayed on a specially designed display unit. This display unit is purchased separately from the Caller ID Deluxe service that you ordered from your telephone company. Unless you have such a display unit, your Caller ID Deluxe service will not display the calling name and number.

After your Caller ID Deluxe display unit has been properly connected (see the installation instructions provided with your unit), and your Caller ID Deluxe service has been connected by your telephone company, the calling name and telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling name and number have been displayed, you may choose to answer your phone in the normal manner, note the name and number and return the call later or ignore the call completely.

Caller ID Deluxe service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit Caller ID Deluxe information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling name and number. For an explanation of those messages or symbols please see the owner's manual that was provided with your unit. Public and semi-public telephones will display "payphone", but business owned payphones may display the name of the business. For new telephone numbers, the number will be displayed but the name will not be displayed, since the name is not yet in the BellSouth Telecommunications database.

The telephone number is only displayed while the receiver is on-hook; therefore, Caller ID Deluxe will not work simultaneously with Call Waiting.

000177

PER-LINE BLOCKING

When Per-Line Blocking is assigned to your telephone line, it prevents your name and telephone number from being displayed on the Caller ID display unit of the person you are calling. With Per-Line Blocking assigned, your line is given a "private" status. You can turn off your Per-Line Blocking on an individual call basis by pressing ***82** before making your call. This will change your line from "private" to "public".

IMPACTS:

- Some customers do not accept calls from callers who do not allow delivery of their telephone number. If you call one of these customers, you will hear an announcement with a message similar to the following:

"Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again."

Because this is considered a "completed" call, you may incur long distance or toll charges depending upon how this call would normally be billed.

In order to reach this party, you can dial the Unblock code ***82** (1182 for rotary or dial pulse telephones) which will then allow your call to be completed and your telephone number to be delivered to the called party for just this one call. After your call is completed, your Per-Line Blocking feature is once again in operation, blocking delivery of your telephone number to those you call.

- If you subscribe to a voice mail service, like MemoryCall® service, Per-Line Blocking may interfere with how this service works. Per-Line Blocking may block the delivery of your number to the voice mail system. When you call to check your messages or your callers are forwarded to your mailbox, the voice mail system may not be able to identify your number. You and your callers may be required to re-enter your telephone number.

NOTES:

- You do not need to subscribe to Per-Line Blocking in order to prevent your name and telephone number from being displayed on the Caller ID unit of the person you are calling. Your line is already equipped with Per-Call Blocking, Free-of-Charge.
- Per-Call Blocking allows callers to block the delivery of their telephone number on an individual call basis by pressing ***67** (1167 for rotary or dial pulse telephones) prior to making a call. This will change their line from "public" to "private", which will block their number from being displayed for that call only. Since you already have Per-Line Blocking assigned to your telephone line, pressing ***67** (1167 for rotary or dial pulse telephones) prior to making a call will have NO affect.

EA7L BX

11-1-81
P.A.T.C. B.A.S.E.
P.O. Box 1000
St. Louis, MO 63101

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CALL SELECTOR

Have you ever been waiting for a call from someone in particular, and didn't really want to answer calls from other people? Call Selector lets you know when that particular person (or one of several people) is calling. With Call Selector, you make a list of these phone number(s), then your phone will signal you with a special ring (short-long-short ring cycle) when someone from your list is calling. You begin by making your list of "selected" numbers after accessing your Call Selector service. You may have up to six phone numbers on your Call Selector list. You need not fill a list in order to use the service. You will also receive recorded instructions when using Call Selector; however, you may dial during these instructions for faster service.

To access your Call Selector service:

1. PRESS *61 (1161 for rotary or dial pulse telephones), THEN LISTEN FOR INSTRUCTIONS

*NOTE: Before making any list additions or changes, you must first access Call Selector by pressing *61*

To add a phone number to your list:

1. PRESS # (12 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS # (Press # with Touch-Tone service telephones only)

To turn on/off your Call Selector service: DIAL 3 THEN LISTEN FOR INSTRUCTIONS

To add phone number of last call you received to your list:

1. PRESS # (12 for rotary or dial pulse telephones)
2. DIAL 01 THEN PRESS # (Press # with Touch-Tone service telephones only)

Numbers which have been added to your list using this method may be termed "private entries" when your list is reviewed.

To hear the phone numbers on your list: DIAL 1 — You may dial 07 immediately after hearing a number to remove that phone number from your list. After removing a number from your list, dial 1 to confirm.

To remove a phone number from your list:

1. PRESS * (11 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS * (Press * with Touch-Tone service telephones only)

To remove all list entries: DIAL 06 then * (Press * with Touch-Tone service telephones only)

To remove private entries only: DIAL 09 then * (Press * with Touch-Tone service telephones only)

To save your list unchanged: HANG UP

To hear the instructions repeated: DIAL 0

NOTES ON CALL SELECTOR

This service also works when you're talking on the phone, if you also subscribe to Call Waiting service. You'll be able to identify incoming calls from your list, because you will receive a special tone (three beeps).

While the numbers on your Call Selector list provide a distinctive ring, there is not a separate ring for each number. So when you hear the distinctive ring, you will not know which one of the Call Selector numbers is calling.

If one of your numbers is also on your Call Block list, you must turn off Call Block before using Call Selector for that number.

If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:

- You tried to enter an invalid or non-working phone number.
- You tried to enter a number that's outside the TOUCHSTAR serving area.
- You tried to enter your own phone number.

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Call Selector shares the same ringing pattern with RingMaster® service for a Second Additional Telephone Number (short-long-short ring).

PREFERRED CALL FORWARDING

Preferred Call Forwarding enables you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your Preferred Call Forwarding list. You begin by making your list of "preferred" numbers after accessing your Preferred Call Forwarding service. You may have up to six phone numbers on your Preferred Call Forwarding list. You need not fill a list in order to use the service. You will also receive recorded instructions when using Preferred Call Forwarding; however, you may dial during these instructions for faster service.

To access your Preferred Call Forwarding service:

1. PRESS **63** (1163 for rotary or dial pulse telephones), THEN LISTEN FOR INSTRUCTIONS

NOTE: After accessing your Preferred Call Forwarding service, you must either enter or confirm the number to which you want your calls forwarded.

*NOTE: Before making any list additions or changes, you must first access Preferred Call Forwarding by pressing *63.*

To add a phone number to your list:

1. PRESS **#** (12 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS **#** (Press **#** with Touch-Tone service telephones only)

To turn on/off Preferred Call Forwarding: DIAL **3**, THEN LISTEN FOR INSTRUCTIONS

To add phone number of last call you received to your list:

1. PRESS **0** (12 for rotary or dial pulse telephones)
2. DIAL **01** THEN PRESS **#** (Press **#** with Touch-Tone service telephones only)

Numbers which have been added to your list using this method may be termed "private entries" when your list is reviewed.

To hear the phone numbers on your list:

1. DIAL **1** — You may dial **07** immediately after hearing a number to remove that phone number from your list. After removing a number from your list, dial **1** to confirm.

To remove a phone number from your list:

1. PRESS ***** (11 for rotary or dial pulse telephones)
2. DIAL THE NUMBER, THEN PRESS ***** (Press ***** with Touch-Tone service telephones only)

To remove all list entries: DIAL **06** then ***** (Press ***** with Touch-Tone service telephones only)

To remove private entries only: DIAL **09** then ***** (Press ***** with Touch-Tone service telephones only)

To save your list unchanged: HANG UP

To hear the instructions repeated: DIAL **0**

NOTES ON PREFERRED CALL FORWARDING

If one of your numbers is also on your Call Block list, you must turn off Call Block before using Preferred Call Forwarding for that number.

If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:

- You tried to enter an invalid or non-working phone number.
- You tried to enter a number that's outside the TOUCHSTAR serving area.
- You tried to enter your own phone number.

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When RingMaster® service is ordered, the customer chooses whether to forward all telephone numbers or just the Main Telephone Number. The Preferred Call Forwarding list must contain the Main Telephone Number if the calling party subscribes to RingMaster service. If one of the Additional Telephone Numbers is placed on the Preferred Call Forwarding list, the calls will not be forwarded unless the Main Telephone Number is also on the Preferred Call Forwarding list.

If a telephone number on the Preferred Call Forwarding list calls the Main Telephone Number, it will be forwarded. If a telephone number on the Preferred Call Forwarding list calls one of the Additional Telephone Numbers, it will be forwarded unless the customer has chosen to forward the Main Telephone Number when the RingMaster service was ordered.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows you to automatically reject calls from callers who have a privacy feature (Calling Number Delivery Blocking-Permanent or Per Call). The privacy feature will prevent their number from being displayed when they call you. When you activate Anonymous Call Rejection, you will not know when calls are being rejected. Your callers, which are being rejected, will hear announcement similar to the one following:

Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again.

Anonymous Call Rejection must be activated on your line before private calls will be rejected.

To activate:

1. Lift handset and listen for dial tone
2. Press ***77** (for rotary or dial pulse telephones, press 1177)
(You will hear two short confirmation tones.)

To deactivate:

1. Lift handset and listen for dial tone
2. Press ***87** (for rotary or dial pulse telephones, press 1187)
(You will hear an announcement confirming deactivation.)

*Note: If you have Prestige® Communications Service, press *58 to activate and press *68 to deactivate.
(for rotary or dial pulse telephones, press 1158 to activate or 1168 to deactivate)*

NOTES ON ANONYMOUS CALL REJECTION

If you activate Anonymous Call Rejection and Call Forwarding at the same time and receive a call from someone with a privacy feature, the caller will be routed to the Anonymous Call Rejection announcement.

If you Call Forward your calls to someone who has activated their Anonymous Call Rejection feature and your Anonymous Call Rejection feature is deactivated, your caller will be routed to the forwarded party's Anonymous Call Rejection announcement.

If you have Call Waiting and Anonymous Call Rejection activated, you will not receive the Call Waiting tone when callers with a privacy feature call you. The caller will be routed to the Anonymous Call Rejection announcement.

If you have Caller ID and you activate your Anonymous Call Rejection feature, calls from someone with a privacy feature will not appear in your display unit, but will be routed to the Anonymous Call Rejection announcement.

If you have Call Selector and Anonymous Call Rejection activated, and receive a call from someone with a privacy feature who is on your Call Selector list, you will hear distinctive ringing.

If you receive a call from someone with a privacy feature who is on your Preferred Call Forwarding list, they will be forwarded to the remote location. If the remote location has Anonymous Call Rejection activated, the caller will be routed to the Anonymous Call Rejection announcement.

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160010161001400

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RINGMASTER® SERVICE



RingMaster service allows you to have up to two telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is from by providing your additional telephone numbers only to specific parties such as:



- business associates (for business calls received at home)
- friends/relatives
- children's friends

If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:

1. _____
(Main Telephone Number)

RINGING	TONE (if you have CALL WAITING)
	
One long ring (Normal ring)	One long tone (Normal Call Waiting Tone)
2. _____
(Additional Telephone Number)

RINGING	TONE (if you have CALL WAITING)
	
Two short rings	Two short tones

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster service telephone numbers.

With RingMaster service, **CALL FORWARDING** can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster service (if you also have **CALL FORWARDING**). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when **CALL FORWARDING** is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when **CALL FORWARDING** is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

(Continued on next page)

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1-800-4-A-TELEPHONE

RINGMASTER® SERVICE (Continued)

NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel CALL WAITING and CALL FORWARDING.
 2. The option to "Forward All Telephone Numbers" is not available in all areas.
 3. Although you can have up to two telephone numbers, you have just one line and only one conversation can be held at a time.
 4. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone, so you will know which telephone number was dialed.
 5. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
 6. The calling party hears normal ringing, not DISTINCTIVE RINGING.
 7. You are entitled to a directory listing for each RingMaster service telephone number. Additional listings are available for a small monthly charge.
 8. The telephone number to which you forward your calls does not receive the DISTINCTIVE RINGING patterns.
 9. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.
-

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RINGMASTER® SERVICE

RingMaster service allows you to have up to three telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is *from* by providing your additional telephone numbers only to specific parties such as:

- business associates (for business calls received at home)
- friends/relatives
- children's friends

If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:

1. _____
(Main Telephone Number)

RINGING



One long ring
(Normal ring)

PHONE TONE

(if you have **CALL WAITING**)



One long tone
(Normal Call Waiting Tone)

2. _____
(Additional Telephone Number)

RINGING



Two short rings

PHONE TONE

(if you have **CALL WAITING**)



Two short tones

3. _____
(Additional Telephone Number)

RINGING



Short, long, short ring

PHONE TONE

(if you have **CALL WAITING**)



Short, long, short tone

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster service telephone numbers.

(Continued on next page)

RINGMASTER® SERVICE (Continued)

With RingMaster service, CALL FORWARDING can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster service (if you also have CALL FORWARDING). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when CALL FORWARDING is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when CALL FORWARDING is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel CALL WAITING and CALL FORWARDING.
2. The option to "Forward All Telephone Numbers" is not available in all areas.
3. In certain areas, the maximum telephone numbers allowed per line is two instead of three.
4. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time.
5. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone; so you will know which telephone number was dialed.
6. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
7. The calling party hears normal ringing, not DISTINCTIVE RINGING.
8. You are entitled to a directory listing for each RingMaster service-telephone number. Additional listings are available for a small monthly charge.
9. The telephone number to which you forward your calls does not receive the DISTINCTIVE RINGING patterns.
10. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.

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SPEED CALLING 30

Speed Calling 30 lets you place a local or long distance call simply by dialing a two-digit code. Speed Calling 30 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. It is especially helpful to children and the elderly or handicapped. First, write down the names and numbers you want on your Speed Calling list; then begin recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial **75#** With Touch-Tone service telephone (75 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 30 Code (Number 20 through 49) beside the name you wish to record. For example, if you have assigned the code number 20 to your local police, dial 20.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

NOTE: Repeat Steps 1-6 for each Speed Calling 30 code number you record. If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

HOW TO SPEED DIAL:

Dial The Two-Digit Speed Calling Code. With Touch-Tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

HOW TO CHANGE YOUR SPEED CALLING LIST:

Repeat Steps 1-6 of HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST, taking care to use the code beside the number you want to change.

Write in the names and telephone numbers on your SPEED CALLING 30 LIST below:

NAME	CODE	TELEPHONE NUMBER
	20	
	21	
	22	
	23	
	24	
	25	
	26	
	27	
	28	
	29	
	30	
	31	
	32	
	33	
	34	
	35	
	36	
	37	
	38	
	39	
	40	
	41	
	42	
	43	
	44	
	45	
	46	
	47	
	48	
	49	

CALLER ID - NUMBER DELIVERY

Caller ID enables you to identify the telephone number from which an incoming call was placed before you answer the phone. The calling number will be displayed on a specially designed display unit. This display unit is purchased separately from the Caller ID service that you ordered from your telephone company. Unless you have such a display unit, your Caller ID service will not display the calling number.

After your Caller ID display unit has been properly connected (see the installation instructions provided with your unit), and your Caller ID service has been connected by your telephone company, the calling telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling number has been displayed, you may choose to answer your phone in the normal manner, note the number and return the call later or ignore the call completely.

Caller ID service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit Caller ID information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling number. For an explanation of those messages or symbols, please see the owner's manual that was provided with your unit.

The telephone number is only displayed while the receiver is on-hook; therefore, Caller ID will not work simultaneously with Call Waiting.

1
2
3
4
5
6
7
8
9
0
*
#

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Service Order Data Element Negotiations Worksheets

ELECTRONIC COMMUNICATIONS INTERFACE PROVISIONING OBJECT REQUIREMENTS

DRAFT Version 6

1. Introduction

This document provides the foundation for negotiating Service Order related information with service providers. It can be used for identifying data element requirements for the following Service Order related information exchanges:

1. Customer Service Information Query
2. Customer Service Information Response
3. Address Verification Query
4. Address Verification Response
5. Telephone Number Reservation Query
6. Telephone Number Reservation Response
7. Appointment Availability Query
8. Appointment Availability Response
9. Appointment Reservation Query
10. Appointment Reservation Response
11. Service Availability Query
12. Service Availability Response
13. **Work Order**
14. Firm Order Confirmation
15. Order Completion
16. Jeopardy Notification
17. Jeopardy Response
18. Error Notification
19. Error Response
20. Status Request
21. Status Response
22. LEC Acknowledgment
23. CLEC Acknowledgment
24. Change Request
25. Order Cancellation
26. *Local Churn Reporting (Network Provider notifies current Local Service Provider that end-customer switched to a different Local Service Provider)*

1.1 Instructions

This document provides the foundation for negotiating Service Order related information with service providers.

The steps for negotiating data elements using this document are:

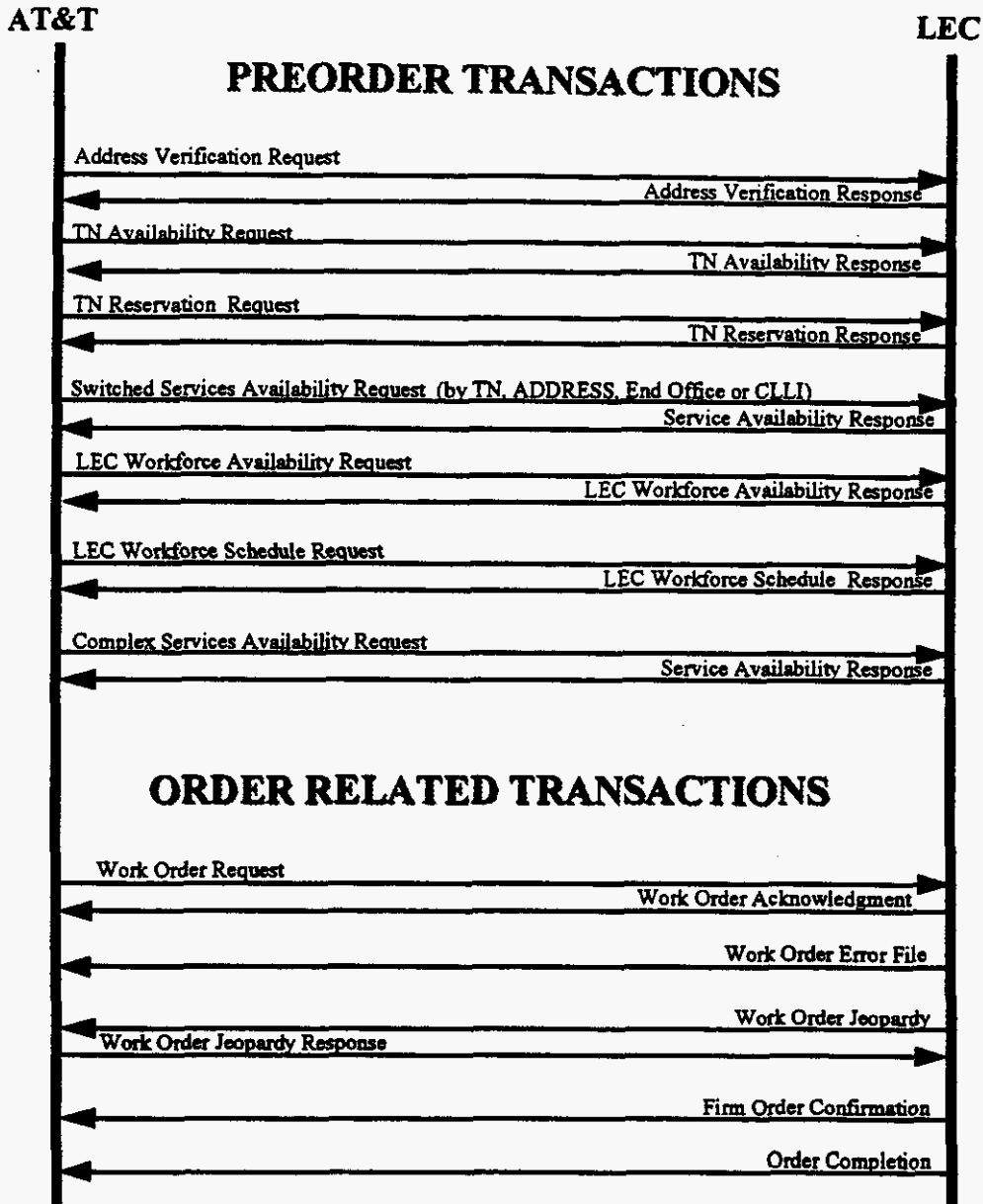
1. Select the type of transaction (Order, Order Confirmation, etc.)
2. Select the category of information (Administrative, Service Customer, etc.).
3. Place the appropriate indicator in the appropriate column as each data element is agreed upon.
4. Indicators should be
 - O = Optional
 - R = Required
 - C = Conditional (an explanation of the conditions must be provided) on an attached page.
 - N = Not Required
5. Enter additional data elements in blank rows at end of table
6. Select the next type of transaction
7. Proceed until all transactions are negotiated.

