

**ORIGINAL
FILE**

**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 II

TABS 8 - 11

JULY 17, 1996

960833-TP
**DOCUMENT NUMBER-DATE
07458 JUL 17 8
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.

VOLUME	TAB	DATE	DESCRIPTION	BATES NO.
I	1	Undated	AT&T Position: Conditions Necessary for Viable Local Exchange Competition	000001
	2	Undated	Florida: Comparison of Revenues from Obsolete Services with Total State Revenues	000003
	3	Undated	Standard Access Billing Requirements: Local/Resale	000020
	4	10/4/95	Letter from W. West to D. Anderson	000058
	5	11/9/95	Letter from G. Calhoun to J. Bradbury	000098
	6	12/18/95	Electronic Communications Interface Provisioning Object Requirements	000188
	7	1/18/96	OLEC-to-BellSouth Ordering Guidelines Resale	000229
II	8	1/25/96	Letter from T. Hamby to T. Lyndall	000324
	9	1/31/96	OLEC-to-BellSouth Ordering Guidelines: Facility Based	000415
	10	2/6/96	OLEC-to-BellSouth Ordering Guidelines: Resale	000485
	11	2/23/96	Briefing Materials Concerning Slamming Issue	000586
III	12	2/28/96	OLEC-to-BellSouth Ordering Guidelines: Facility Based	000626
	13	3/1/96	OLEC-to-BellSouth Ordering Guidelines: Resale	000703
	14	3/4/96	Letter from J. Carroll to D. Ackerman - Georgia	000813
	15	3/4/96	Letter from J. Carroll to D. Ackerman - North Carolina	000814
	16	3/4/96	Letter from J. Carroll to D. Ackerman - Tennessee	000815
	17	3/4/96	Letter from J. Carroll to D. Ackerman - Florida	000816
	18	3/6/96	Letter from G. Calhoun to J. Bradbury	000817
	19	3/6/96	Letter from D. Ackerman to B. Carroll	000818
	20	3/15/96	Letter from J. Carroll to D. Ackerman	000819
	21	3/15/96	Comments of BellSouth Europe to the European Commission's Green Paper on the Liberalisation of Telecommunications Infrastructure and Cable Television Networks	000820
	22	3/19/96	Memo to File from J. Carroll	000836
	23	3/25/96	Faxed Memo from S. Anderson to M.J. Peed	000839
	24	3/27/96	Faxed Memo from M.J. Peed to S. Anderson	000847
	25	3/28/96	Letter from P. Foster to S. Lavett	000850
	26	3/28/96	Letter from P. Foster to S. Lavett	000897

000898	3/29/96	Resale Ordering Guidelines	IV	27
001007	4/1/96	Letter from S. Anderson to M.J. Peed		28
001010	4/1/96	Memo from J. Carroll to S. Anderson et al		29
001011	4/2/96	Message from S. Lavett to "Pam"		30
001012	4/4/96	Letter from S. Anderson to M.J. Peed		31
001019	4/4/96	Letter from N. Brown to B. Sheye/S. Shafer, et al.		32
001023	4/4/96	Notes from Meeting between C. Coe and J. Carroll		33
001033	4/4/96	R. Oaks Handwritten Notes		34
001039	4/4/96	P. Nelson Handwritten Notes		35
001095	4/9/96	Fax from J. Lofton from E. Walsh		36
001097	4/9/96	Letter from S. Ray to S. Lavett		37
001099	4/10/96	Draft of Facility-Based Ordering Guidelines		38
001180	4/10/96	Letter from J. Bradbury to S. Lavett		39
001181	4/10/96	Letter from C. Clark S. Lavett		40
001184	4/11/96	Hand-delivered Data from C. Clark to S. Lavett, et al.		41
001196	4/11/96	Letter from S. Lavett to P. Foster		42
001197	4/11/96	Memo from S. Anderson to L. Cecil, et al.		43
001199	4/11/95	Handwritten Notes from P. Nelson	V	44
001266	4/22/96	Timeliness and Process for Completing the Agreement		45
001268	4/12/96	Letter from S. Ray to S. Lavett		46
001270	4/12/96	Memo from J. Carroll to A. Mule		47
001271	4/12/96	Letter from C. Coe to J. Carroll		48
001273	4/15/96	Letter from S. Ray to S. Lavett		49
001274	4/15/96	Letter from J. Carroll to D. Ackerman		50
001275	4/17/96	Letter from M.J. Peed to S. Anderson		51
001277	Undated	Handwritten note from S. Ray to S. Lavett		52
001279	4/17/96	Faxed memo from C. Steele to S. Ray		53
001283	4/18/96	Faxed memo from S. Lavett to P. Foster		54
001284	4/18/96	Faxed letter from C. Clark to S. Lavett		55
001286	4/19/96	Faxed memo from S. Anderson to A. Mule		56