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PROVISIONING OBJECT REQUIREMENTS
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PROVISIONING OBJECT REQUIREMENTS
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1.2 Provisioning Transactions

PROVISIONING
TRANSACTIONS



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)
)

**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS
DRAFT Version 6**

2. Transactions Abbreviations

CSQ	Customer Service Information Query
CSR	Customer Service Information Response
AVQ	Address Verification Query
AVR	Address Verification Response
TNRQ	Telephone Number Reservation Query
TNRR	Telephone Number Reservation Response
AAQ	Appointment Availability Query
AAR	Appointment Availability Response
ARQ	Appointment Reservation Query
ARR	Appointment Reservation Response
SAQ	Service Availability Query
SAR	Service Availability Response
WO	Work Order
FOC	Firm Order Confirmation
OC	Order Completion
JN	Jeopardy Notification
JR	Jeopardy Response
EN	Error Notification
ER	Error Response
SQ	Status Request
SR	Status Response
LA	LEC Acknowledgment
CA	CLEC Acknowledgment
CR	Change Request
CN	Order Cancellation

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**ELECTRONIC COMMUNICATIONS INTERFACE
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2.1 Administrative Information Group

Group	Field	Description	Appls. Bytes	C	C	A	A	T	T	A	A	A	A	S	S	W	F	O	J	J	E	E	S	S	L	C	C	C
				S	S	V	V	N	N	A	A	A	A	A	A	O	O	C	N	N	N	O	O	A	A	R	R	N
				Q	R	Q	R	Q	R	O	R	Q	R	Q	R		C											
Admin	Order ID or SAR ID	Purchase Order Number	16											R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Admin	Order Version or SAR Version	Purchase Order Version Number	02											R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Admin	Related Order ID	Relates this order to another.	16*N											O	O	O											O	
Admin	Related SAR ID	Relates this to another SAR.	16*N											O	O	O												
Admin	Project ID	Relates this order to a Project	16											O	O	O												
Admin	Service Priority	Identifies the Telecommunications Provisioning and Restoration Priority as defined in the TSP Service Vendor Handbook	57													O	O										O	
Admin	Admin Remarks	Free form note	186													O	O	O	O	O	O	O	O	O			O	O
Admin	Time & Date Sent	Identifies the time and date the transaction was sent.	12			R	R	R	R							R	R	R	R	R	R	R	R	R	R	R	R	R
Admin	LOA Date	Date of Letter of Agency which indicates that the Service Customer is acting as an end user's agent.	6													O											O	

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Group	Field	Description	Appx. Bytes	G S Q	C R	A V Q	A V Q	A T N R Q	A T N R Q	A A A A A A A A A A A A A A	S S A R A A A A A A A A A A A A A	W O O C	F O C	J J N N	J J N N	P P R R	S S O O	S S R R	L L A A	C C R R	C C N N	
Admin	Supplement Type	Identifies the reason for the supplement. Select: <ul style="list-style-type: none"> • DD - Change to DDD • PC - Partial Cancellation • RC - Record Change only • EC - Corrects Reject Errors • CA - Cancel <u>entire</u> Order • OT - Other Conditional If the Version Number is zero then this field is not needed. The Supplemental Type MUST exist if Version Number is greater than 0. <i>Issue: Is there a need for this field or can it be combined with the Transaction Type or Order Activity field.</i>	2																			
Admin	Other Supp Type	This field is Conditional: If Supp type = OT, enter free form note <i>Issue: If the Supplement Type field is needed then this field can be deleted.</i>	10?																			0

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**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS**

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Group	Field	Description	Appn- Dtype	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	C S Q	
Admin	Transaction Type	<p>Identifies the overall purpose of the document.</p> <ul style="list-style-type: none"> For transmissions to the Service Provider, select: <ul style="list-style-type: none"> AR - Service Availability Request WO - Services Request EC - Error Correction. (Order Version (VER) must be - Previous Order Version + 1) CH - Change to Pending Order. (Order Version (VER) must be - Previous Order Version + 1) RS - Request for Status JR - Jeopardy Response CA - Cancel Pending Work Order For transmissions from the Service supplier, the field will contain: <ul style="list-style-type: none"> RA - Response to Service Availability Request ER - Error/Reject Notification OC - Order Confirmation JN - Jeopardy Notification CP - Order Completion SR - Status Response <p>issue: <i>Amal & restore</i></p>	2																	

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**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS**

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Gateway	Field	Description	Admin. Dtypes	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C		
Admin	Order Activity	If Transaction Type = AR, WO, or CH, this field identifies the activities on the services being requested. Select: <ul style="list-style-type: none"> C = Change of existing services, D = Disconnect of existing services, N = New Install, P = PLC change, or A = Change of Service Address. <ul style="list-style-type: none"> R-Record Change Only S-S&E Approved PLC Change 	1																							
Admin	Class of Service Change	Identifies the type of class of service change: R= Res to Bus, or B = Bus. to Res	1																						0	
Admin	Expedite Order	Yes or No	1																						0	
Admin	Additional Engineering	Indicates that estimates for additional engineering charges are to be sent to initiator	1																						0	
Admin	Additional Labor	Indicates that additional labor is requested and charges will be accepted.	1																						0	
Admin	Special Construction Requirement	Indicates that special construction is required to fill the request.	1																						0	
Admin	Confirmation Version	Identifies the access supplier's version of a confirmation notification. For the purpose of confirmation correction	2																							R
Admin	Test Routine Type	Identifies the way in which (scheduled/non-scheduled) routine testing is to be performed for switched services.	2																							0
Admin	Field Visit	Indicates that the Service Supplier has determined that a field visit will be required.	1																							0

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**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS
DRAFT Version 6**

Group	Field	Description	App-Bytes	C	A	A	A	T	T	A	A	A	A	A	A	A	A	S	S	W	F	O	J	J	E	E	S	S	L	C	C	C	N		
				C	A	V	V	T	N	T	A	A	A	A	A	A	A	A	A	O	D	C	N	R	R	R	R	R	R	R	R	R	R		
Admin	Field Visited	Indicates that the Service Supplier has determined that a field visit was made.	1																																
Admin	Provisioning Interval	Identifies the number of work days which could be required to complete this request (contingent upon facility and work force availability) if this request were a firm order as of today's date.	12																																
Admin	SAR expiration date	Identifies the time and date that the information provided on the Service Availability Query (SAQ) will expire	6																																
Admin	Date and Time transaction received	Identifies the time and date the transaction was received.	12																																
Admin	Transaction Type Received	It identifies the transaction that is being acknowledged is WO, AR																																	

ELECTRONIC COMMUNICATIONS INTERFACE
 PROVISIONING OBJECT REQUIREMENTS

DRAFT Version 6

2.2 Service Customer Information Group

Group	Field	Description	Appx. Bytes	C	A	V	S	T	A	A	A	A	A	A	S	W	F	O	C	J	N	R	E	S	E	L	C	C
SvcCat	Service Customer ID	The identification of the service customer	4		R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R

2.2.1 Service Customer Contact Information Group

Group	Field	Description	Appx. Bytes	C	A	V	S	T	A	A	A	A	A	A	S	W	F	O	C	J	N	R	E	S	E	L	C	C
SvcCatCon	AT&T Center ID	If AT&T has more than 1 center, this will be required to identify the originating center Conditional: This field is required on FOC and OC if it was provided on the WO	4		C	C	C	C	T	A <td>A</td> <td>A</td> <td>A</td> <td>A</td> <td>S</td> <td>W</td> <td>F</td> <td>O</td> <td>C</td> <td>J <td>N</td> <td>R</td> <td>E</td> <td>S</td> <td>E</td> <td>L</td> <td>C</td> <td>C</td> </td>	A	A	A	A	S	W	F	O	C	J <td>N</td> <td>R</td> <td>E</td> <td>S</td> <td>E</td> <td>L</td> <td>C</td> <td>C</td>	N	R	E	S	E	L	C	C
SvcCatCon	AT&T Contact Name		25																									
SvcCatCon	AT&T Contact Number		11																									
SvcCatCon	AT&T E-Mail ID		11																									
SvcCatCon	AT&T FAX Number		11																									
SvcCatCon	AT&T Address, Street, City		60																									

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**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS
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2.3 Service Supplier Information Group

Group	Field	Description	Appr. Bytes	C	S	A	V	T	T	A	A	A	A	S	S	W	F	O	J	J	E	E	B	R	L	C	C	C
				S	Q	B	R	Q	R	N	R	Q	R	Q	R	O	O	C	N	R	N	R	R	S	A	A	R	N
SvcSup	Service Supplier ID	The identification of the service supplier	4			R	R	R	R							R	R	R	R	R	R	R	R	R	R	R	R	R

2.3.1 Service Supplier Contact Information Group

Group	Field	Description	Appr. Bytes	C	S	A	V	T	T	A	A	A	A	S	S	W	F	O	J	J	E	E	B	R	L	C	C	C
				S	Q	B	R	Q	R	N	R	Q	R	Q	R	O	O	C	N	R	N	R	R	S	A	A	R	N
SvcSupCon	Service Supplier's Prov. Center ID	If Service Supplier has more than 1 center, this will be required to identify the originating center	4			C	C	C	C							O	O	O	C	C	C	C	R	R	R	R	R	O
SvcSupCon	Service Supplier's Prov. Contact Name		25			O	O										O	O	O	O	O	O	O	O	O	O	O	
SvcSupCon	Service Supplier's Prov. Contact Number		11			O	O										R	R	R		R		R	R	R	R	R	
SvcSupCon	Service Supplier's E-Mail Number		11			O	O										O	O	O		O		O	O	O	O	O	
SvcSupCon	Service Supplier's Prov. FAX Number		11			O	O										O	O	O		O		O	O	O	O	O	
SvcSupCon	Service Supplier's Prov. Address		60			O	O										O	O	O		O		O	O	O	O	O	

2.4 Service Instance ID Group

Group	Field	Description	Appr. Bytes	C	S	A	V	T	T	A	A	A	A	S	S	W	F	O	J	J	E	E	B	R	L	C	C	C
				S	Q	B	R	Q	R	N	R	Q	R	Q	R	O	O	C	N	R	N	R	R	S	A	A	R	N
	ID	The new ID (ie telephone number or circuit id)	25													R	O	R			O	R						

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Group	Field	Description	Appl. Bytes	C	S	O	C	S	W	F	O	J	J	E	E	S	R	L	C	C	C	C
	Old/Existing Id	This specify the Old/Existing Id (ie telephone number or circuit id). The OLD is the telephone number to be changed by the order activity. <i>An EXISTING is the telephone number that is currently working which is used for reference.</i>	25																			

2.5 Location Information Group

Group	Field	Description	Appl. Bytes	C	S	O	C	S	W	F	O	J	J	E	E	S	R	L	C	C	C	C
Loc	Location Identification	The CLLI code identifying the location	11																			
Loc	Location Identification Type	Indicates whether the location identification is a TO Location or a FROM Location.	11																			
Loc	Special Installation and Maintenance Conditions	Special installations/repair conditions at the location such as: Oxygen, Life Support, Other	3																			
Loc	Other Location Conditions	Free form note	186																			
Loc	Location Address	Location Address	60																			
	<ul style="list-style-type: none"> • Street Number • Street Name • Street Suffix • Street Direction • Location Floor • Location Room • Location Bldg • City • State • Zip 	For Business, this field should also include the Company Name. <i>Issue: should expand to street, city</i>																				

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Group	Field	Description	Appt. Bytes	C S B U	C A V Q	A N R	T N R	A A A A A A A A A A	A A A A A A A A A A	S S S S S S S S S S	W F O	J J J J J J J J J J	K K K K K K K K K K	L L L L L L L L L L	M M M M M M M M M M	N N N N N N N N N N	O O O O O O O O O O	P P P P P P P P P P	Q Q Q Q Q Q Q Q Q Q	R R R R R R R R R R	S S S S S S S S S S	T T T T T T T T T T	U U U U U U U U U U	V V V V V V V V V V	W W W W W W W W W W	X X X X X X X X X X	Y Y Y Y Y Y Y Y Y Y	Z Z Z Z Z Z Z Z Z Z		
Loc	Location Type	Customer Location Type: A-Apartment, H-Private home X-Other, etc.	1								R																			
Loc	Frame Type	Type of frame at this location	11								O																			
Loc	Frame ID	Identification of frame at this location	11								O																			
Loc	Customer Premise Equipment Activity	Identifies the activity that will be performed on the equipment. Select: • Install • Remove • Inside Move • Outside Move	1								O																			
Loc	Customer Premise Equipment Vendor Name	Customer Premise Equipment vendor name	20								O																			
Loc	Customer Premise Equipment Vendor Phone #	Customer Premise Equipment vendor telephone number	11								O																			
Loc	Customer Premise Equipment Type, Model #	Customer Premise Equipment model	20								O																			
Loc	Customer Premise Equipment Version	Customer Premise Equipment version	10								O																			
Loc	Customer Premise Equipment Release	Customer Premise Equipment equipment release	5								O																			
Loc	Customer Premise Equipment (Line) Supervision type	"GS" "LS" "Ground Start" "Loop Start"	2								O																			
Loc	Originating Signal Pulse Type		2								O																			
Loc	Collocation Equipment Location	Location of AT&T collocated equipment	20								O																			
Loc	Collocation Equipment ID	CLLI code of equipment collocated at the service suppliers location.	11								O																			
Loc	Supplemental Collocation Equipment Information	Supplemental Collocation Equipment Information	11								O																			

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Group	Field	Description	Appt. Bytes	C S Q	A V R Q	A N R Q	T N R Q	A A R Q	A A R Q	A A R Q	S A R Q	S A R Q	W O C	F O C	O C	J N R	J N R	E R R	E R R	R S	L A	C A	C R C
Loc	Coordinated Conversion Required	Signifies that the request is a coordinated conversion reusing a portion of the existing service for the provisioning of a new service at this location.	1										0					0					
Loc	Demark Location: Jack Termination	Specify: Building, room, and floor Specify type of Jack termination	20 5										0					0					
Loc	Additional Service Indicator												0					0					

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2.6 Location Access Information Group

Group	Field	Description	Appl. Bytes	C S R Q	A V E Q	T N R Q	A A R O R	A A R O R	A A R O R	S S A R	W D C	J N R	E R N	E R N	R S A	L A R	C C C
LocAccess	Location Access Appointment • Time • Date	Identifies the time that access may be gained to the location., 8-5, 8-12 AM, 12-5 PM, etc.. Identifies the date that the access may be gained to the location	6 6								0		0				
LocAccess	Loc. Access Other Conditions	Free form notes should include: Accompaniment, Call ahead, Pick up key from/at, etc.	10								0		0				
LocAccess	Loc. Access Contact Name	Name of the person to contact for access.	25								0		0				
LocAccess	Loc. Access Contact Telephone Number	Telephone number of the person to contact for access.	11								0		0				
LocAccess	Loc. Access Remarks	Free form notes	186								0		0				
LocAccess	Reservation ID	Conditional: Depended on if an appointment schedule reservation was made	16								C		C				

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2.7 Critical Date Information Group

Group	Field	Description	Appx. Bytes	C S Q	C S R	A V O	A V R	T N R Q	T N R R	A A Q	A A R	A R Q	A R R	S A Q	S A R	W O	F O C	O C	J N	J R	E N	E R	S R	R S	L A	C A	C R	O C
CritDate	Critical Date ID	See Table below. The date selected will depend on: • Transaction type • Service type.	6													O	R	R	R	R		O		R				
CritDate	Critical Date	The date for the critical date id	12																	R	O							
CritDate	Delay Code	Code indicating type of delay.	3																	R	O			R				
CritDate	Delay Reason	Reason for missing date. This a standard text.	?																	O								
CritDate	Alternate Time & Date	Alternate time & date requested by Service Provider.	12																	R	O							
CritDate	Alt Time & Date Accept/Deny	Accept or deny indicator. Response only if requested time and date is not accepted.	1																		R							
CritDate	New Alternate Time and Date	New alternate time and date if requested alternate was denied. Present in Jeopardy Notification Response only if requested time and date is not accepted. Conditional - depended on if the Alternative Time and Date is not accepted	12																		C	O						
CritDate	Remarks	Textual information relating to a critical date	186													O	O			O	O		O	O				
CritDate	Status Indicator	Indicates the status of a critical date: • O=On schedule • I=In progress	1																					O				

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Table 1 Critical Dates

Critical Date ID	Critical Date ID	Critical Date Code Description
CritDateID	Due Date	On a Work Order it identifies the date the service supplier requests that the requested service be completed. On a FOC is the anticipated due date On a OC is the date of when the service was completed
CritDateID	Due Date Out	Indicates the date service is to be disconnected on an end user change of address order.
CritDateID	<ul style="list-style-type: none"> • Loc. Acc ApptmentTime • Date 	<ul style="list-style-type: none"> • Identifies the time that access may be gained to the location., 8-5, 8-12 AM, 12-5 PM. • Identifies the date that the access may be gained to the location
CritDateID	Application Date	Application Date is the date when a clean order is received. Identifies the date that the service customer provides the service supplier an Service Request with sufficient information to allow a service order to be issued.
CritDateID	Wired and Office Tested Date	Identifies the date the service supplier schedules internal wiring and testing of the requested service.
CritDateID	Plant Test Date	Identifies the date the service supplier schedules the overall testing of the requested service to start.
CritDateID	Facility Plant Test Date	Identifies the date the service supplier schedules the overall testing of the Switched Access facility.
CritDateID	Facility Due Date	Identifies the due date of the digital interface(s).
CritDateID	Scheduled SS Order Issue Date	Identifies the date the service supplier schedules the issuance of a firm service order.
CritDateID	Design Layout Report Date	Identifies the date the Design Layout Report (DLR) is to be forwarded to the service supplier.
CritDateID	Confirming Design Layout Report Date	Identifies the date that the Confirming Design Layout Report (CDLR) is to be received at the service supplier design control office.
CritDateID	Record Issue Date	Identifies the date the service supplier schedules the distribution of the design and related information to service supplier installation groups.
CritDateID	Wired and Office Tested Date	Identifies the date the service supplier schedules internal wiring and testing of the requested service.

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CritDateID	Facility Scheduled Issue Date	Identifies the date the service supplier schedules the issuance of a firm service order for the Switched Access facility.
CritDateID	Facility Design Layout Report Date	Identifies the date that the Switched Access facility DLR is to be forwarded to the AC for the digital interface(s).
CritDateID	Facility Confirming Design Layout Report Interval	Identifies the number of working days that the AC requires to confirm the Design Layout Report (DLR). This includes the time it takes to send the DLR to the AC and the time it takes to return it to the AP.
CritDateID	Facility Confirming Design Layout Report Date	Identifies the date that the Confirming Design Layout Report (CDLR) is to be received at the service supplier design control office for the Switched Access facility.
CritDateID	Facility Record Issue Date	Identifies the date the service supplier schedules the distribution of the design and related information to service supplier installation groups for the Switched Access facility.
CritDateID	Facility Wired and Office Tested Date	Identifies the date the service supplier schedules internal wiring and testing of the Switched Access facility.

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2.8 Billing Information Group

Group	Field	Description	APPL Bytes	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	C S O	
Billing	Service Customer Billing Account Number	Billing Account Number for Service Customer	10																
Billing	Directory Assistance Exempt	Identifies if the end user is exempt from directory assistance charges	1																
Billing	E911 Surcharge Exempt	Applicable if over 75 ports at customers location	1																
Billing	Customer Access Line Charge Type	FCC Mandated access line charge. Applicable if business customer has more than 1 line. S - Single Line Business M - Multi-line Business	1																
Billing	Effective Bill Date	Identifies the date billing is to cease for disconnect activity whenever the billing date is different from the due date.																	

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Group	Field	Description	Appn. Bytes	C	A	V	A	T	T	N	N	O	C	C	W	P	O	C	J	J	N	N	E	E	R	R	R	R	L	L	C	C	C	O	
Billing	- Non-Recurring Charge Type - Total Time - Total Amount - Due Date	Non-Recurring Charge Type (ie New Service Order, PLOC, Premise Visit, LD PIC Charge, IntraLATA PIC charge, Tariff Installation charge, Equipment, Time & Material) Total Time - Indicates the amount of time applicable for service associated with Non-Recurring Charge Type Total Amount - Indicates the amount of non-recurring charges applicable for Non-Recurring Charge Type. A ZERO Amount will be indicated. Due Date - Identifies the date that the payment is due for the non-recurring charges for special construction. Indicates the amount of monthly recurring charges applicable for service and features and when special construction is required	81 6 6 81 61													R	R																		
Billing	Recurring Charge amount Equipment Equip Charge Rate	Indicates the amount that the AP requires as a deposit for this request. Identifies the estimated additional engineering charge necessary to accommodate a customer request.	8 8																																
Billing	Deposit Amount	Indicates the amount that the AP requires as a deposit for this request.	8																																
Billing	Engineering Charge Estimate	Indicates the amount that the AP requires as a deposit for this request.	8																																

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2.9 Error Information Group

Note: Up to X amount of errors will be provided

Group	Field	Description	Appr. Bytes	C	C	A	A	T	T	A	A	A	A	S	S	W	F	O	J	J	E	E	S	R	L	C	C	O
				S	S	V	V	N	N	A	A	A	A	A	A	O	O	C	N	R	N	R	R	S	A	A	R	C
				Q	R	Q	R	Q	R	Q	R	Q	R	Q	R		C											
Error	Error Code	Error code	5x10																		R							
	Error Description	Error Description	?																		O							
	Comments	Additional Information (Optional)	186x10																		O							

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3. Services Related Information Group

3.1 Service Category

Group	Field	Description	Appt. Bytes	C S Q	A V Q	A V R Q	T N R Q	T A A R Q	A A E R Q	A A R R Q	S S A A R	W F O C	J J N R	J E E R	S R S A	L C A R	C C
SrvCat	Service Category Code/Description	Service Code or description See Service Category Section	77-N									0		R 0			
SrvCat	Service Category Activity	Activity: "A" "C" "D" "S" "R" (S=Suspend) (R=Restore)										0		0 0			
SrvCat	Service Category Characteristics	Characteristics for a Service Category See Service Category Section										0		0 0			

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3.2 Service Category Types

3.2.1 Basic Switched Access Service Category

Table 2 Basic Switched Access Service

Basic Switched Access Service				
GROUP	FIELD	DESCRIPTION		Field Length
BSASSvc	Basic Switched Access Service	<i>Service Code or description for basic switched access service</i>		6
BSASSvc	• Basic Switched Access Service Activity	Circuit Activity: "A" "C" "D" "S" "R" S=Suspend R=Restore		• 1
BSASSvc	• Basic Switched Access Service Class of Service	Select class of service for Basic Switched Access Service: • RM = Residence Metered • RF = Residence Flat Rate • B = Business • I = ISDN		• 2
BSASSvc	• Basic Switched Access Service WTN Type	WTN type: "D" "N" - "DID" Non-DID"		• 1

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3.2.2 Main Listing Service Category

Table 3 Main Listing Service

Main Listing Service				
GROUP	FIELD	DESCRIPTION		Field Length
ListMain	Main Listing Service	<i>Service Code or description</i>		6
	• Activity	Add, change, delete		• 1
	• Main Listing Tel#	• Main listing telephone number (NPA NXX Line)		• 11
	• Main Listing Type	• Type: Listed, non-listed (only to be used for additional line), non-published		
		• <i>issue: do we need a separate field (Add- svc-at-this-addr-indicator (y/n)) to indicate non-listed.</i>		
	• Main Listing Directory Name	• Name, specified in directory style format		• 25
	• Main Listing Designation	• Additional listing designation Optional		• 1
	• Main Listing Additional Indented Sublisting Instances	• Specify up to 10 indented or sub captioned listings (up to 60 characters each)		• 60x10
	• Main Listing Yellow Page SIC	• Standard Industry Code - Used as a secondary cross reference to Yellow Page Headings		• 3
	• Main Listing Street	• Street address		• 25
	• Main Listing Bldg.	• Building Number		• 4
	• Main Listing Room Number	• Room number		• 4
	• Main Listing City	• City or town name		• 25
	• Main Listing State	• State		• 2
	• Main Listing Zip	• Zip code including extension		• 10
	• Main Listing Yellow Pages Heading	• Yellow Pages Heading.		• 30
	• Main Listing Special Handling	• Free format comments. Special handling instructions.		• 150
	• Designation			• 25
	• Title	e.g. Reverend, Phd, etc.		• 10
	•			

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3.2.3 Additional Listing Service Category

Table 4 Additional Listing Service

Additional Listing Service				
GROUP	FIELD	DESCRIPTION		Field Length
ListAdtnl	Additional Listing Service	<i>Service Code or description</i>		6
	• Activity	Add, change, delete		• 1
	• Additional Listing Telephone Number Instances	• Specify up to 50 telephone numbers to be listed per these specifications (NPA NXX Line)		• 11x50
	• Additional Listing Type	• Additional listing type.		• 1
	• Additional Listing Section	• Section under which original listing is to appear		• 25
	• Additional Listing Reference Section	• Section under which duplicate listing is to appear.		• 25
	• Additional Listing Designation	• Additional listing designation Optional		• 25
	• Additional Listing Name	• Additional listing name, in LEC directory style format		• 25
	• Additional Listing Indented Sub Caption Instances	• Specify up to 10 indented or sub captioned listings (up to 60 characters each) Specify up to 3 indented or sub captioned listings (up to 60 characters each)		• 10x60
	• Additional Listing Street	• Street address		• 25
	• Additional Listing Bldg.	• Building Number		• 4
	• Additional Listing Room Number	• Room number		• 4
	• Additional Listing City	• City or town name		• 25
	• Additional Listing State	• State		• 2
	• Additional Listing Zip	• Zip code plus extension		• 10
• Additional Listing Special Handling	• Special handling instructions.		• 150	
• Additional Listing Telephone Number Ranges Instances	• Specify up to 3 telephone number ranges to be listed per these specifications (NPA NXX Starting Line Ending Line)		• 3x11	
• Relative Position for Listing	Specify the Relative Position for Listing		•	

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3.2.4 Directory Delivery Service Category

Table 5 Directory Delivery Service

Directory Delivery Service				
GROUP	FIELD	DESCRIPTION		Field Length
DirDeliv	Dir. Del. Service	<i>Service Code or description</i> Add, change, delete		<u>6</u>
	• Activity			• <u>1</u>
	• Dir. Del. Name	• Name of person/company to which directories should be delivered		• <u>120</u>
	• Dir. Del. Street	• Street address		• <u>25</u>
	• Dir. Del. Bldg.	• Building Number		• <u>4</u>
	• Dir. Del. Room Number	• Room number		• <u>4</u>
	• Dir. Del. City	• City or town name		• <u>25</u>
	• Dir. Del. State	• State		• <u>2</u>
	• Dir. Del. Zip Code	• Delivery zip code including extension.		• <u>10</u>
	• Dir. Del. Quantity Regular White	• Quantity of regular size White Pages directories desired		• <u>5</u>
	• Dir. Del. Quantity Mid White	• Quantity of mid size White Pages directories desired		• <u>5</u>
	• Dir. Del. Quantity Regular Yellow	• Quantity of regular size Yellow Pages directories desired		• <u>5</u>
	• Dir. Del. Quantity Mid Yellow	• Quantity of mid size Yellow Pages directories desired		• <u>5</u>

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3.2.5 Inside Wiring Service Category

Table 6 Inside Wiring Service

Inside Wiring Service				
GROUP	FIELD	DESCRIPTION		Field Length
InsideWrng	Inside Wiring • # New Outlets • # With Maint • Number of Rooms • Activity Code • Remarks	<i>Service Code or description</i> Add, change, delete ie specify the specific room		6
				• <u>2</u> • <u>2</u> • <u>2</u> • <u>1</u> •

3.2.6 911/E911 Service Category

Table 7 911/E911 Service

911/E911 Service				
GROUP	FIELD	DESCRIPTION		Field Length
911E911Svc	911 and E911 • 911 and E911 Activity	<i>Service Code or description</i> • In or Out		6
				• <u>1</u>
911Svc	911 Condition	Blind, Hearing Impaired, TTY Device, Physically Disabled, Other		<u>5</u>
911Svc	Other 911 Condition text	Free form note		<u>20</u>
911Svc	911 Remarks			<u>186</u>

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3.3 Features & Service

Group	Field	Description	Appx. Bytes	C S O	C B R	A V O	A V R	T N R Q	T N R R	A A Q	A A R	A R O	A R R	S A Q	S A R	W O	F O C	O C	J N	J R	E N	E R	S R	R B	L A	C A	C R	O C	
Feat	Feature & Service Code/Description	Service Code or description <i>See Feature and Services Types Table</i>	?? * N													0		0				0							
Feat	Feature/Service Activity	Activity: "A" "C" "D"														0		0				0							
Feat	Feature/Service Characteristics	Characteristics for a Feature/Service <i>See Feature and Services Types Table</i>														0		0				0							

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3.3.1 Features and Services Types

Table 8 Features and Services Types

Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	3-Way Calling,	<i>Service Code or description</i> Adds 3rd party w/o operator assistance		7
Feat	Attendant Console Feature Package,	<i>Service Code or description</i> Centex feature package		7
Feat	Attendant Cut-Through Voice Mail	<i>Service Code or description</i>		7
Feat	Automatic CallBack	<i>Service Code or description</i> Auto callback of last incoming call		7
Feat	Automatic Route Selection	<i>Service Code or description</i> Indicates if Automatic Route Selection is desired. If so, see <i>Automatic Route Selection is required</i>	ARS	7
Feat	Blocking and Restriction Services	<i>Service Code or description</i> See Call Blocking and Restriction Services Section		7
Feat	Busy Interrupt	<i>Service Code or description</i>		7
Feat	Busy Redial	<i>Service Code or description</i>		7
Feat	Busy Verify	<i>Service Code or description</i>		7
Feat	Call Return	<i>Service Code or description</i>		7
Feat	Call Screening • TN1 through TN10	<i>Service Code or description</i> Routs up to 10 TNs to announcement • Enter up to 10 TNs		7 • <u>11x10</u> 1 through 10
Feat	Call Transfer	<i>Service Code or description</i>		7
Feat	Call Transfer Internal	<i>Service Code or description</i>		7
Feat	Call Transfer Outside	<i>Service Code or description</i>		7
Feat	Call Waiting - Incoming Only	<i>Service Code or description</i>		7
Feat	Call Waiting / Cancel	<i>Service Code or description</i>		7
Feat	Call Waiting Student Centrex	<i>Service Code or description</i>		7
Feat	Caller ID	<i>Also called Automatic Number Identification (ANI)</i>		7
Feat	Caller ID Plus Name	<i>Service Code or description</i>		7

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Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Centrex and ISDN Speed Call • Speed Call - List Name • Digits Shared	<i>Service Code or description</i> • Name of Speed call list. • Identify digit sharing mode: A = 1 Digit Shared B = 2 Digit Shared C = 1 & 2 Digit Shared D = 1 Digit Non-Shared (Not For Centrex W/ Feat Pkg.) E = 2 Digit Non-Shared (Not For Centrex W/ Feat Pkg.) F = 1 & 2 Digit Non-Shared G = None Shared (Centrex W/ Feat Pkg. Only)		<u>7</u> <u>12</u> <u>1</u>
Feat	Centrex Calling Capability Internal	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Calling Capability Internal, Local	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Calling Capability Internal, Local, Long Dist.	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Directed Pickup with Barge-in	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Directed Pickup without Barge-in	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Group Pickup Originating	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex Group Pickup Terminating	<i>Service Code or description</i>		<u>7</u>
Feat	Centrex or ISDN Centrex Group Pickup Group Number	<i>Service Code or description</i> • Specify Centrex Group Number		<u>7</u> <u>3</u>
Feat	Conditioning Type I	<i>Service Code or description</i>		<u>7</u>
Feat	Conditioning Type II	<i>Service Code or description</i>		<u>7</u>
Feat	Conditioning Type III	<i>Service Code or description</i>		<u>7</u>
Feat	Conference Calling 6-Way Business Each User,	<i>Service Code or description</i>		<u>7</u>
Feat	Conference Calling Residence,	<i>Service Code or description</i>		<u>7</u>
Feat	Customized Ringing 1	<i>Service Code or description</i> • If Residence or Wholesale Business, provide Listing information if desired.		<u>7</u>

**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS**

DRAFT Version 6

Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Customized Ringing 2	<i>Service Code or description</i> • If Residence or Wholesale Business, provide Listing information if desired.		<u>7</u>
Feat	Customized Ringing 3	<i>Service Code or description</i> • If Residence or Wholesale Business, provide Listing information if desired.		<u>7</u>
Feat	Dial Call Waiting	<i>Service Code or description</i>		<u>7</u>
Feat	Custom (Distinctive) Ringing • TN1 through TN10	<i>Service Code or description</i> • Enter up to 10 TNs that are to have distinctive ringing.		<u>7</u> <u>11x10</u>
Feat	Easy Dial • TN	<i>Service Code or description</i> • Specift TN that will be automatically dialed upon Off-Hook.		<u>7</u> • <u>11</u>
Feat	Flat Rate Link and Port • Lifeline • Connection Charge Assistance	<i>Service Code or description</i>		<u>7</u> • <u>1</u> • <u>1</u>
Feat	Forward Busy Changeable	<i>Service Code or description</i>		<u>7</u>
Feat	Forward Fixed • TN • # of Rings	<i>Service Code or description</i> • Telephone Number • Number of rings to wait before forwarding		<u>7</u> • <u>11</u> • <u>1</u>
Feat	Forward Fixed Busy No Answer	<i>Service Code or description</i>		<u>7</u>
Feat	Forward Fixed Ring-No-Answer	<i>Service Code or description</i>		<u>7</u>
Feat	Forward No Answer Changeable	<i>Service Code or description</i>		<u>7</u>
Feat	Forward Number of Paths • Number of paths	<i>Service Code or description</i>		<u>7</u> • <u>2</u>
Feat	Forward Variable Changeable	<i>Service Code or description</i>		<u>7</u>
Feat	Forward Variable/Changeable	<i>Service Code or description</i>		<u>7</u>
Feat	Forwarding (1 Feature) • TN • # of Rings	<i>Service Code or description</i> • Telephone Number • Number of rings to wait before forwarding		<u>7</u> • <u>11</u> • <u>1</u>

**ELECTRONIC COMMUNICATIONS INTERFACE
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Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Forwarding (2 Feature) • TN • # of Rings	• <i>Service Code or description</i> • Telephone Number • Number of rings to wait before forwarding		• <u>7</u> • <u>11</u> • <u>1</u>
Feat	Forwarding (3 Feature) • TN • # of Rings	• <i>Service Code or description</i> • Telephone Number • Number of rings to wait before forwarding		• <u>7</u> • <u>11</u> • <u>1</u>
Feat	Forwarding Plus	<i>Service Code or description</i>		<u>7</u>
Feat	FX Services	<i>Service Code or description</i>		<u>7</u>
Feat	Group Intercept From Tel # Range To Tel #	<i>Service Code or description</i> Specify up to 3 'From Tel # Range /To Tel #' pairs		<u>7</u> • <u>3x(11+11)</u> • <u> </u>
Feat	Handicap Service	<i>Service Code or description</i>		<u>7</u>
Feat	Hold-1 Feature Price	• <i>Service Code or description</i>		• <u>7</u>
Feat	Hold-2 Feature Price	• <i>Service Code or description</i>		• <u>7</u>
Feat	Hold-3 Feature Price	• <i>Service Code or description</i>		• <u>7</u>
Feat	Hotline • TN	<i>Service Code or description</i> • Hotline TN		<u>7</u> • <u>11</u>
Feat	Hunt Multi Line • Existing lead hunt number • Multiline hunting type • Queuing group size • Queuing announcement type • Queuing between announcements	<i>Service Code or description</i> Lead Number Required if Hunting is being added or removed (in NPA NXX Line format) Required if Multiline Hunting is being added or removed. Select: • R = Regular • C = Circular • H = Hunting/Non-Hunting Num. • U = Uniform Call Distribution Required if Multiline hunting type = Uniform Call Distribution Specify: • G = Generic • S = Specific (Personal) Specify: • R = Ring • S = Silent	LEAD_HU NT# MLH_TYP E Q_GRP_SI ZE Q_ANNC_ TYPE Q_BTN_A NNC	<u>7</u> • <u>11</u> • <u>1</u> • <u>2</u> • <u>1</u> • <u>1</u>

**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS
DRAFT Version 6**

Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Hunt Group <ul style="list-style-type: none"> • Hunt Group ID • Hunt Group Action • Hunt Group Type • WTN • Activity for WTN • Position in Hunt Group 	<i>Service Code or description</i> Hunt Group Identification <ul style="list-style-type: none"> • Action "A" "C" "D" • Type Hunt Group • "Normal", "Circular", "Preferential", "Preferential Circular" • WTN • WTN = "A" "C" "D" "R" • Position in Hunt Group 		7 <hr/> • 4 <hr/> • 1 <hr/> • 1 <hr/> • 11 <hr/> • 1 <hr/> • 2 <hr/>
Feat	Hunt Series Compl. <ul style="list-style-type: none"> • Existing lead hunt number 	<i>Service Code or description</i> Required if Hunting is being added or removed (in NPA NXX Line format)	LEAD_H UNT#	7 <hr/> • 11 <hr/>
Feat	Local Number Portability <ul style="list-style-type: none"> • From TN • To TN • Path Count 	<i>Service Code or description</i> <ul style="list-style-type: none"> • From TN • To TN • Path Count 		7 <hr/> • 11 <hr/> • 11 <hr/> • 2 <hr/>
Feat	Measured Link and Port <ul style="list-style-type: none"> • Basic Lifeline • Connection Charge Assistance 	<i>Service Code or description</i> <ul style="list-style-type: none"> • Basic Lifeline • Connection Charge Assistance 		7 <hr/> • 1 <hr/> • 1 <hr/>
Feat	Message Waiting Indication <ul style="list-style-type: none"> • Message Waiting Indication 	<i>Service Code or description</i> <i>Select</i> <i>A = Audible or</i> <i>V = Visible</i>		7 <hr/> • 1 <hr/>
Feat	Pager Notification <ul style="list-style-type: none"> • Pager Number • Digital or Alpha 	<i>Service Code or description</i> <ul style="list-style-type: none"> • Pager Number • Digital or Alpha 		7 <hr/> • 20 <hr/> • 1 <hr/>
Feat	Interlata PIC <ul style="list-style-type: none"> • Interlata PIC Activity 	<i>Service Code or description</i> <ul style="list-style-type: none"> • Add (A), Change (C) PIC, or No Care Transaction Required (N). • The N is used when a PIC ID is required but, because it has not changed, there is no Care transaction required. 		6 <hr/> • 1 <hr/>
Feat	<ul style="list-style-type: none"> • Interlata PIC ID Intralata PIC <ul style="list-style-type: none"> • Intralata PIC Activity 	<i>Service Code or description</i> <ul style="list-style-type: none"> • New Interlata PIC ID • Add (A), Change (C) PIC, or No Care Transaction Required (N). • The N is used when a PIC ID is required but, because it has not changed, there is no Care transaction required. 	PIC	• 4 <hr/> • 6 <hr/> • 1 <hr/>

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Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
	• Intralata PIC ID	• New Intralata PIC ID		• <u>4</u>
Feat	Redial - Busy Number	<i>Service Code or description</i>		<u>7</u>
Feat	Redial - Last Number Dialed	<i>Service Code or description</i>		<u>7</u>
Feat	Redial - Missed Call	<i>Service Code or description</i>		<u>7</u>
Feat	Remote Call Forwarding to fixed number • Number	<i>Service Code or description</i> • Call forward to number		• <u>11</u>
Feat	Remote Call Forwarding Only • From Tel # • To Tel # • :# Of Paths	<i>Service Code or description</i> • Call forward from number • Call forward to number • Number of paths		<u>7</u> • <u>11</u> • <u>11</u> • <u>2</u>
Feat	Preferential Telephone Number	<i>Service Code or description</i>		<u>7</u>
Feat	Remote Call Forwarding Ported • From Tel # • To Tel #	<i>Service Code or description</i> <i>Specify up to 5 From/To pairs</i> • Call forward from number • Call forward to number		<u>7</u> • <u>5x11</u> • <u>5x11</u>
Feat	Single Intercept • From Tel # • To Tel #	<i>Service Code or description</i> <i>Specify up to 6 From /To pairs</i> • Call forward from number • Call forward to number		<u>7</u> • <u>6x11</u> • <u>6x11</u>
Feat	Speed Call 30	<i>Service Code or description</i>		<u>7</u>
Feat	Speed Call 8	<i>Service Code or description</i>		<u>7</u>
Feat	Temporary Suspension of Services • Start Date • Restore Date	<i>Service Code or description</i> • Date Suspension is to start • Date Service is to be restored		<u>7</u> • <u>6</u> • <u>6</u>
Feat	Temporary Intercept (Intercept call completion)	<i>Service Code or description</i> Intercept and complete calls for a specified duration of time. • Duration (days)		<u>7</u> <u>3</u>
Feat	Touchtone	<i>Service Code or description</i>		<u>7</u>
Feat	Voice Mail - Independent	<i>Service Code or description</i>		<u>7</u>
Feat	Voice Mail - Independent Messaging	<i>Service Code or description</i>		<u>7</u>
Feat	Voice Mail - Independent Partitioned	<i>Service Code or description</i>		<u>7</u>
Feat	Voice Mail - Integrated Messaging	<i>Service Code or description</i>		<u>7</u>
Feat	Voice Mail - Integrated Partitioned	<i>Service Code or description</i>		<u>7</u>

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Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Voice Mail - Integrated VIP	Service Code or description		7
Feat	Voice Mail Independent • VMail Ind Type	Service Code or description • Select: Basic, Deluxe, Family		7 • 1
Feat	Voice Mail Integrated Vmail Int Type	Service Code or description • Select: Basic, Deluxe, Family		7 • 1
Feat	976 Business	Service Code or description		7
Feat	900 Business	Service Code or description		7
Feat	900, 700 Business	Service Code or description		7
Feat	900, 700 Residence	Service Code or description		7
Feat	900, 971, 974, and 700 Business	Service Code or description		7
Feat	900, 971, 974, and 700 Residence	Service Code or description		7
Feat	Busy Redial Pay Per Use Business	Service Code or description		7
Feat	Busy Redial Pay Per Use Residence	Service Code or description		7
Feat	Call Return Pay Per Use Business	Service Code or description		7
Feat	Call Return Pay Per Use Residence	Service Code or description		7
Feat	3rd#, Collect Business	Service Code or description		7
Feat	3rd#, Collect Residence	Service Code or description		7
Feat	Directory Assistance Call Completion Business	Service Code or description		7
Feat	Directory Assistance Call Completion Residence	Service Code or description		7
Feat	Toll Restriction 1+ and 0+ Blocking	Service Code or description		7
Feat	Toll Restriction 1+ and 0+ Blocking plus 411	Service Code or description		7
Feat	Toll Restriction 3rd# & Collect	Service Code or description		7
Feat	Toll Restriction 1+ and 0+ Calls	Service Code or description		7
Feat	Toll Restriction 1+, 0+ and 411 Calls	Service Code or description		7
Feat	Toll Restriction 3rd# & Collect Calls	Service Code or description		7

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Features				
GROUP	FEATURE & Service Code/Description	Feature Characteristics		Field Length
Feat	Toll Restriction DID Station Restriction per 100 Station #s 3rd #& Collect Call Types	<i>Service Code or description</i>		<u>7</u>
Feat	All Call Privacy Business	<i>Service Code or description</i>		<u>7</u>
Feat	All Call Privacy Residence	<i>Service Code or description</i>		<u>7</u>
Feat	Block Home NPA	<i>Service Code or description</i>		<u>7</u>
Feat	Block NPA ● Provide Up to 5 NPAs	<i>Service Code or description</i>		<u>7</u>
Feat	Block NXX ● Provide up to a total of 5 NPA-NXXs	<i>Service Code or description</i>		<u>7</u>

**ELECTRONIC COMMUNICATIONS INTERFACE
PROVISIONING OBJECT REQUIREMENTS**

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3.4 Pre Order Transactions

3.4.1 Address Verification

3.4.1.1 Address Verification Request

GROUP	FIELD	DESCRIPTION	Field Length
AddVer	Address <ul style="list-style-type: none"> • Street Number • Street Name • Street Suffix • Street Direction • Location Type 	<i>Address to be verified</i> ie Ave, Lane, St ie North, South, East, West Customer Location Type A= Apartment H= Private Home X = Other	<ul style="list-style-type: none"> • <u>8</u> • • • • •
	<ul style="list-style-type: none"> • Floor • Room • Bldg • City • State • Zip 	Customer location floor number Customer location room or apartment numbe Customer locatin building number or name	<ul style="list-style-type: none"> • • • • <u>25</u> • <u>2</u> •
	• Existing TN	Existing Telephone Number for this address which will be used to better determine an address match. If this field is used the Street Name must be provided.	<ul style="list-style-type: none"> • 10

3.4.1.2 Address Verification Response

GROUP	FIELD	DESCRIPTION	Field Length
AddVerRes	Address Match Indicator	Indicates the following conditions encountered when trying to verify the address: <ul style="list-style-type: none"> • E = Exact match • N = No match. <i>If 'N', no other information will be instantiated.</i> • A = Alternative addresses is provided 	<ul style="list-style-type: none"> • <u>1</u>

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GROUP	FIELD	DESCRIPTION	Field Length	
AddVerRes	Address	Addresses section.	10x	
		• If Match Indicator = 'E, or 'N', this section will <u>not</u> be instantiated.		
		• If Match Indicator = 'A', this section will be repeated (10 times) for each address closely matching the address identified in the Address Verification Request.		
		• Street Number	ie Ave Lane St	• 8
		• Street Name	ie North, South, East, West	•
		• Street Suffix	Customer Location Type	•
		• Street Direction	A= Apartment	•
		• Location Type	H= Private Home	•
			X = Other	•
		• Floor	Customer location floor number	•
		• Room	Customer location room or apartment numbe	•
		• Bldg	Customer location building number or name	•
		• City		• 25
• State		• 2		
• Zip		•		
	CLLI Code	Serving Office CLLI Code for each address returned	• 10x	
	Facility in place	Yes or No indicating that the facility is in place. <i>If Match Indicator = 'E' or 'A', this section will be instantiated.</i>	• 1	
	Facility available	If 'Facility in Place indicator = Yes, a Yes or No indicates that the facility is available. <i>If Match Indicator = 'E', or, 'A', this section will be instantiated.</i>	• 1	
	• Pending Disconnect	If 'Facility Available indicator = Yes, a Yes, or No indicates if there is a pending Disconnect on the facility	• 1	
	• Due Date	If 'Pending Disconnect = 'Y', this shows the due date of the Pending Disconnect	• 6	

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PROVISIONING OBJECT REQUIREMENTS**

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3.4.2 TN Reservation

3.4.2.1 TN Reservation Request Object

GROUP	FIELD	DESCRIPTION	Field Length
TnResReq	Activity Code	Active Code: • R = Reserve • C = Cancel	1
	Rate Center	• Identifies the Rate Center out of which the telephone number(s) are to be reserved.	11
	Serving Office CLLI	• Identifies the Serving Office location for which the numbers are to be reserved.	6
	TN	• Reserve the TN(s) specified. <i>Note: When entire TN is provided it is considered a preferential number</i> <i>Wildcard Capabilities (no embedded wildcard) For example this would provide capability to specify just an NPA or an NPANXX.</i>	10 x (n)
	Number of TNs requested	• Identifies the number of TNs that are requested.	2
	Sequential Indicator	• 'Yes' specifies a sequential block of numbers is requested.	1

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3.4.2.2 TN Reservation Response

GROUP	FIELD	DESCRIPTION	Field Length
Tn ResRes	<ul style="list-style-type: none"> Status 	<ul style="list-style-type: none"> Identifies the status of the reservation request. A = Available N = Not Available P = Partial Available (used when consecutive numbers are not available. In TN field the next avail sequence will be provided.) 	6
	<ul style="list-style-type: none"> Number of TNs requested 	<ul style="list-style-type: none"> Identifies the number of TNs that are provided 	3
	<ul style="list-style-type: none"> TN 	<ul style="list-style-type: none"> If the Status = N then this identifies the TN that was requested If the Status = A then this identifies all the TN(s) reserved 	10 x (n)
	<ul style="list-style-type: none"> TN Reservation Expiration Date and Time 	<ul style="list-style-type: none"> Identifies the date and time when the TN reservation will expire. 	12
	<ul style="list-style-type: none"> Effective Date 	<ul style="list-style-type: none"> Identifies the start date that the Service Provider will allow the number to be used. 	6

**OLEC-to-BELLSOUTH
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GUIDELINES**

RESALE

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RESALE

GENERAL INFORMATION

Introduction

Purpose

This handbook is provided by BellSouth for your exclusive use and assistance. It is in no way intended to create, nor does it create, a binding agreement or contract of any kind. The terms and conditions under which BellSouth provides telecommunications services are set forth in the Company's tariffs, which have been filed with and approved by each state's Public Service Commission. In addition, other terms and conditions of the parties' relationships may be specified by separate contracts. Nothing in this handbook is intended to supersede the requirements outlined in the state-specific tariffs or contracts.

Key Acronyms

LCSC - BellSouth's Local Carrier Service Center
OLEC - Other Local Exchange Carrier/Company

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
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Updates to the Handbook

How to Receive This handbook may be reproduced only for your Company's exclusive use and should be retained for future reference. The handbook will be updated and periodically reissued, and can be mailed directly to you. The form below should be used to provide the mailing address for updates, as well as future address changes.

Update Form

CHECK ONE:

MAILING ADDRESS FOR UPDATES

CHANGE MAILING ADDRESS

COMPANY: _____

ADDRESS: _____

CITY, STATE: _____

ZIP CODE: _____

NAME: _____ DATE: _____

TELEPHONE: (_____) - _____ - _____

Mailing Address

Local Carrier Service Center (LCSC)
BellSouth
Room D-20
5147 Peachtree Industrial Boulevard
Chamblee, GA. 30341

Facsimile Number

This form may also be faxed to 1-800-872-7059.

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Account Team

Purpose

The OLEC account team provides the following services:

- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Major Project Coordination
- Customer Notification Letters
(i.e., new services, BellSouth re-arrangements, such as NPA splits, etc.)
- Initial Contact/Negotiator for Complex Services - including, but not limited to:
 - Megalink® / HiCap
 - ESSX®
 - DDAS
 - Co-Location
 - FlexServ®
 - Accupulse®
 - Native Mode Lan Interconnect (NMLI)
 - Frame Relay
 - Pulselink
 - Lightgate®
 - SmartRing®
 - SMARTPath®
 - Connectionless Data Service (CDS)
 - Video/Audio
 - Sychronet®
 - ISDN

OLEC-to-BELLSOUTH ORDERING GUIDELINES
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OLEC ACCOUNT TEAM

Directory

Name	Telephone	Pager Number	Fax Number
Rich Dender	205-977-5966	1-800-729-1371	205-977-0037
Bill French	205-977-0535	1-800-729-1372	205-977-0037
Nancy Nelson	205-977-1136	1-800-729-1380	205-977-0037
Rick Ratliff	205-977-7489	1-800-729-1383	205-977-0037
Pinky Reichert	205-977-1755	1-800-729-1384	205-977-0037

Mailing Address BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

Note OLEC's which are also Interexchange Carriers (ICs) will be supported
by their IC Account Team.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
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Local Carrier Service Center

Purpose The Local Carrier Service Center (LCSC) provides a central point of contact for processing Other Local Exchange Carrier (OLEC) orders for BellSouth tariffed services.

Responsibility The LCSC is your point of contact for ordering local service. The LCSC will direct you to the appropriate person or department for assistance with matters outside the scope of service provided by the LCSC.

The LCSC provides the following services for its customers:

- Negotiate and coordinate all service order activity.
- Handle billing inquiries, payment arrangements, general questions and assistance.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

LOCAL CARRIER SERVICE CENTER (LCSC)

**Telephone
Numbers**

Office..... 800-872-3116
Local Service Requests, LSR Questions,
Billing Inquiries & General Assistance

Facsimile Number..... 800-872-7059
All Forms

Supervisors

Director
Joyce Savage..... 770-986-2203

Managers

Beth Craig..... 770-451-0883
Mary Kelly..... 770-451-0853

Mailing Address

Local Carrier Service Center (LCSC)
BellSouth
Room D-20
5147 Peachtree Industrial Boulevard
Chamblee, GA 30341

**Hours of
Operation**

9:00 AM to 5:00 PM EST
Monday - Friday

**Holidays
Observed**

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

In some areas other local holidays may be observed. Contact the LCSC for details.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

APPLICATION FOR SERVICE REQUIREMENTS

Certification Definition	Certification is the process by which the state PSC/PUC authorizes an OLEC to conduct business in a particular state.
Certification Process	The OLEC should contact the state PSC/PUC to determine the requirements for certification.
Proof of Certification	The OLEC must provide proof of certification to the LCSC. The LCSC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification should be provided with the Master Account Application (pages 11, 13). If proof of certification is not provided with the application, it must be submitted before any orders can be processed.
Proof of Tax Exemption	The OLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the OLEC will be billed the applicable taxes.
Operating Company Number	The OLEC must provide BellSouth with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included on the following page to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.

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NECA

NATIONAL EXCHANGE CARRIER ASSOCIATION

COMPANY CODE REQUEST FORM

CONTACT INFORMATION

REQUESTOR'S NAME

TELEPHONE NUMBER

ADDRESS

FAX NUMBER

DATE OF REQUEST

COMPANY INFORMATION

COMPANY NAME

ADDRESS OF CORPORATE HEADQUARTERS

STATE(S) IN WHICH COMPANY OPERATES

TYPE OF SERVICE COMPANY PROVIDES (e.g., Wireless, Local Exchange)

COMPANIES OPERATING IN MORE THAN ONE STATE WILL BE ASSIGNED MULTIPLE CODES, ONE CODE FOR THE OVERALL COMPANY AND AN ADDITIONAL CODE FOR EACH STATE IN WHICH THE COMPANY OPERATES. COMPANIES OPERATING IN ONLY ONE STATE WILL BE ASSIGNED ONLY ONE CODE.

PLEASE ATTACH LETTERS OF INCORPORATION OR CERTIFICATION BY THE STATE PUBLIC UTILITIES COMMISSION AUTHORIZING THIS COMPANY TO PROVIDE TELECOMMUNICATIONS SERVICE AS PROOF OF THE COMPANY'S EXISTENCE.

RETURN FORM TO: KRISTIN BEFORD-SANTORO
NECA
100 S. JEFFERSON ROAD
WHIPPANY, NJ 07981

TEL # (201) 884-8355
FAX # (201) 884-8469

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Forms of Security

Credit Policy

Before a new account can be established, the LCSC must be provided with information to determine deposit and advance payment requirements. The Master Account Application (at the end of this section) should be prepared and submitted to the LCSC. This will be required before orders can be processed.

BellSouth may require the OLEC to provide proof of satisfactory credit with BellSouth or pay a deposit and/or an advance payment prior to processing service requests. BellSouth will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. The deposit amount is based on an average two months total billing and is refundable with interest after satisfactory credit has been established with BellSouth.

Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company which meets all BellSouth standards.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Forms of Security (cont.)

Bank Letter of Credit

A Bank Letter of Credit is a document issued by a financial institution which guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees charged to BellSouth by its collecting bank will be added to any OLEC unpaid amounts and deducted from the amount secured by the letter of credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.

000242

MASTER ACCOUNT APPLICATION

OTHER LOCAL EXCHANGE COMPANY

Date / /

FOR BELL SOUTH USE	
Master Account # Assigned _____	
RESH/AECN Code Assigned _____	
Unique OLEC Identifier _____	

ACCOUNT INFORMATION

Reseller
 Facilities Based Carrier
 Tax Exempt _____ Tax Code _____ State _____
 Certificate of Authority Attached
 Yes No
 Estimated Average Monthly Bill _____

Company Name/Operating Company Number _____

Local Address
 City _____ State _____ ZIP _____

Corporate Address
 City _____ State _____ ZIP _____

Billing Address
 City _____ State _____ ZIP _____

Contact Name & Telephone # for

Billing _____	Telephone # (____) _____ - _____
Orders _____	Telephone # (____) _____ - _____
Other _____	Telephone # (____) _____ - _____

CREDIT INFORMATION

Previous BellSouth Service Telephone # (____) _____ - _____ Last Date of Service / /
 Yes No Telephone # (____) _____ - _____ Last Date of Service / /

Other Current BellSouth Service Telephone # (____) _____ - _____
 Yes No Telephone # (____) _____ - _____

Ownership

Individual Partnership

Name _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Name _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Name _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Name _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____

Corporation

President _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Vice-President _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Secretary _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____
Treasurer _____	Tel # (____) _____ - _____	SSN _____ - _____ - _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Summary of Service Application Requirements

- | | |
|---|---|
| Items Required
Prior to Order
Processing | <ol style="list-style-type: none">1. Proof of PSC/PUC Certification2. Proof of Tax Exempt Status (if applicable)3. Operating Company Number (OCN)4. Master Account Application |
|---|---|

Items 1-3 should be provided to the LCSC along with the Master Account Application. No orders can be processed until all requirements are satisfied.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE REQUEST PROCEDURES

Local Service Request The Local Service Request (LSR) is the vehicle which the OLEC will use to request the transfer of local service from BellSouth, or for changes in end user service. The document reflects the information required for order generation and processing.

Note The BellSouth OLEC Account Team is the initial point of contact for complex services (see page 7).

Submitting a Service Request Send the LSR to the LCSC via Facsimile.

Facsimile Number 1-800-872-7059.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE REQUEST PROCEDURES
LOCAL SERVICE REQUEST

Local Service is ordered using uniform order request forms called Local Service Requests (LSRs). There are two (2) LSR forms; one for Residence local service and one for Business local service. In addition, a residence or business Supplemental Local Service Request (SLSR) will be used to amend or change an end user request after confirmation of processing has been received from BellSouth.

Each request form contains data necessary for switching local service to a new carrier, changing service for an existing local service company customer, or establishing new service for an end user.

The forms are completed by the Other Local Exchange Company (OLEC) and faxed to BellSouth's Local Carrier Service Center (LCSC) for processing. The fax number(s) are on each request form. The LCSC will provide a Firm Order Confirmation response as notification of order issuance and confirmation of the work due date.

These procedures contain the following:

Instructions - Local Service Request - Residence
Instructions - Supplemental Local Service Request - Residence

Instructions - Local Service Request - Business
Instructions - Supplemental Local Service Request - Business

Exhibits
Local Service Request - Residence
Supplemental Local Service Request - Residence
Local Service Request - Business
Supplemental Local Service Request - Business

Samples - Completed LSR and SLSR Forms

000246

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, End User Account # (unless a new account is being established), the page numbers, and the OLEC PON be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit 1 is a LSR - Residence form. Following are definitions for all requested data.

Date : The date the OLEC submits the LSR to the LCSC.

Page 1 of ____: Enter the appropriate page #s at the top of each page of the LSR submitted.

A. - Other Local Exchange Company

Co/OCN: The Company Name and "Operating Company Number" for the OLEC submitting the LSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

000247

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

B. - Action Requested

When completing the Local Service Request, remember the following: BellSouth Line Based Calling Cards, and Grandfathered Services are not available for resale. Certain customized billing arrangements may not be applicable. Refer to the individual state tariffs for availability and description of resale services. (See Section 7 for more details.)

Establish OLEC Service: The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

Existing OLEC Account: The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Change in Features/Services - Add or Delete features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.

Move to New Address - Transfer local service to a new service address.

Keep Existing Telephone Number, if possible (Y/N): Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

Disconnect Main Acct Tel # - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

Disconnect Additional Line Tel #(s) Only - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

B. - Action Requested (cont.)

Due Date: This due date section can apply to any 'Action Requested' in either the 'Establish OLEC Service' or the 'Existing OLEC Account' categories.

End User Ready Date: This is the earliest date the end user would be ready for the activity requested.

Offered Due Date: The OLECs will be provided with a list of average intervals to accomplish particular work activities. However, these work activity intervals can vary depending on existing work load, features and services requested and equipment availability. These items can only be determined when the order is processed. The LCSC will make every effort to meet an offered due date (or end user's ready date). Firm commitments should not be made to the end user until a Firm Order Confirmation is received from the LCSC.

Disconnect Date for the Old Address: The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

EMERGENCY EXPEDITE: If an end user has an urgent need for service and the normal offered due date will not meet the end user's special needs, the order can be submitted as an emergency expedite request. Every effort should be made to satisfy the end user with regular work intervals. An expedited order may involve additional special charges. Applicable charges are addressed in the state tariffs.

Premise Access: Access is normally not required for residential activity UNLESS an additional line is being added, or inside wiring or jacks are ordered. Where the Network Interface is located inside a dwelling, access may be needed.

Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

Access Remarks: Available for the issuer to provide any additional information that is needed for premise access.

000249

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Residence

C. - End User Information

Main Account Number: The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Other Line Numbers on this End User Account: If there are additional telephone numbers associated with the main account number, they should be entered here.

End User Name: The current end user account name (or desired name if no existing account).

End User Service Address: The address where service is (or is to be) provided.

Apt/Bldg/Suite/Lot: Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the location where service is located.

ZIP: The five (5) digit zip code where service is located.

000250

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Residence

C. - End User Information (cont.)

New Address Information for New Connects and Moves to New Address

End User New Service Address: The address where new service is to be provided.

Apt/Bldg/Suite/Lot: If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the new service address.

ZIP: The five (5) digit zip code where new service is to be located.

For those rural addresses which may not have a defined postal address, complete the following:

Route/Box: Enter the appropriate designation to assist in identifying the service location.

If Unnumbered Address - Former Occupant Telephone Number or a Neighbor's Telephone Number:
This information is required to assist in identifying the correct cable facilities to provide service to the end user.

If Unnumbered Address - Driving Directions: Provide specific instructions necessary for locating the service address. For example, "From Highway 23, take Highway 190 east. Go 2 miles, turn right on Turner Dr. Go 3 miles, turn left on Miller Rd. Third house on right."

000251

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Residence

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I: If RingMaster® I is ordered, the additional number will be shown here.

RingMaster® II: If RingMaster® II is ordered, the two additional lines will be shown in the lines designated (a) and (b). The (a) and (b) correspond to the listing information provided in Part E - Directory.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

Order Due Date: The date the requested activity is scheduled to be performed.

Premise Visit? (Y/N): The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premise visit is required, the appointment time will be shown here.

Big Acct: Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

000252

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

E. - Directory

Directory Listing: One option must be selected for the Main Account Listing..

Listed - A Listed name is in the printed directory and in directory assistance operator records.

This option establishes the end user's main listing. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not available through directory assistance.

Name: Provide the listing as desired (i.e., Last name, first name, middle initial using upper and lower case. When establishing a listing under an existing line in the white pages directory, provide the existing telephone number and show the desired additional listing as it should appear (i.e., children's telephone).

Address: The service address as shown in Part C will be used for the end user listed address unless otherwise specified here. If the address should be omitted from the directory listing, enter NONE.

City/Town: The city/town as shown in Part C will be used for the directory listing unless otherwise specified in this section. If the town should be omitted from the directory listing, enter NONE.

Space is provided for additional listings associated with the main account number, if desired. There are two groups of three items associated with each listing. The first three (3) item group: Additional Listing; Additional Line Number; and RingMaster® I. One block must be checked to indicate the appropriate listing type.

Additional Listing - An additional listing for the same main account telephone number.

Additional Line Number - A listing for an additional telephone number which is different from the main account number.

RingMaster® I or II - Additional numbers which are assigned only for the purposes of creating unique rings. These are not separate telephone lines. The end user is entitled to one free listing for each RingMaster® service ordered.

The second three (3) item group: Listed, Non-Listed, and Non-Published. Check the appropriate block for each listing. Definitions are shown above.

000253

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Residence

E. - Directory Listing (cont.)

Listing Change Only: There may be times when the only change requested by the end user is a change in their directory listing. When this happens, you may choose to submit the stand alone directory listing document on page 53 of this document. Instructions for completing the form are on pages 36-40. When the end user is a residential account, it is not necessary to complete Columns (7) and (8).

Directory Delivery: Provide address information only if delivery is requested at an address which is different from the service address in Part C. The end user will automatically receive both a white and yellow page directory for their service address city. If the end user requests additional local directories refer the end user to 1-800-422-1955. For directories outside of the end user service area, refer the customer to 1-800-682-4000. A charge may apply for some directories.

000254

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

E. - Intercept

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the one which would automatically be selected, enter the code for the desired announcement. We will manually force the announcement. For example, normally a change to a non-published telephone generates Announcement 05. Many times an end user changing from a current Non-Pub to a new Non-Pub will request Announcement 21. Intercept announcements for residence lines continue for a maximum of ninety (90) days.

Code	Announcement
00	Changed to a Non-Listed Number The number you have reached (Dialed Number) has been changed to a non-listed number. If you need more information, please call Directory Assistance.
03	Disconnected The number you have reached (Dialed Number) has been disconnected. No additional information is available about (Dialed Number).
05	Changed to a Non-Published Number The number you have reached (Dialed Number) has been changed to a non-published number. No additional information is available about (Dialed Number).
08	Suspend for Non-Payment The number you have reached (Dialed Number) has been temporarily disconnected. No additional information is available about (Dialed Number).
21	Changed to New Published Number The number you have reached (Dialed Number) has been changed. The new number is (New Number). Please make a note of it.
23	Changed to New Toll Free Number The number you have reached (Dialed Number) has been changed. The new number is toll free. Please dial one plus (New Number).
25	Changed from Toll Free Number The number you have reached (Dialed Number) has been changed. The new number, which is no longer toll free, is (New Number). Please make a note of it.
26	Emergency Agency Changed to 911 The number you have reached (Dialed Number) has been changed. The new emergency number is 911. Please make a note of it.
31	Disconnected with Reference of Calls The number you have reached (Dialed Number) has been disconnected. Calls are being taken by (New Number).
51	Temporary Disconnect at the Customer's Request The number you have reached (Dialed Number) has been temporarily disconnected at the customer's request. Calls are being taken by (New Number). Please make a note of it.
81	Changed to More Than One New Number with Split Reference of Calls The number you have reached (Dialed Number) has been changed. If you are calling (Called Party 1), the new number is (New Number). Please make a note of it. If you are calling (Called Party 2), the new number is (New Number). Please make a note of it.

The most frequently used announcements are shown in bold text.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

G. - Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

H. - Line and Line Features

This portion of the LSR is used to install or remove line and line features for local service. The form is designed to order features for up to three (3) telephone lines. If additional lines are ordered attach copies of this page as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

If an account is being disconnected, it is not necessary to show each Line and Line Feature 'OUT'. Checking the 'Disconnect Main Account #' item in Part B will eliminate the need for additional information. Only when an end user is actually changing Line and Line Features is it necessary to indicate any features being discontinued (OUT).

Not all 'Line and Line Features' listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions.

I. - Features and Services

There are two (2) pages of features and services which may be ordered for residential local service. The form is designed to order features for up to three (3) telephone lines. Include additional copies of these pages as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT) When the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

If an account is being disconnected, it is not necessary to show each Feature and Service 'OUT'. Checking the 'Disconnect Main Account #' item in Part B will eliminate the need for additional information. Only when an end user is actually changing Features and Services is it necessary to indicate any features being discontinued (OUT).

Not all 'Features and Services' listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Supplemental Local Service Request - Residence

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 2 is a Supplemental Local Service Request - Residence (SLSR). Following are definitions for all requested data.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

B. - Action Requested and Remarks

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

C. - End User

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Supplemental Local Service Request - Residence

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks. If additional lines are being ordered on the Supplemental LSR, remember to include the listing and Premise Access information in Part B, if required.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I: If RingMaster® I is ordered, the assigned number will be shown here. If RingMaster® is added on the Supplemental LSR, the directory listing information should be included in Part B.

RingMaster® II: If RingMaster® II is ordered, the additional numbers will be shown in the lines designated (a) and (b). If RingMaster® II is added on the Supplemental LSR, the directory listing information should be included in Part B. Remember to identify the listings as (a) or (b).

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the requested activity is scheduled to be performed.

Premise Visit? (Y/N): The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premise visit is required, the appointment time will be shown here.

Big Acct: Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

Local Service Request - Business

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, End User Account # (unless a new account is being established), the page numbers, and the OLEC PON be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit 3 is a LSR - Business form. Following are definitions for all requested data.

Date: The date the OLEC submits the LSR to the LCSC.

Page 1 of _____: Enter the appropriate page #s at the top of each LSR page submitted.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the LSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

B. - Action Requested

When completing the Local Service Request, remember the following: BellSouth Line Based Calling Cards, and Grandfathered Services are not available for resale. Certain customized billing arrangements may not be applicable. Refer to the individual state tariffs for availability and description of resale services. (See Section 7 for more details.)

Establish OLEC Service: The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

Existing OLEC Account: The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Change in Features/Services - Add or Delete features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.

Move to New Address - Transfer local service to a new service address.

Keep Existing Telephone Number, if possible (Y/N): Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

Disconnect Main Acct Tel # - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

Disconnect Additional Line Tel #(s) Only - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

B. - Action Requested (cont.)

Due Date: This due date section can apply to any 'Action Requested' in either the 'Establish OLEC Service' or the 'Existing OLEC Account' categories.

End User Ready Date: This is the earliest date the end user would be ready for the activity requested.

Offered Due Date: The OLECs will be provided with a list of average intervals to accomplish particular work activities. However, these work activity intervals can vary depending on existing work load, features and services requested and equipment availability. These items can only be determined when the order is processed. The LCSC will make every effort to meet an offered due date (or end user's ready date). Firm commitments should not be made to the end user until a Firm Order Confirmation is received from the LCSC.

Disconnect Date for the Old Address: The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

EMERGENCY EXPEDITE: If an end user has an urgent need for service and the normal offered due date will not meet the end user's special needs, the order can be submitted as an emergency expedite request. Every effort should be made to satisfy the end user with regular work intervals. An expedited order may involve additional special charges. Applicable charges are addressed in the state tariffs.

Premise Access: Access should normally be negotiated on most Business LSRs.

Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

Access Remarks: Available for the issuer to provide any additional information that is needed for premise access.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Business

C. - End User Information

Main Account Number: The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Other Line Numbers on this End User Account: If there are additional telephone numbers associated with the main account number, they should be entered here.

End User Name: The current end user account name (or desired name if no existing account).

End User Service Address: The address where service is (or is to be) provided.

Apt/Bldg/Suite/Lot: Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the location where service is located.

ZIP: The five (5) digit zip code where service is located.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Business

C. - End User Information (cont.)

New Address Information for New Connects and Moves to New Address

End User Service Address: The address where new service is to be provided.

Apt/Bldg/Suite/Lot: If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/state: The city, village, or township and two digit state postal code for the new service address.

ZIP: The five (5) digit zip code where new service is to be located.

For those rural addresses which may not have a defined postal address, complete the following:

Route/Box/Lot: Enter the appropriate designation to assist in identifying the service location.

If Unnumbered Address - Former Occupant Telephone Number or a Neighbor's Telephone Number:
This information is required to assist in identifying the correct cable facilities to provide service to the end user.

If Unnumbered Address - Driving Directions: Provide specific instructions necessary for locating the service address. For example, "From Highway 23, take Highway 190 east. Go 2 miles, turn right on Turner Dr. Go 3 miles, turn left on Miller Rd. Third house on right."

000263

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I: If RingMaster® I is ordered, the additional number will be shown here.

RingMaster® II: If RingMaster® II is ordered the two additional lines will be shown in the lines designated (a) and (b). The (a) and (b) correspond to the listing information provided in Part E - Directory.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

Order Due Date: The date the requested activity is scheduled to be performed.

Premise Visit? (Y/N): The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premise visit is required, the appointment time will be shown here.

Blg Acct: Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing

This directory listing page is designed for use with the complete Business LSR (Parts A - I). It can also be used as a stand alone document for business or residence directory information when only Directory Listing service is required by the OLEC.

Other Local Exchange Company

If the complete LSR is submitted and this information is provided in Part A of the LSR, it is not necessary to duplicate the entries here. Even when the complete LSR is submitted, it is important to enter the PON and OLEC name to be sure it is associated correctly with the remainder of the LSR.

Date: The date the OLEC submits the LSR to the LCSC.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

Company: The company name and identification code for the OLEC.

Issued By: The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the LSR.

Remarks: Available for the issuer to provide any additional information that would assist in order processing.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing (cont.)

End User

If the complete LSR is submitted and this data is provided in Part C of the LSR, it is not necessary to duplicate the information here. It is important to enter the Main Account Number to be sure it is associated correctly with the remainder of the LSR.

End User Name: The current end user account name (or desired name if no existing account).

End User Service Address: The address where the service is (or is to be) provided.

Main Account Number: The end user main account telephone number.

Customer Code: The three (3) digit code which appears immediately after the account number on the end user's BellSouth statement. If you are transferring an end user from a company other than BellSouth, this code will not be used.

Authorized By: The name of the person at the end user account who is requesting (and therefore authorizing) the change.

Existing YP Advertising (Y/N): Does the end user currently have Yellow Pages Advertising? Enter Y (Yes) or N (No). Yellow Page advertising will continue to be billed directly to the end user. BellSouth will not bill Yellow Page charges to the OLEC.

End User Miscellaneous Account Number - In some situations, a miscellaneous number may be assigned by BellSouth when the initial order is processed. If assigned, the miscellaneous account number will be required for any subsequent order activity for the end user.

Listing Request

Check the appropriate block to indicate what type of listing request is being submitted.

New Account - End user does not currently have any local service.

Disconnect Account - The end user currently has only directory listing service provided by BellSouth. This option will disconnect (discontinue) the listing.

Add to Current Account - Add a listing(s) to an existing OLEC end user account.

Delete from Current Account - Delete a listing(s) from an existing OLEC end user account. This does not disconnect (discontinue) the account. It deletes a portion of the listing.

Change Listing - Change the directory listing on an existing OLEC account.

Correct Listing - Correct an listing and/or telephone number on an existing OLEC account.

000265

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing (cont.)

Type Listing

Select the appropriate designation for the account number. Designate whether the directory listing is Business, Residence, City Government, County Government, State Government, or US Government.

Firm Order Confirmation

This portion of the Directory Listing request will be used by BellSouth LCSC to confirm that the requested order has been processed.

Date Prepared - The date work on the listing is completed in the LCSC.

BellSouth Service Representative - The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone # - The telephone number of the BellSouth Representative.

Remarks - Available for the BellSouth Service Representative to provide any additional information required.

Big Account - Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. If a directory listing is being requested that is not associated with the complete LSR, the billing account for appropriate charges, if any, will be shown here.

Miscellaneous Account Number Assigned - In some situations, a miscellaneous account may be assigned by the LCSC with the initial order placed for an end user. If a miscellaneous account code is assigned, it will be required to identify the correct account on any subsequent orders. On future orders for this end user, it should be entered in the End User section, End User Misc Account Number.

BellSouth Order Number - The BellSouth system order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for four (4) order numbers if necessary.

Directory Delivery Address

Provide address information here only if delivery is requested at an address which is different from the service address provided on this form or on Page 1, Part C of the LSR. The end user will automatically receive both a white and yellow page directory for their service address city. If the end user requests additional local directories, refer the customer to 1-800-422-1955. For directories outside of the end user service area, refer the customer to 1-800-682-4000. A charge may apply for some directories.

000267

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing (cont.)

Listing Information

- (1) Listing Order Code - This column will be used to assign a unique code to each listing line. This code will sequence the listings according to the end user's desires. The listing order codes are A1-A9, B1-B9, C1-C9, etc. through M1-M9. A1 must be used for the first line of the listing.

Example: A1 Smith Hardware Stores, Inc.
 A2 Branch Stores
 etc.

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (2) Caption Indent Level - This refers to the amount of indentation.

0 = Left Hand Justification (No Indent)
1 = 1 Level of Indent (1 Space to the Right)
2 = 2 Levels of Indent (2 Spaces to the Right)
3 = 3 Levels of Indent (3 Spaces to the Right)

Example:

A1	Level 0	Smith Hardware Stores, Inc.
A2	Level 1	Branch Stores
A3	Level 2	1416 Main Street.....111-1111
A4	Level 2	182 Broxton Dr.....222-2222
A5	Level 1	Billing.....333-3333
A6	Level 1	Home Delivery.....444-4444

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (3) Listed Name - This section is used to show the listing EXACTLY as the end user desires for it to appear in the directory. When changing an established listing, provide the complete listing (caption) to insure the listing will be changed according to the end user request.
- (4) Listed Address - Use this section to enter the listed address if the end user desires a listing different from that provided in the 'End User Account' section or in Part C on page 1 of the LSR. If the address should be omitted from the directory listing, enter NONE.
- (5) Telephone Number - List the end user numbers as appropriate to associate them with the correct lines on the end user listing.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing (cont.)

Listing Information (cont.)

- (6) **Listed, Non-Listed or Non-Published** - Enter the abbreviation here for the type listing desired by the end user. The designation may be different for different numbers in the caption listing.

Listed - The Listed name is in the printed directory and in directory assistance operator records. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not available through directory assistance.

- (7) **Yellow Page Heading & SIC** - When a business listed number is selected, an optional listing in the Yellow Pages is also available at no charge for each end user account. The listing may be placed in the Yellow Pages under an approved heading that is appropriate for the business (i.e., Restaurants, Beauty Salons, etc.) Requests for business listings under more than one heading are considered Directory Advertising and must be negotiated by the end user with an appropriate yellow page advertising company. If an end user doesn't want a listing in the Yellow Pages specify NONE in the Yellow Page Heading section.

In addition to the Yellow Page Heading, the appropriate SIC (Standard Industry Code) should be provided. Refer to the SIC Manual for this information. The manual is published by the United States Office of Management and Budget and may be purchased through NTIS.

National Technical Information Service
5285 Port Royal Road
Springfield, Virginia 22161
703-487-4650

- (8) **Community of Listing** - The listing will be entered in the appropriate directory based on the main account telephone number. If the end user desires the listing to appear in additional directories (or a different directory), enter the community name for the directory (ies) where the foreign listing should be published.

000209

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Business

E. - Intercept

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the one which would automatically be selected, enter the code for the desired announcement. We will manually force the announcement. For example, normally a change to a non-published telephone generates Announcement 05. Many times an end user changing from a current Non-Pub to a new Non-Pub will request Announcement 21 to insure their current callers continue to have their number. Intercept announcements for business lines continue for a maximum of six (6) months.

Code	Announcement
00	Changed to a Non-Listed Number The number you have reached (Dialed Number) has been changed to a non-listed number. If you need more information, please call Directory Assistance.
03	Disconnected The number you have reached (Dialed Number) has been disconnected. No additional information is available about (Dialed Number).
05	Changed to a Non-Published Number The number you have reached (Dialed Number) has been changed to a non-published number. No additional information is available about (Dialed Number).
08	Suspend for Non-Payment The number you have reached (Dialed Number) has been temporarily disconnected. No additional information is available about (Dialed Number).
21	Changed to New Published Number The number you have reached (Dialed Number) has been changed. The new number is (New Number). Please make a note of it.
23	Changed to New Toll Free Number The number you have reached (Dialed Number) has been changed. The new number is toll free. Please dial one plus (New Number).
25	Changed from Toll Free Number The number you have reached (Dialed Number) has been changed. The new number, which is no longer toll free, is (New Number). Please make a note of it.
26	Emergency Agency Changed to 911 The number you have reached (Dialed Number) has been changed. The new emergency number is 911. Please make a note of it.
31	Disconnected with Reference of Calls The number you have reached (Dialed Number) has been disconnected. Calls are being taken by (New Number).
51	Temporary Disconnect at the Customer's Request The number you have reached (Dialed Number) has been temporarily disconnected at the customer's request. Calls are being taken by (New Number). Please make a note of it.
81	Changed to More Than One New Number with Split Reference of Calls The number you have reached (Dialed Number) has been changed. If you are calling (Called Party 1), the new number is (New Number). Please make a note of it. If you are calling (Called Party 2), the new number is (New Number). Please make a note of it.

The most frequently used announcements are shown in bold text.

000273

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

G. - Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

H. - Line and Line Features

This portion of the LSR is used to install or remove line and line features for local service. The form is designed to order features for up to three (3) telephone lines. If additional lines are ordered attach copies of this page as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT). Even when the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

If an account is being disconnected, it is not necessary to show each Line and Line Feature 'OUT'. Checking the 'Disconnect Main Account #' item in Part B will eliminate the need for additional information. Only when an end user is actually changing Line and Line Features is it necessary to indicate any features being discontinued (OUT).

Not all 'Line and Line Features' listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and 'Line and Line Feature' descriptions.

I. - Features and Services

There are three (3) pages of features and services which may be ordered for business local service. The form is designed to order features for up to three (3) telephone lines. Include additional copies of these pages as required.

Check the appropriate boxes to indicate whether the feature(s) are being installed (IN) or deleted (OUT). When the numbers are not known, as in the case of new service, indicate which services are requested for all lines. If different features are ordered for new service, show the features requested for the main telephone number in the first column, the second number in the listing in the second column, and so on.

If an account is being disconnected, it is not necessary to show each Feature and Service 'OUT'. Checking the 'Disconnect Main Account #' item in Part B will eliminate the need for additional information. Only when an end user is actually changing Features and Services is it necessary to indicate any features being discontinued (OUT).

Not all 'Features and Services' listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and 'Features and Services' descriptions.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Supplemental Local Service Request - Business

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 4 is a Supplemental Local Service Request - Business (SLSR). Following are definitions for all requested data.

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the SLSR.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link LSRs to a specific project.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

B. - Action Requested and Remarks

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

C. - End User

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Supplemental Local Service Request - Business

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks. If additional lines are being ordered on the Supplemental LSR, remember to include the listing and Premise Access information in Part B, if required.

MemoryCall® Access #: If MemoryCall® is ordered, the number which the end user will need to access the system will be provided here.

MemoryCall® Temporary Password: The MemoryCall® Password which is temporarily assigned by BellSouth. The end user will change this password when they begin using the system.

RingMaster® I: If RingMaster® I is ordered, the assigned number will be shown here. If RingMaster® is added on the Supplemental LSR, the directory listing information should be included in Part B.

RingMaster® II: If RingMaster® II is ordered, the additional numbers will be shown in the lines designated (a) and (b). If RingMaster® II is added on the Supplemental LSR, the directory listing information should be included in Part B. Remember to identify the listings as (a) or (b).

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order, order coordination, and confirmation of order completion.

Telephone Number: The telephone number of the BellSouth Service Representative.

Due Date: The date the requested activity is scheduled to be performed.

Premise Visit? (Y/N): The LCSC will determine if a premise visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premise visit is required, the appointment time will be shown here.

Blg Acct: Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

000273

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request Exhibits

Local Service Request and Supplemental Local Service Request Exhibits

This section contains the following forms for requesting local service through the BellSouth LCSC:

- **Local Service Request - Residence**
- **Supplemental Local Service Request - Residence**

- **Local Service Request - Business**
- **Supplemental Local Service Request - Business**

**BELLSOUTH LOCAL SERVICE REQUEST
RESIDENCE**

Date ____/____/____

Page 1 of ____
Fax # 1-800-872-7059

A. Other Local Exchange Company

Co/OCN _____ PON _____ RPON _____
Issued By _____ Telephone # (____)____-____-____ Project _____
Remarks _____ FAX # (____)____-____-____

B. Action Requested

Establish OLEC Service New Switch as is Switch with changes Switch with new address

Existing OLEC Account Change Tel #(s) Change Features/Services Chg Listing/Directory
 Add Telephone Lines Move to New Address - Keep Existing Tel #, if possible (Y/N) _____
 Disconnect Main Acct Tel # Disconnect Additional Line Tel #(s) Only

Due Date
End User Ready Date ____/____/____ Offered Due Date ____/____/____ Disconnect Date for Old Address ____/____/____
We attempt to meet offered due date but work load and equipment availability must be checked before commitment to the end user.

EMERGENCY EXPEDITE (Special Charges may apply. See Tariff.)

Premise Access (If Applicable) Hours are Monday - Friday
 All Day 8:00-6:00 AM 8:00-Noon PM Noon-6:00 4 Hour Interval (Bet. 8:00 & 6:00) _____

Access Remarks _____

C. End User Information

Main Account # (____)____-____-____ Customer Code _____ Authorized By _____
Other Line Numbers (____)____-____-____ (____)____-____-____ (____)____-____-____
End User Name _____
End User Service Address _____
Apt/Bldg/Suite/Lot _____ City/State _____ Zip _____
New Address Information for New Connects and Moves to New Address
End User New Service Address _____
Apt/Bldg/Suite/Lot _____ City/State _____ Zip _____
Route/Box _____ If Unnumbered Address - Directions _____

If Unnumbered Address - Former Occupant Tel # (____)____-____-____ or Neighbor's Tel # (____)____-____-____

D. Firm Order Confirmation

BellSouth Order # _____	BellSouth Order # _____	BellSouth Order # _____
Assigned # (____)____-____-____	Assigned # (____)____-____-____	Assigned # (____)____-____-____
MemoryCall® _____	MemoryCall® _____	MemoryCall® _____
Access # (____)____-____-____	Access # (____)____-____-____	Access # (____)____-____-____
Temp Password _____	Temp Password _____	Temp Password _____
RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____
RingMaster® II _____	RingMaster® II _____	RingMaster® II _____
(a) (____)____-____-____	(a) (____)____-____-____	(a) (____)____-____-____
(b) (____)____-____-____	(b) (____)____-____-____	(b) (____)____-____-____

BellSouth Service Rep _____ Tel # (____)____-____-____ Remarks _____

Order Due Date ____/____/____ Premise Visit (Y/N) _____ Time Scheduled _____ Bldg. Acct. _____

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.
Certain customized billing arrangements may not be applicable. Refer to state tariffs for availability and descriptions.

DRAFT

1-15-96

000275

OLEC Name _____
End User Account # (____) - _____

Page ____ of ____
PON _____
BellSouth Order # _____

E. Directory Listing Please PRINT the listing exactly as the end user desires it to appear in our records.

Main Account Number Listed Non-Listed Non-Published

Name _____

Street Address _____

City _____

Add'l Listing Add'l Line Number Listed Non-Listed Non-Published

Name _____

Add'l Listing Add'l Line Number Listed Non-Listed Non-Published

Name _____

Add'l Listing Add'l Line Number Listed Non-Listed Non-Published

Name _____

Directory Delivery (if different from service address)

Address _____

City/Town/ZIP _____

For additional local directories, refer the End User to 1-800-422-1955.

F. Intercept

The 'Action Requested' in Part B determines the appropriate announcement as explained in the LSR instructions. It is not necessary to designate the intercept announcement unless the end user desires a different standard announcement than would normally be provided for the 'Action Requested'. The available standard announcements and associated codes are included with the LSR instructions. Enter the desired standard intercept announcement code and any remarks desired to explain the request.

Intercept announcements for residence lines continue for a maximum of ninety (90) days.

G. Multi-Line Action Requests

Does the action requested in Part B apply to all lines in the end user account? (Y/N) _____

If NO, explain _____

Not all 'Line and Line Features' or 'Features and Services' apply in every state. Refer to the state tariffs for availability and descriptions.

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OLEC Name _____

End User Account # (____) - ____ - ____

Telephone Number (____) - ____ - ____

PON _____

BellSouth Order # _____

H-1. Line and Line Features

In Out

- Residence Line**
- Flat Rate
 - Usage Based Pricing
Type _____
 - Measured Rate
Type _____
 - Message Rate
Type _____
 - Touch Tone
 - Other

 - Grouping (Hunting) Service
Type _____
 - Customized Code Restrictions
Option # (1-4,6) _____

- Toll Billing Exceptions**
- No Collect & No 3rd # Billing
 - No 3rd # Billing
 - No Collect

Long Distance Carrier
 IntraLata _____
 InterLata _____

Optional Calling Plan
 Type _____
 Watsaver (Y/N) _____
 Type (if yes) _____

Inside Wiring and Jacks

In Out

- Inside Wire Maintenance Plan
- Flat Rate Schedule**
- Quantity _____
- Jacks & Wiring for Wall Sets,
Exposed Wiring _____
- Jacks & Wiring for Baseboard
Sets, Exposed Wiring _____
- Jacks for Wall Sets, Wiring in
Place _____
- Jacks for Baseboard Sets, Wiring
in Place _____
- Other - Specify _____

Inside Wiring and Jacks (cont.)

Time & Materials Schedule
Quantity _____

- Locations - Rewire Existing
Jack for Additional Line _____
- Jacks & Wiring for Wall Sets,
Concealed Wiring _____
- Jacks & Wiring for Baseboard
Sets, Concealed Wiring _____
- Connect Wire from Mobile
Home to Service Pole _____
- Move Outside Drop Wire to
Network Interface _____
- Locations - Move Inside Jack
Wire to Network Interface _____

Other - Specify _____

Features and Services

In Out

- Custom Calling Services
- Call Forwarding Variable
- Call Waiting
- Call Waiting Deluxe
- Speed Calling (8 Code)
- Speed Calling (30 Code)
- Three Way Calling
- Call Forwarding Busy Line
Forward To # _____
- Call Forwarding Don't Answer
Forward To # _____
- # Rings Before Transfer
(3 Recommended) _____
- End User Control - Call Fwd Busy
- End User Control - Call Fwd Don't
Answer
- Remote Access Call Forwarding
Variable
- TouchStar® Service**
- Anonymous Call Rejection
- Call Block
- Call Return
- Call Selector
- Call Tracing
- Caller ID Basic
- Caller ID Deluxe
- Preferred Call Forwarding
- Repeat Dialing

Features and Services (cont.)

In Out

- MemoryCall®**
- MemoryCall® Basic
- MemoryCall® Deluxe
 - Pager Notification
 - Tone Digital Voice
 - Special Delivery Notification
Attendant # _____
- MemoryCall® Personal Mailbox
- Message Waiting Indicator
- RingMaster® I
Listing Information _____
- RingMaster® II
Listing Information _____
- (a.) _____
- (b.) _____
- Prestige® Service ONLY**
- Call Forwarding Busy Line
Forward To # _____
- Call Forwarding Don't Answer
Forward To # _____
- # Rings Before Transfer
(3 recommended) _____
- Call Forwarding Variable
- Call Waiting
- Speed Calling 6
- Speed Calling 30
- User Transfer/Conferencing
- User Transfer/Conf./Call Hold
- User Transfer/Conf./Call Pick-Up
- User Transfer/Conf/Pick-Up/Hold

Not all 'Line and Line Features' or 'Features and Services' apply in every state. Refer to the state tariffs for availability and descriptions.

DRAFT

1-15-96

000277

Supplemental Local Service Request - Residence After Firm Order Confirmation

Date ____/____/____

Page 1 of ____
Fax # 800-872-7059

A. Other Local Exchange Company

Co/OCN _____ PON _____ RPON _____

Issued By _____ Telephone # (____)-____-____ Project _____

Remarks _____

FAX # (____)-____-____

B. Action Requested and Remarks

C. End User

Account Number (____)-____-____ BellSouth Order # (s) _____

Other Line Numbers (____)-____-____ (____)-____-____ (____)-____-____

D. Firm Order Confirmation

BellSouth Order # _____ BellSouth Order # _____ BellSouth Order # _____

Assigned # (____)-____-____ Assigned # (____)-____-____ Assigned # (____)-____-____

MemoryCall® Access # (____)-____-____ Temp Password _____
MemoryCall® Access # (____)-____-____ Temp Password _____
MemoryCall® Access # (____)-____-____ Temp Password _____

RingMaster® I (____)-____-____ RingMaster® I (____)-____-____ RingMaster® I (____)-____-____
RingMaster® II (a) (____)-____-____ (a) (____)-____-____ (a) (____)-____-____
(b) (____)-____-____ (b) (____)-____-____ (b) (____)-____-____

BellSouth Service Rep _____ Tel # (____)-____-____ Due Date ____/____/____

Premise Visit (Y/N) _____ Time Scheduled _____ Blg. Acct. _____ Remarks _____

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000279

BELLSOUTH LOCAL SERVICE REQUEST
BUSINESS

Date ____/____/____

Page 1 of ____
Fax # 1-800-872-7059

A. Other Local Exchange Company

Co/OCN _____ PON _____ RPON _____
Issued By _____ Telephone # (____)____-____-____ Project _____
Remarks _____ FAX # (____)____-____-____

B. Action Requested

Establish OLEC Service § New Switch as is Switch with changes Switch with new address

Existing OLEC Account Change Tel #(s) Change Features/Services Chg Listing/Directory
 Add Telephone Lines Move to New Address - Keep Existing Tel #, if possible (Y/N) _____
 Disconnect Main Acct Tel # Disconnect Additional Line Tel #(s) Only

Due Date
End User Ready Date ____/____/____ Offered Due Date ____/____/____ Disconnect Date for Old Address ____/____/____
We attempt to meet offered due date but work load and equipment availability must be checked before commitment to the end user.

EMERGENCY EXPEDITE (Special Charges may apply. See Tariff.)

Premise Access (If Applicable) Hours are Monday - Friday
 All Day 8:00-6:00 AM 8:00-Noon PM Noon-6:00 4 Hour Interval (Bet. 8:00 & 6:00) _____
Access Remarks _____

C. End User Information

Main Account # (____)____-____-____ Customer Code _____ Authorized By _____
Other Line Numbers (____)____-____-____ (____)____-____-____ (____)____-____-____
End User Name _____
End User Service Address _____
Apt/Bldg/Suite _____ City/State _____ Zip _____
New Address Information for New Connects and Moves to New Address

End User New Service Address _____
Apt/Bldg/Suite _____ City/State _____ Zip _____
Route/Box/Lot _____ If indefinite Address - Former Occupant Tel # or Neighbor's Tel # (____)____-____-____
If indefinite Address - Driving Directions _____

D. Firm Order Confirmation

BellSouth Order # _____	BellSouth Order # _____	BellSouth Order # _____
Assigned # (____)____-____-____	Assigned # (____)____-____-____	Assigned # (____)____-____-____
MemoryCall® _____	MemoryCall® _____	MemoryCall® _____
Access # (____)____-____-____	Access # (____)____-____-____	Access # (____)____-____-____
Temp Password _____	Temp Password _____	Temp Password _____
RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____	RingMaster® I (____)____-____-____
RingMaster® II _____	RingMaster® II _____	RingMaster® II _____
(a) (____)____-____-____	(a) (____)____-____-____	(a) (____)____-____-____
(b) (____)____-____-____	(b) (____)____-____-____	(b) (____)____-____-____

BellSouth Service Rep _____ Tel # (____)____-____-____ Remarks _____

Order Due Date ____/____/____ Premise Visit (Y/N) _____ Time Scheduled _____ Big. Acct. _____

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.
Certain customized billing arrangements may not be applicable. Refer to state tariffs for availability and descriptions.

DRAFT

000280

1-15-96

E. DIRECTORY LISTING INFORMATION

Other Local Exchange Company

Date / / PON RPON
 Company FAX # () - -
 Issued By Telephone # () - -
 Remarks

Firm Order Confirmation

Date Prepared / / BellSouth Svc Rep
 Tel # () - - Remarks

End User

End User Name
 End User Service Address
 Main Account Number () - - Customer Code
 Authorized By Existing YP Advertising (Y/N)
 End User Misc Account Number

Big Account

Misc Account # Assigned
 BellSouth Order # Due Date / /
 BellSouth Order # Due Date / /
 BellSouth Order # Due Date / /
 BellSouth Order # Due Date / /

Listing Request

- New Account
- Add to Current Acct
- Change Listing
- Disconnect Account
- Delete from Current Acct
- Correct Listing

Type Listing

- Business
- City Gov't
- State Gov't
- Residence
- County Gov't
- US Gov't

Directory Delivery Address (if different from service address)

Delivery Name
 Delivery Address

 City/State/ZIP

Listing Information *Attach additional pages as required.*

Listing Order Code (1)	Caption Ident Level (2)	Listed Name § (3)	Listed Address (4)	Tel Number (5)	L, NL NP §§ (6)	Yellow Page Heading & SIC (7)	Community of Listing (8)

§ PRINT the listing exactly as the end user desires it to appear.
 §§ Listed, Non-Listed or Non-Published

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OLEC Name _____
End User Account # () - . _____

Page ____ of ____
PON _____

F. Intercept.

The 'Action Requested' in Part B determines the appropriate announcement as explained in the LSR instructions. It is not necessary to designate the intercept announcement unless the end user desires a different standard announcement than would normally be provided for the 'Action Requested'. The available standard announcements and associated codes are included with the LSR instructions. Enter the desired standard intercept announcement code and any remarks desired to explain the request.

Telephone Line Number	Requested Announcement Code and Remarks
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____
() - . _____	_____

Intercept announcements for business lines continue for a maximum of six (6) months.

G. Multi-Line Action Requests

Does the action requested in Part B apply to all lines in the end user account? (Y/N) _____

If NO, explain _____

OLEC Name _____

End User Account # (_____) _____

Telephone Number (_____) _____

PON _____

BellSouth Order # _____

H-1. Line and Line Features

Business Line

Flat Rate

Usage Based Pricing
Type _____

Measured Rate
Type _____

Message Rate
Type _____

Touch Tone

Other

Back-Up* Line

Coin

PBX Trunk
Type _____
Type _____
Type _____

Signaling Type:

Ground Start

Loop Start

Grouping (Hunting) Service
Type _____

Customized Code Restrictions
Option # (1-4,6) _____

Toll Billing Exceptions

No Collect & No 3rd # Billing

No 3rd # Billing

No Collect

Long Distance Carrier

IntraLata _____

InterLata _____

Optional Calling Plan

Type _____

WatsSaver (Y/N) _____

Type (If yes) _____

Inside Wiring and Jacks

In Out

Inside Wire Maintenance Plan

Flat Rate Schedule

Quantity

_____ Jacks & Wiring for Wall Sets,
Exposed Wiring

_____ Jacks & Wiring for Baseboard
Sets, Exposed Wiring

_____ Jacks for Wall Sets, Wiring in
Place

_____ Jacks for Baseboard Sets, Wiring
in Place

_____ Other - Specify _____

Time & Materials Schedule

_____ Locations - Rewire Existing
Jack for Additional Line

_____ Jacks & Wiring for Wall Sets,
Concealed Wiring

_____ Jacks & Wiring for Baseboard
Sets, Concealed Wiring

_____ Connect Wire from Mobile
Home to Service Pole

_____ Move Outside Drop Wire to
Network Interface

_____ Locations - Move Inside Jack
Wire to Network Interface

_____ Other - Specify _____

Features and Services

In Out

Custom Calling Services

Call Forwarding Variable

Call Waiting

Call Waiting Deluxe

Speed Calling (8 Code)

Speed Calling (30 Code)

Three Way Calling

Call Forwarding Busy Line
Forward To # _____

Call Forwarding Don't Answer
Forward To # _____

_____ # Rings Before Transfer
(3 Recommended)

End User Control - Call Fwd Busy

End User Control - Call Fwd Don't
Answer

Remote Access Call Forwarding
Variable

Features and Services (cont.)

In Out

TouchStar® Services

Anonymous Call Rejection

Call Block

Call Return

Call Selector

Call Tracing

Caller ID Basic

Caller ID Deluxe

Preferred Call Forwarding

Repeat Dialing

MemoryCall®

MemoryCall® Basic

MemoryCall® Deluxe

Pager Notification

Tone Digital Voice

Special Delivery Notification
Attendant # _____

MemoryCall® Personal Mailbox

Message Waiting Indicator

RingMaster® I
Listing Information _____

RingMaster® II
Listing Information _____

(a.) _____

(b.) _____

Not all 'Line and Line Features' or 'Features and Services' apply in every state. Refer to the state tariffs for availability and descriptions.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence Samples

Completed Local Service Request Samples

This section contains samples of completed Residence LSR forms. The 'LSR Requirements' shown in the sample boxes below are supplied by the OLEC. The BellSouth LCSC completes Part D and returns the Firm Order Confirmation to the OLEC by fax.

It is not necessary to send all sections of the LSR with each request. All local service requests will require Parts A, B, and C. Send only the additional parts necessary to process the order for your end user.

Sample 1	Switch from BellSouth to an OLEC with No Changes The end user may have several line options and features but since no changes are being requested, it is not necessary to provide any data relating to the specifics. A 'Requested Due Date' should not be entered unless the end user desires a specific date for the changes. LSR Requirements: Parts A, B, and C
-----------------	--

Sample 2	Switch from BellSouth to an OLEC with Feature Changes The end user is not deleting any existing features but is ordering RingMaster® II. With RingMaster® an additional line is not required so Part H is not needed. Additional numbers are assigned for unique rings only. The end user is entitled to one listing for each Listed or Non-Listed RingMaster® number at no additional charge. In addition to the features page, the directory listing page must be included. LSR Requirements: Parts A, B, C, E, and I
-----------------	--

Sample 3	New Account (No Current Local Service) In addition to Page 1 of the LSR, data must be included for the directory listing, the line features, and any special features desired. LSR Requirements: Parts A, B, C, E, H, and I (if applicable)
-----------------	---

Sample 4	Existing OLEC Account - Add an Additional Telephone Line (No Features) Note that the Customer Code in Part C is not required since this LSR is not switching the end user from BellSouth. LSR Requirements: Parts A, B, C, E, and H
-----------------	---

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence Samples

Completed Local Service Request Samples

Sample 5	Existing OLEC Account - Change Telephone Number It is not necessary to provide any listing (or record) information unless it is changing along with the telephone number. The LCSC will assume any listing information should remain the same if no information is provided in Part E. Remember Non-Published numbers are not included in the printed directory and are not available in operator directory assistance records. The action requested in Part B of the LSR will automatically generate an appropriate intercept recording for the change requested. It is not necessary to enter any information in Part F - Intercept unless the customer has a non-standard request. Section 3 - 1, F, page 23 discusses the standard recordings. LSR Requirements: Parts A, B, C, and E
Sample 6	Existing OLEC Account - Change Features When an LSR is issued for an end user account with additional numbers associated with the main account telephone number, Part G must be completed to indicate whether or not the requested activity applies to all numbers in the account. LSR Requirements: Parts A, B, C, G, and I
Sample 7	SLSR issued after Firm Order Confirmation for Sample 4. The end user adds features after the Firm Order Confirmation is received at the OLEC for a new telephone line number which was ordered in Sample 4. Note that the BellSouth Order # does not change when the original LSR request is modified. SLSR Requirements: Parts A, B, and C
Sample 8	Existing OLEC Account - Move to a New Address Transferring #, if Available The end user is moving to a new address and desires to transfer their existing telephone number if it is available to serve the new service address location. When service is being disconnected at one location and established at a new service address, the end user must provide a disconnect date for the old address as well as the date to establish service at the new service location. LSR Requirements: Parts A, B and Part C

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence Samples

Completed Local Service Request Samples

Sample 9	Existing OLEC Account - Disconnect Main Account Telephone Number The end user is disconnecting local telephone service. It is not necessary to disconnect (or 'OUT' each portion of their service since a disconnect order for the main account automatically removes all services. LSR Requirements: Parts A, B and Part C
-----------------	--

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Scheduling Due Dates

Basic Telephone Service (Business & Residence)

Due dates for OLEC end users will be assigned using the same guidelines as used for BellSouth end users. BellSouth will provide service on the requested due date or the earliest available installation date.

Complex Services

BellSouth will attempt to meet requested due dates for complex services, both project and non-project. However, due dates for project services must be negotiated, and normally require extended intervals.

Complex Services - Non-Project

The following services are considered non-project. If the quantity exceeds a service specific threshold, project treatment will be required. This list is not all inclusive.

- * 2.4kb, 4.8kb, 9.6kb, 56kb, 64kb services
- * Dial Access Lines and Wats
- * Multi-point services
- * Private line services (alarms, tie lines...)
- * Metro Services (subsequent orders-see projects)
- * Trunk-side terminations (DID changes to existing groups)
- * Voice grade services (FX's, OPX's, LG's...)
- * Non-access and access non-designed specials
- * ISDN basic rate and single line
- * Non-FSO ESSX service
- * WATS and TK's with ADSR
- * Switched Access
- * Feature Group A
- * Feature Group B and D (see projects)
- * Wireless Services (changes to existing MSP DID, Type 1,2A, or 2B)

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Complex Services - Project

Projects are defined as any type of service request which requires external/internal coordination for the procurement of facilities or equipment. Dates for these services will be negotiated. The following require project treatment. This list is not all inclusive.

- 1.544mbs
- AccuPulse
- Alternate Service Wire Center
- CCS Links
- Commercial Video
- Derived Data Channel Service (FastConnect)
- Dry Fiber
- ESSX Service into ISDN
- FlexServ
- Large quantities for non-project services
- LightGate or DS3 or upgrade
- MegaLink Channel Service (channelized non-access 1.544mbs)
- MegaLink into ISDN
- PulseLink Service
- SMARTRing
- Special Assemblies and Alternate Routing Requests
- Switched Access-trunks to analog switches
- Switched Access Feature Groups B and D (including new groups and CCSAC trunks)
- Trunk-side terminations (DID, new groups).

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Confirmation of
Service Request**

After processing the OLEC service request, a Firm Order Confirmation will be returned to the OLEC via facsimile. The confirmation will provide the BellSouth order number, the negotiated service due date, and the LCSC service representative name and telephone number. Additional service specific data may also be provided.

The LCSC will attempt to process all service requests within 24 hours of receipt.

**Order Changes
and Cancellations
Notification**

BellSouth should be notified as soon as possible of any order changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

**Missed
Appointments**

If an appointment is missed for customer reasons, the LCSC will provide notification (see following page) to the OLEC via facsimile.

The OLEC should enter a new requested due date on the notification form and return the form via facsimile to the LCSC. If a new due date is not provided within 14 calendar days, the original service order will be canceled.

BellSouth
Missed Appointment Notification

A. Other Local Exchange Company

Company Name/OCN _____

PON _____ BellSouth Order Number _____

End User Telephone Number _____ Missed Due Date _____

End User Name _____

B. Action Requested

Negotiate a New Requested Due Date _____

Premise Access, if applicable: Hours are Monday - Friday

All Day 8:00 - 6:00 AM 8:00 - Noon PM Noon - 6:00 PM 4 Hour Interval (Bet. 8:00 & 6:00)

Access Remarks _____

C. Due Date Change Confirmation

BellSouth Order Number _____ Due Date _____ Time Scheduled _____

BellSouth Service Representative _____ Telephone Number _____

Remarks _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

REPAIR PROCEDURES

Reporting Troubles

In the event of a service problem:

- The OLEC's end users must report trouble directly to the OLEC. BellSouth will not accept trouble reports directly from the OLEC's end user customer. End users calling BellSouth will be asked to contact their OLEC. On-line transfer service to the OLEC will not be available.
- The OLEC must pre-screen the end user trouble report in order to obtain information necessary for BellSouth repair. The required pre-screening information is provided on the following page.

**BELLSOUTH
PRE-SCREENING REPAIR QUESTIONS
FOR RESELLERS**

1. Telephone # Being Reported: _____
2. Name: _____
3. Address: _____
4. City & State: _____
5. Trouble Reported By: _____
6. Report Received By(OLEC contact) _____
7. OLEC Can Be Reached #: _____
8. Access # (OLEC or End User): _____
9. Do You Consider Yourself Without Telephone Service? YES / NO _____
(Out-of-Service Question - Florida ONLY)
10. Is This a Calling / Called Report? Does the Problem Occur When the End User:
 - a. Is Called by Someone Else
 - b. Is Calling a Telephone NumberIf a., (Called), Provide the Calling Telephone # _____
11. Is the Trouble on All the End User Phones? YES / NO _____
If NO, Which Phone has Trouble _____

12. Trouble Description: _____

13. Date / Time Report Rec'd: _____ - _____ - _____ / _____ : _____ am / pm
14. Remarks: _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

REPAIR CENTER TELEPHONE NUMBERS

State	Residence	Business
ALABAMA	800-538-6277	800-247-2020
NORTH FLORIDA	800-216-5688	800-247-2020
SOUTH FLORIDA	800-432-1424	800-247-2020
GEORGIA	800-867-5662	800-247-2020
KENTUCKY	800-217-5057	800-247-2020
LOUISIANA	800-335-2998	800-247-2020
MISSISSIPPI	800-427-4171	800-247-2020
NORTH CAROLINA	800-642-0544	800-247-2020
SOUTH CAROLINA	800-642-0544	800-247-2020
TENNESSEE	800-873-8846	800-247-2020

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

LONG DISTANCE CARRIER SELECTION

**Predesignated
Interexchange
Carrier Changes**

Predesignated Interexchange Carrier (PIC) changes for OLEC end users should be referred to the desired carrier. If the desired carrier is BellSouth, or if a PIC change is requested at the same time as other service changes for the end user, the LCSC will process the change.

New Service

For new or initial service, the PIC selected on the LSR will be processed by the LCSC.

UNAUTHORIZED SERVICE CHANGES

**PIC
Changes**

OLEC end users should report unauthorized PIC changes to the OLEC. The OLEC should contact the Equal Access Service Center (EASC) for resolution. The EASC will correct the PIC and apply charges and/or credits as appropriate.

**EASC
Telephone
Numbers**

From:		
Florida, Georgia, North/South Carolina		780-2778
Other BellSouth states		557-6001
Outside BellSouth area		800-456-9127

The EASC does not accept calls directly from an end user.

Total Service

When notified that a customer has been switched to new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter (following page) will be mailed to the unauthorized OLEC.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

UNAUTHORIZED CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: OLEC Name
OLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE RESTRICTIONS

This section is not intended to be, nor does it constitute, an all inclusive list of service restrictions. The state tariffs, and OLEC-specific contracts, are the ultimate source of service/feature availability.

**Telephone
Number
Availability**

End users switching from BellSouth, or establishing initial service with an OLEC, will not be allowed to:

- retain an existing BellSouth telephone number if their service is denied for non-payment.
- obtain a previously held BellSouth telephone number which was disconnected for non-payment.

The numbers will be available upon payment in full of outstanding charges.

Calling Card

BellSouth will not offer line based (where the credit card number is a BellSouth telephone number) calling cards. If an end user switches from BellSouth to an OLEC, existing line based calling cards will be disabled/discontinued.

LIDB

Without specific contracts with an OLEC, telephone numbers assigned by BellSouth for OLEC end users will not be entered into BellSouth's LIDB (Line Information DataBase). The absence from LIDB will prevent receipt of collect and third number toll calls.

**"Grandfathered"
Services**

"Grandfathered" (or obsoleted) services/features are those which have been removed from the applicable tariffs, but were allowed to remain in service with the subscribed end users. These services will not be available to an OLEC end user, and will be disabled/removed if a currently subscribed end user switches to an OLEC.

000298

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

RESELLER BILLING

- Bill Description** CLUB (Customized Large User Bill) Summary Bill is the recommended format for Reseller billing. The CLUB Summary process will generate a consolidated bill in each billing period (20) for the Reseller's customers in that billing period. The CLUB bill will consolidate all the Reseller's customers' charges at a master account level. Complete end user billing detail is provided in the CLUB Summary Bill.
- Electronic receipt (EDI, Magnetic Tape Billing, etc.) of the CLUB Summary Bill is recommended. A paper bill is also available.
- Electronic payment processes are also available and recommended.
- Billing Requests** Requests for the establishment of CLUB Summary Billing should be directed to the OLEC Service Center. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services Request Form and the establishment of the CLUB Summary Billing account. The EBS office can be reached through the LCSC.
- End User Billing Arrangements** Existing end user billing arrangements (i.e., CLUB billing) will be discontinued if the end user switches from BellSouth to an OLEC.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

TARIFFS

Tariff Resources Copies of tariffs may be purchased through outside Tariff Advisory Services. Listed below are the tariff advisories currently contracting with BellSouth.

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Technologies Management, Inc.
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000300

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

OPTIONAL SERVICES

Instructions for the following service features are included in this section:

Anonymous Call Rejection
Call Block
Call Forwarding
Call Return
Call Selector
Call Tracing
Call Waiting
Caller ID - Number Delivery
Caller ID Deluxe - Name and Number Delivery
Per-Line Blocking
Preferred Call Forwarding
Repeat Dialing
RingMaster® I and II Service
Speed Calling 8
Speed Calling 30
Three-Way Calling
RightTouch

000301

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows you to automatically reject calls from callers who have a privacy feature (Calling Number Delivery Blocking-Permanent or Per Call). The privacy feature will prevent their number from being displayed when they call you. When you activate Anonymous Call Rejection, you will not know when calls are being rejected. Your callers, which are being rejected, will hear announcement similar to the one following:

Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again.

Anonymous Call Rejection must be activated on your line before private calls will be rejected.

To activate:

1. Lift handset and listen for dial tone
2. Press *77 (for rotary or dial pulse telephones, press 1177). You will hear two short confirmation tones.

To deactivate:

1. Lift handset and listen for dial tone
2. Press *87 (for rotary or dial pulse telephones, press 1187). You will hear an announcement confirming deactivation.

*Note: If you have Prestige® Communications Service, press *58 to activate and Press *68 to deactivate.
(for rotary or dial pulse telephones, press 1158 to activate or 1168 to deactivate)*

NOTES ON ANONYMOUS CALL REJECTION

If you activate Anonymous Call Rejection and Call Forwarding at the same time and receive a call from someone with a privacy feature, the caller will be routed to the Anonymous Call Rejection announcement.

If you Call Forward your calls to someone who has activated their Anonymous Call Rejection feature and your Anonymous Call Rejection feature is deactivated, your caller will be routed to the forwarded party's Anonymous Call Rejection announcement.

If you have Call Waiting and Anonymous Call Rejection activated, you will not receive the Call Waiting tone when callers with a privacy feature call you. The caller will be routed to the Anonymous Call Rejection announcement.

If you have Caller ID and you activate your Anonymous Call Rejection feature, calls from someone with a privacy feature will not appear in your display unit, but will be routed to the Anonymous Call Rejection announcement.

If you have Call Selector and Anonymous Call Rejection activated, and receive a call from someone with a privacy feature who is on your Call Selector list, you will hear distinctive ringing.

If you receive a call from someone with a privacy feature who is on your Preferred Call Forwarding list, they will be forwarded to the remote location. If the remote location has Anonymous Call Rejection activated, the caller will be routed to the Anonymous Call Rejection announcement.

000302

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

CALL BLOCK

Call Block prevents the last person who called you from reaching you again (from the same calling number). It also rejects phone numbers you put on your Call Block service. You may have up to six phone numbers on your Call Block list. You need not fill the complete six number list in order to use the service. You will also receive recorded instructions when using Call Block; however, you may dial during these instructions for faster service.

HOW TO USE CALL BLOCK

FUNCTION DESIRED	TOUCH-TONE	ROTARY or DIAL PULSE
To Access the Service	Press * 60 - Listen for Instructions	Dial 1160 - Listen for Instructions
To Turn On/Off Service	Press 3 - Listen for Instructions	Dial 3 - Listen for Instructions
To Add a Number To Your List <i>First, Access Service</i>	Press #, Dial Number, Press #	Dial 12, Dial Number
To Add the Last Calling Number To Your List (Number Unknown) <i>First, Access Service</i>	Press #, Dial 01, Press # <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>	Dial 12, Dial 01 <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>
To Hear the Numbers on Your List <i>First, Access Service</i>	Dial 1 Dial 07 immediately after hearing a # to remove that # from your list.	Dial 1 Dial 07 immediately after hearing a # to remove that # from your list.
To Remove a Number From Your List <i>First, Access Service</i>	Press *, Dial the #, Press *	Dial 11, Dial the #
To Remove all List Entries <i>First, Access Service</i>	Dial 08, then *	Dial 08
To Remove Only Private Entries <i>First, Access Service</i>	Dial 09, then *	Dial 09
To Save List Unchanged <i>First, Access Service</i>	Hang Up	Hang Up
To Hear Instructions Repeated	Dial 0	Dial 0

NOTES ON CALL BLOCK

If:	Then:
One of the numbers is on your Call Selector or Preferred Call Forwarding lists	Call Block will override the others
You put a number on your Call Block list	Callers from that # will be told that Call Block has been activated and calls from their # will not be accepted.
You hear an announcement the # cannot be put on your list	You tried to enter an invalid or non-working #, or You tried to enter a # outside the TouchStar service area, or You tried to enter your own #

The Call Block list must contain the Main Telephone Number if the caller being blocked subscribes to RingMaster®.

000303

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

CALL FORWARDING

Call Forwarding automatically transfers your incoming calls to whatever number you specify. When you use Call Forwarding, you can continue to make outgoing calls from your own phone line. Call Forwarding will stay in effect until you cancel it.

HOW TO USE CALL FORWARDING

1. Listen For A Dial Tone.
2. Dial 72# With touch-tone service telephones (72 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone, and dial the number you want your calls forwarded to. (If you have Speed Calling, dial the Speed Calling code.)
4. Listen For Ringing. Inform the party who answers that you are forwarding your calls. Call Forwarding is now established.

If you get a busy signal or no answer, Call Forwarding can still be established by repeating Steps 1-4, and no answer is necessary. (In some areas, after you repeat Steps 1-4, you will hear three short tones followed by a steady dial tone.)

NOTES:

- *To verify the status of Call Forwarding, dial 72# with touch-tone service telephones (72 with rotary or dial pulse telephones). If you hear a fast busy signal, your calls are being forwarded.*
- *There will be a short ring on your phone when a call is being forwarded, but these calls cannot be answered from your telephone.*
- *Don't forget to tell the person who will receive your calls that you are establishing Call Forwarding. This is especially important if you will not be at that location to receive the calls.*
- *Inform others using your phone that no incoming calls can be received while Call Forwarding is in effect.*
- *If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.*

HOW TO END CALL FORWARDING:

1. Dial 73# With touch-tone service telephones (73 with rotary or dial pulse telephones).
2. Listen For Three Short Tones followed by a steady dial tone.

NOTES:

- *To verify deactivation of Call Forwarding, dial 73# with touch-tone service telephones (73 with rotary or dial pulse telephones). Three short tones followed by a steady dial tone confirms deactivation.*
- *Remember, Call Forwarding will remain in effect until you cancel it.*

000304

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

CALL RETURN

Call Return automatically calls back the last number that called you, whether or not you answered the phone.

To use:

1. LISTEN FOR DIAL TONE
2. PRESS *69 (1169 for rotary or dial pulse telephones) *In some areas after pressing *69 or 1169, you will hear the number, date and time of the last call received. If you want to return the call press 1. If you do not want to return the call, hang up.*
3. IF THE LINE IS:
NOT BUSY ___listen for normal ringing.
BUSY ___listen for announcement, hang up, you will hear a special ring when the line is free.

To cancel the special ring:

1. PRESS *89 (1189 for rotary or dial pulse telephones), then listen for announcement. *If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is *59.*

NOTES ON CALL RETURN

When the line is busy:

- Call Return will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Call Return is trying to reach a busy number.

Call Return is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use Call Return to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the TOUCHSTAR® service serving area.
- The TOUCHSTAR service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated Call Forwarding service.

If you activate Call Return to a line that has RingMaster® service, the call will always return to the Main Telephone Number.

When you use Call Return with RingMaster® service, you will have four ringing patterns to consider:

Main service Telephone Number	One long ring
First RingMaster® Telephone Number	Two short rings
Second RingMaster® Telephone Number	Short, long, short ring
Call Return/Repeat Dialing	Short, short, long ring

000305

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

CALL SELECTOR

Call Selector lets you know when calls are coming from particular telephone numbers. With Call Selector, you make a list of these phone number(s), then your phone will signal you with a special ring (short-long-short ring cycle) when someone from your list is calling. You begin by making your list of "selected" numbers after accessing your Call Selector service. You may have up to six phone numbers on your Call Selector list. You need not fill a list in order to use the service. You will also receive recorded instructions when using Call Selector; however, you may dial during these instructions for faster service.

HOW TO USE CALL SELECTOR

FUNCTION DESIRED	TOUCH-TONE	ROTARY or DIAL PULSE
To Access the Service	Press * 61 - Listen for Instructions	Dial 1161- Listen for Instructions
To Turn On/Off Service	Press 3 - Listen for Instructions	Dial 3 - Listen for Instructions
To Add a Number To Your List <i>First, Access Service</i>	Press #, Dial Number, Press #	Dial 12, Dial Number
To Add the Last Calling Number To Your List (Number Unknown) <i>First, Access Service</i>	Press #, Dial 01, Press # <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>	Dial 12, Dial 01 <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>
To Hear the Numbers on Your List <i>First, Access Service</i>	Dial 1 Dial 07 immediately after hearing a # to remove that # from your list.	Dial 1 Dial 07 immediately after hearing a # to remove that # from your list.
To Remove a Number From Your List <i>First, Access Service</i>	Press *, Dial the #, Press *	Dial 11, Dial the #
To Remove all List Entries <i>First, Access Service</i>	Dial 08, then *	Dial 08
To Remove Only Private Entries <i>First, Access Service</i>	Dial 09, then *	Dial 09
To Save List Unchanged <i>First, Access Service</i>	Hang Up	Hang Up
To Hear Instructions Repeated	Dial 0	Dial 0

NOTES ON CALL SELECTOR

If:	Then:
You also subscribe to Call Waiting	Incoming calls from your list will have a special tone (3 beeps)
One of your selected numbers is on your Call Block list	You must turn off Call Block before using Call Selector for that number
You hear an announcement the # cannot be put on your list	You tried to enter an invalid or non-working #, or You tried to enter a # outside the TouchStar service area, or You tried to enter your own #

Numbers on your Call Selector list provide a distinctive ring. All numbers on the Call Selector list have the same distinctive ring. It is not a separate ring for each number.

Call Selector shares the same ringing pattern with RingMaster® service for a second additional telephone number (a short-long-short ring).

000305

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

CALL TRACING

Call Tracing enables you to initiate an automatic trace of the last call you received. The BellSouth Annoyance Call Center will automatically receive a message containing the phone number where the abusive call originated, if it is from within the TouchStar serving area, plus the time and date of when the abusive call was placed. It is necessary, however, for you to call the BellSouth Annoyance Call Center and report the date and time of the calls you desire to be investigated. You should call before the end of the next business day.

To use:

1. HANG UP after receiving the abusive call
2. LISTEN FOR DIAL TONE
3. PRESS *57 (1157 for rotary or dial pulse telephones), then listen for announcement.

NOTES

- It is essential that the Call Tracing action, pressing *57 (or 1157) be done immediately after you hang up the phone following the abusive call. If you delay taking action and receive a subsequent incoming call, Call Tracing will not trace the correct number.
- In the event that Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.
- The telephone company Annoyance Call Center must have two confirmed traces of the same number in order to take further action. Therefore, it is important to activate Call Tracing each time an abusive call is received.
- After having a call traced by pressing *57, it is necessary for you to contact the telephone company Annoyance Call Center in your state. Use the number for your state. These are toll-free calls.

State	Annoyance Call Center
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6557 - Central Time: 8:00 AM - 4:30 PM
Florida, Georgia, North Carolina, South Carolina	780-2969 - Eastern Time: 8:00 AM - 6:00 PM

- When calling the telephone company Annoyance Call Center in your state, identify yourself as a TOUCHSTAR® service Call Tracing customer. You must give the Annoyance Call Center the time and date of the abusive call.
- In the case of emergency, contact your local law enforcement agency.
- When you use Call Tracing, you will not be given the phone number you are tracing or the person's name. Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.
- After two confirmed traces of the same number, the Annoyance Call Center will send a deterrent letter to the address of the phone number where the abusive call originated. If the problem persists, contact the Annoyance Call Center for further assistance.

000307

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

CALL WAITING

Call Waiting lets you answer a second call while talking to the first caller. You can change back and forth between two calls and maintain privacy on both. In some areas, to avoid being interrupted by a second call, you can temporarily control Call Waiting before you make a call. Also, in some areas, Call Waiting can be controlled temporarily while you are in the middle of a call, if you are also a subscriber to Three Way Calling.

HOW TO USE CALL WAITING:

1. A Short Tone will sound to alert you to a second call. If you don't respond, another tone will sound 10 seconds later. You can either respond (proceed to Step 2), or ignore the tones until the second caller hangs up.
2. Tell The Person You Are Talking To that another call is coming in. You can either put the first call on hold by depressing the switchhook, or else hang up to end the first call.
3. Depress The Switchhook for a second to put the first caller on hold and answer the second call.
4. You Can Alternate Between First And Second Callers by depressing the switchhook for a second. Each conversation is private. *If a third caller tries to reach you while someone is already on hold, you will not hear a tone. The third caller will simply get a busy signal.*

HOW TO END CALL WAITING

1. End One Conversation by waiting for the caller to hang up. You will be automatically and immediately reconnected to your other call.
2. End Both Conversations by hanging up your phone. *In some areas, if you hang up while someone is still on hold, your phone will ring. You must answer the ring before you can disconnect from the call holding.*

HOW TO TEMPORARILY CONTROL CALL WAITING PRIOR TO MAKING A CALL (where available):

1. Listen For Dial Tone
2. Dial *70 With touch-tone service telephones (1170 with rotary or dial pulse telephones).
3. Listen For Three Short Tones followed by a steady dial tone.
4. Dial The Number you wish to reach.

HOW TO TEMPORARILY CONTROL CALL WAITING WHILE A CALL IS IN PROGRESS (where available):

1. Depress The Switchhook for a second to put your call in progress on hold.
2. Listen For Three Short Tones followed by a steady dial tone.
3. Dial *70 With touch-tone service telephones (1170 with rotary or dial pulse telephones). You will hear three short tones followed by steady dial tone.
4. Depress The Switchhook for a second to return to call holding.

NOTE: *You cannot control Call Waiting while a call is in progress and a third caller is attempting to reach you. After a Control Call Waiting conversation is ended, the Call Waiting feature will automatically reactivate.*

008808

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

CALLER ID - NUMBER DELIVERY

Caller ID enables you to identify the telephone number from which an incoming call was placed before you answer the phone. The calling number will be displayed on a specially designed display unit. This display unit is purchased separately from the Caller ID service that you ordered from your telephone company. Unless you have such a display, your Caller ID service will not display the calling number.

After your Caller ID display unit has been properly connected (see the installation instructions provided with your unit), and your Caller ID service has been connected by your telephone company, the calling telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling number has been displayed, you may choose to answer your phone in the normal manner, note the number and return the call later or ignore the call completely.

Caller ID service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit Caller ID information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling number. For an explanation of those messages or symbols, please see the owner's manual that was provided with your unit.

The telephone number is only displayed while the receiver is on hook; therefore, Caller ID will not work simultaneously with Call Waiting.

000309

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

CALLER ID DELUXE - NAME AND NUMBER DELIVERY

Caller ID Deluxe enables you to identify the calling name and telephone number from which an incoming call was placed before you answer the phone. The calling name and number are displayed on a specially designed display unit. This display unit is purchased separately from the Caller ID Deluxe service. Unless you have such a display unit your Caller ID Deluxe service will not display the calling name and number.

After your Caller ID Deluxe display unit has been properly connected (see the installation instructions provided with your unit), and your Caller ID Deluxe service has been connected by your telephone company, the calling name and telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling name and number have been displayed, you may choose to answer your phone in the normal manner, note the name and number and return the call later or ignore the call completely.

Caller ID Deluxe service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit Caller ID Deluxe information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling name and number. For an explanation of those messages or symbols please see the owner's manual that was provided with your unit. Public and semi-public telephones will display "payphone", but business owned payphones may display the name of the business. For new telephone numbers, the number will be displayed but the name will not be displayed, since the name is not yet in the BellSouth database.

The telephone number is only displayed while the received is on hook; therefore, Caller ID Deluxe will not work simultaneously with Call Waiting.

000310

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

PER LINE BLOCKING

When Per Line Blocking is assigned to your telephone line, it prevents your name and telephone number from being displayed on the Caller ID display unit of the person you are calling. With Per-Line Blocking assigned, your line is given a "private" status. You can turn off your Per-Line Blocking on an individual call basis by pressing *82 before making your call. This will change your line from "private" to "public".

IMPACTS:

- Some customers do not accept calls from callers who do not allow delivery of their telephone number. If you call one of these customers, you will hear an announcement with a message similar to the following:

"Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again."

Because this is considered a "completed" call, you may incur long distance or toll charges depending upon how this call would normally be billed.

In order to reach this party, you can dial the Unblock code *82 (1182 for rotary or dial pulse telephones) which will then allow your call to be completed and your telephone number to be delivered to the called party for just this one call. After your call is completed, your Per-Line Blocking feature is once again in operation, blocking delivery of your telephone number to those you call.

- If you subscribe to a voice mail service, like Memory Call® service, Per-Line Blocking may interfere with how this service works. Per-Line Blocking may block the delivery of your number to the voice mail system. When you call to check your messages or your callers are forwarded to your mailbox, the voice mail system may not be able to identify your number. You and your callers may be required to re-enter your telephone number.

NOTES:

You do not need to subscribe to Per-Line Blocking in order to prevent your name and telephone number from being displayed on the Caller ID unit of the person you are calling. Your line is already equipped with Per-Call Blocking, Free-of-Charge. Per-Call Blocking allows callers to block the delivery of their telephone number on an individual call basis by pressing *67 (1167 for rotary or dial pulse telephones) prior to making a call. This will change their line from "public" to "private", which will block their number from being displayed for that call only. Since you already have Per-Line Blocking assigned to your telephone line, pressing *67 (1167 for rotary or dial pulse telephones) prior to making a call will have **NO** affect.

000311

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

PREFERRED CALL FORWARDING

Preferred Call Forwarding enables you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your selected list. After accessing your Preferred Call Forwarding service, make your list of up to six numbers. Six numbers are not required to use the service. You will receive recorded instructions when using Preferred Call Forwarding; however, you may dial during these instructions for faster service.

HOW TO USE PREFERRED CALL FORWARDING

FUNCTION DESIRED	TOUCH-TONE	ROTARY or DIAL PULSE
To Access the Service <i>After accessing, you must either enter or confirm the number you want your calls forwarded to.</i>	Press * 63 - Listen for Instructions	Dial 1163 - Listen for Instructions
To Turn On/Off Service	Press 3 - Listen for Instructions	Dial 3 - Listen for Instructions
To Add a Number To Your List <i>First, Access Service</i>	Press #, Dial Number, Press #	Dial 12, Dial Number
To Add the Last Calling Number To Your List <i>First, Access Service</i>	Press #, Dial 01, Press # <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>	Dial 12, Dial 01 <i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i>
To Hear the Numbers on Your List <i>First, Access Service</i>	Dial 1 Dial 07 immediately after hearing a # to remove a # from your list.	Dial 1 Dial 07 immediately after hearing a # to remove a # from your list.
To Remove a Number From Your List <i>First, Access Service</i>	Press *, Dial the #, Press *	Dial 11, Dial the #
To Remove all List Entries <i>First, Access Service</i>	Dial 08, then *	Dial 08
To Remove Only Private Entries <i>First, Access Service</i>	Dial 09, then *	Dial 09
To Save List Unchanged <i>First, Access Service</i>	Hang Up	Hang Up
To Hear Instructions Repeated	Dial 0	Dial 0

NOTES ON PREFERRED CALL FORWARDING

If:	Then:
One of the numbers is on your Call Block List	You must turn off Call Block before using Preferred Call Forwarding for that Number
You forward calls outside your local calling area	You will be charged for any calls forwarded from your number to the distant number.
You hear an announcement the # cannot be put on your list	You tried to enter an invalid or non-working #, or You tried to enter a # outside the TouchStar service area, or You tried to enter your own #

When RingMaster® service is ordered, the customer chooses whether to forward all telephone numbers or just the Main Telephone Number. The Preferred Call Forwarding list must contain the Main Telephone Number if the calling party subscribes to RingMaster®. If one of the additional RingMaster® numbers is placed on the Preferred Call Forwarding list, the calls will not be forwarded unless the Main Telephone Number is also on the Preferred Call Forwarding list. If a telephone number on the Preferred Call Forwarding list calls the Main Telephone Number, it will be forwarded. If a telephone number on the Preferred Call Forwarding list calls one of the Additional Telephone Numbers, it will be forwarded unless the customer has chosen to forward the Main Telephone Number when the RingMaster® was ordered.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

REPEAT DIALING

Repeat Dialing automatically redials the last number you dialed. If the line is busy, Repeat Dialing will keep trying until the line is free, then signal you. You can use Repeat Dialing for more than one busy number at a time. During this time you may place and receive other calls.

To use:

1. LISTEN FOR DIAL TONE
2. PRESS *66 (1166 for rotary or dial pulse telephone)
3. IF THE LINE IS:
 - NOT BUSY _____listen for normal ringing.
 - BUSY _____listen for announcement, hang up, you will hear a special ring when the line is free.

To cancel:

1. PRESS *86 (1186 for rotary or dial pulse telephones), then listen for announcement. *If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is *56.*

NOTES ON REPEAT DIALING

When the line is busy:

- Repeat Dialing will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Repeat Dialing is trying to reach a busy number.

Repeat Dialing is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use Repeat Dialing to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the TOUCHSTAR® service serving area.
- The TOUCHSTAR service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated Call Forwarding service.

If you have both RingMaster® service and TOUCHSTAR service and you place a call to a number that is busy or doesn't answer and activate Repeat Dialing, the call will be returned to the Main Telephone Number with short, short, long ring pattern.

When you use Repeat Dialing with RingMaster® service, you will have four ringing patterns to consider.

Main service Telephone Number	One long ring
First RingMaster® Telephone Number	Two short rings
Second RingMaster® Telephone Number	Short, long, short ring
Call Return/Repeat Dialing	Short, short, long ring

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

RINGMASTER® I SERVICE

RingMaster® I service allows you to have up to two telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is *from* by providing your additional telephone numbers only to specific parties such as:



- business associates (for business calls received at home)
- friends/relatives
- children's friends

If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:



1.

(Main Telephone Number)

RINGING	PHONE TONE (if you have CALL WAITING)
	
One long ring (Normal ring)	One long tone (Normal Call Waiting Tone)

2.

(Additional Telephone Number)

RINGING	PHONE TONE (if you have CALL WAITING)
	
Two short rings	Two short tones

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster® service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster® service telephone numbers.

With RingMaster® service, **CALL FORWARDING** can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster® service (if you also have **CALL FORWARDING**). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when **CALL FORWARDING** is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when **CALL FORWARDING** is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

RINGMASTER® I SERVICE (Continued)

NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel **CALL WAITING** and **CALL FORWARDING**.
2. The option to "Forward All Telephone Numbers" is not available in all areas.
3. Although you can have up to two telephone numbers, you have just one line and only one conversation can be held at a time.
4. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone, so you will know which telephone number was dialed.
5. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
6. The calling party hears normal ringing not **DISTINCTIVE RINGING**.
7. You are entitled to a directory listing for each RingMaster® service telephone number. Additional listings are available for a small monthly charge.
8. The telephone number to which you forward your calls does not receive the **DISTINCTIVE RINGING** patterns.
9. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

RINGMASTER® II SERVICE



RingMaster® II service allows you to have up to three telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is *from* by providing your additional telephone numbers only to specific parties such as:

- business associates (for business calls received at home)
- friends/relatives
- children's friends



If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:



1. _____
(Main Telephone Number)

RINGING	STONE (if you have CALL WAITING)
	
One long ring (Normal ring)	One long tone (Normal Call Waiting Tone)

2. _____
(Additional Telephone Number)

RINGING	STONE (if you have CALL WAITING)
	
Two short rings	Two short tones

3. _____
(Additional Telephone Number)

RINGING	STONE (if you have CALL WAITING)
	
Short, long, short ring	Short, long, short tone

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster® service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster® service telephone numbers.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

RINGMASTER® II SERVICE (Continued)

With RingMaster® service, CALL FORWARDING can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster® service (if you also have CALL FORWARDING). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when CALL FORWARDING is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when CALL FORWARDING is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel CALL WAITING and CALL FORWARDING.
2. The option to "Forward All Telephone Numbers" is not available in all areas.
3. In certain areas, the maximum telephone numbers allowed per line is two instead of three.
4. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time.
5. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone, so you will know which telephone number was dialed.
6. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
7. The calling party hears normal ringing, not DISTINCTIVE RINGING.
8. You are entitled to a directory listing for each RingMaster® service telephone number. Additional listings are available for a small monthly charge.
9. The telephone number to which you forward your calls does not receive the DISTINCTIVE RINGING patterns.
10. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE**

SPEED CALLING 8

Speed Calling 8 lets you place a local or long distance call simply by dialing a one-digit code. Speed Calling 8 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. First, write down the names and numbers you want on your Speed Calling list then begin recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial 74# With touch-tone service telephone (74 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 8 Code (Number 2 through 9) beside the name you wish to record. For example, If you have assigned the code number 2 to your local police, dial 2.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

- Repeat Steps 1-6 for each Speed Calling 8 code number you record.
- If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

HOW TO SPEED DIAL:

Dial The One-Digit Speed Calling Code. With touch-tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

HOW TO CHANGE YOUR SPEED CALLING LIST: Repeat Steps 1-6 of 'How to record numbers on your Speed Calling List', taking care to use the code beside the number you want to change.

EXAMPLE: If you want to change the number listed beside code 5, repeat Steps 1-6, dialing 5 in Step 4, and then dialing the new phone number you wish to enter in Step 5. The new number you enter will automatically replace the number you originally entered beside code 5.

Write in the names and telephone numbers on your **SPEED CALLING 8 LIST** below:

NAME	CODE	TELEPHONE NUMBER
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE**

SPEED CALLING 30

Speed Calling 30 lets you place a local or long distance call simply by dialing a two-digit code. Speed Calling 30 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. First, write down the names and numbers you want on your Speed Calling list; then begin recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial 75# With touch-tone service telephone (75 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 30 Code (Number 20 through 49) beside the name you wish to record. For example, if you have assigned the code number 20 to your local police, dial 20.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

NOTE: Repeat Steps 1-6 for each Speed Calling 30 code number you record. If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

HOW TO SPEED DIAL:

Dial The Two-Digit Speed Calling Code. With touch-tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

HOW TO CHANGE YOUR SPEED CALLING LIST:

Repeat Steps 1-6 of HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST, taking care to use the code beside the number you want to change.

Write in the names and telephone numbers on your **SPEED CALLING 30 LIST** below:

Name	Code	Telephone #	Name	Code	Telephone #
	20			35	
	21			36	
	22			37	
	23			38	
	24			39	
	25			40	
	26			41	
	27			42	
	28			43	
	29			44	
	30			45	
	31			46	
	32			47	
	33			48	
	34			49	

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

THREE WAY CALLING

Three Way Calling allows connection between three telephones at one time. If you have Call Waiting, you can temporarily control it while a three way call is in progress.

HOW TO USE THREE WAY CALLING.

1. **Get The First Party On The Phone**
2. **Depress The Switchhook for a second to put the call on hold.**
3. **Listen For Short Bursts Of Tone Followed By A Steady Dial Tone, and dial the second party. You can talk privately with the second party before you bring the first party back on the line with you.**
4. **Depress The Switchhook again for a second to complete the three way connection. Now you have both parties on the line with you.**
5. **If You Get A Busy Signal or no answer when calling the second party, Depress The Switchhook Twice -for a second each time to return to the first party. If you wish, you may now dial someone else by starting again at Step 2.**

HOW TO END THREE WAY CALLING:

1. **End One Conversation** by waiting for that party to hang up (you'll hear a click). You and the remaining party can continue the conversation. Or, you can establish another three way conversation by repeating Steps 2-4.
2. **End Both Conversations** by hanging up the phone.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

RIGHTTOUCH® SERVICE

RightTouch® service is BellSouth's mechanized system which permits residential customers access to certain information about their account and allows them to initiate some activities. RightTouch® service requires a valid telephone number and a Personal Access Code (PAC). The PAC is a four (4) digit code provided in the end user's monthly telephone bill. When an end user is switched from BellSouth to an OLEC, a new PAC will be assigned. The new PAC will be provided to the OLEC for use as desired.

RightTouch® service allows the customer to:

- Inquire about their Telephone Bill Amount
- Make Payment Arrangements
- Disconnect Service
- Order Custom Calling and TouchStar Services
- Request Duplicate Bills
- Suspend and Restore Telephone Service in Florida, Georgia, North Carolina and South Carolina
- Listen to Information and Instructions for Custom Calling & TouchStar® service

RightTouch® service is available 24 hours a day, seven days a week. Following are numbers for the service:

Alabama*, Kentucky, Louisiana, Mississippi, Tennessee	557-7777
Georgia, North Carolina, South Carolina	780-2500
Florida	1-800-826-6290

- Alabama customers with a telephone number assigned in 912-334 must dial 1-205-557-7777.

Restrictions to Use of the System:

- Residential Accounts Only
- Party Line Customers Cannot Use RightTouch Ordering Options
- Additional Line Service Customers Cannot Use RightTouch® service Using an Additional Line Number
- Multi-line and Prestige Numbers Cannot use RightTouch® service Ordering Options
- Must have a valid telephone number and 4 digit Personal Access Code (PAC)
- RightTouch® service Recognizes Input from Touch-Tone Phones Only

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

BLOCKING OF CUSTOMIZED CODES

Individual line numbers may be blocked from dialing certain codes according to the following chart. The appropriate selected option should be shown under Blocking Customized Codes on the Line and Line Features page of either the residence or business LSR.

Customized Codes to Block	Option 1	Option 2	Option 3	Option 4	Option 6
Operator 0-	X	X	X		
Operator 0+	X	X	X		
DDD 1+	X		X		
1+900	X		X	X	X
1+555-1212 & 1+NPA-555-1212	X		X		
411	X				
440 (PULSELINK Access)	X				
IDDD 01	X	X	X		
IDDD 011+	X		X		
976	X	X		X	X
1+976 (See Note)	X	X		X	X
N11 (211, 311, 511, 711, & 811)	X				X

Note: The 1+976 Restriction is only applicable within the end user's area code.
Option 5 is reserved for future use.

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE**

ANNOYANCE CALL CENTER

When an end user receives **Threatening, Abusive, or False Report** calls, they should be referred to the BellSouth Annoyance Call Center (ACC). Examples of these type calls are:

Threatening Calls - Calls where there is a threat or intent that poses to be harmful on a life, property, bomb threat, etc.

Abusive Calls - Calls that are intended to annoy or embarrass by using obscene or harassing language; harass by hanging-up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.

False Report Calls - When a caller represents himself (herself) as a law enforcement officer, hospital staff, or school official and advises that a child, spouse, etc. has been injured or killed in an accident.

BellSouth will cooperate fully with Resellers in the disposition of annoyance calls received by the Reseller's end users. Because of the nature of their work, the Annoyance Call Center will need to work directly with the Reseller end user to resolve any problems. BellSouth will expect Resellers to take appropriate corrective action with their end users in those cases where the 'annoyance call' is originated by the Reseller's end user. Failure of the Reseller's end user to cease annoyance or harassing calls will result in disconnection of the end user's service.

The Annoyance Call Center does not handle referrals concerning Misdirected, Debt Collection, or Solicitation Calls.

State	Annoyance Call Center
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6222 Central Time: 7:30 AM - 5:30 PM Monday - Friday
Florida, Georgia, North Carolina, South Carolina	780-2969 Eastern Time: 7:30 AM - 5:30 PM Monday - Friday