	57	4/22/96	Faxed memo from S. Schaefer to J. Carroll	001288
	58	4/23/96	Faxed memo from S. Anderson to A. Mule	001289
	59	4/23/96	Faxed memo from S. Lavett to P. Foster	001293
	60	4/23/96	Memo from S. Ray to S. Lavett	001294
	61	4/23/96	Letter from S. Ray to S. Lavett	001295
	62	4/23/96	Letter from J. Carroll to C. Coe	001299
	63	4/23/96	Memo to File and A. Mule	001302
	64	4/23/96	Letter from J. Bradbury to S. Lavett	001311
VI	65	4/24/96	Memo from J. Carroll to C. Coe	001547
	66	4/24/96	Letter from J. Carroll to D. Ackerman	001551
	67	4/24/96	Letter from J. Bradbury S. Lavett	001552
	68	4/25/96	Audix Messages from "Jim" to Governance Team	001556
	69	4/25/96	Memo from C. Steele to S. Ray	001557
	70	4/26/96	Faxed letter from C. Weekley to S. Lavett	001558
	71	4/26/96	Memo to File from J. Carroll	001560
	72	4/26/96	Memo to File from J. Carroll	001561
	73	4/26/96	Letter from S. Ray to C. Steele	001562
	74	4/26/96	Letter from S. Schaefer to J. Carroll	001564
	75	4/26/96	Letter from C. Clark to S. Lavett	001569
	76	4/26/96	Handwritten note from S. Wilcox to S. Ray	001572
	77	4/26/96	Memo from M.J. Peed to N. Brown	001575
	78	4/26/96	Letter from P. Foster to "Scott"	001576
	79	4/26/96	MFR Phone Call from M.J. Peed	001578
	80	4/29/96	Letter from J. Bradbury to S. Lavett	001579
	81	4/30/96	Letter from S. Schaefer to J. Carroll	001582
	82	4/30/96	Letter from S. Schaefer to J. Carroll	001587
	83	4/30/96	Letter from K. Taber to S. Lavett	001589
	84	4/30/96	Faxed memo from S. Lavett to S. Ray	001590
	85	4/30/96	Faxed memo from N. Brown to S. Lavett	001592
	86	4/30/96	AT&T/BAPCO Agenda	001593

87	5/1/96	Letter from J. Bradbury to B. Carnes	001596
88	5/1/96	Handwritten note from M. Fawzi	001598
89	5/2/96	Letter from K. Taber to R. Baretto	001599
90	5/2/96	Handwritten note from C. Steele to S. Ray	001600
91	5/2/96	Notes from N. Brown call with S. Anderson and M.J. Peed	001603
92	5/3/96	Memo from R. Baretto to K. Taber	001604
93	5/3/96	Letter from S. Ray to S. Lavett	001605
94	5/3/96	Notes from M. Guedel call with F. Kolb	001618
95	5/3/96	Voice Mail from M. Guedel to N. Brown	001619
96	5/3/96	Letter from M.J. Peed to S. Anderson	001620
97	5/6/96	Fax memo from S. Lavett to P. Foster	001623
98	5/6/96	Letter from J. Carroll to D. Ackerman	001626
99	5/6/96	Letter from J. Carroll to D. Ackerman	001627
100	5/6/96	Memo from N. Brown to R. Shurter	001628
101	5/6/96	E-mail message from N. Brown to "D Ripley", et al.	001630
102	5/7/96	Faxed letter from C. Clark to S. Lavett	001633
103	5/7/96	Faxed communication from S. Anderson to A. Mule	001636
104	5/7/96	Hand-delivered letter from N. Brown to M. Augier, et al.	001639
105	5/8/96	Letter from V. Sanford to E. Roberson	001667
106	5/8/96	Letter from S. Ray to S. Lavett	001760
107	5/9/96	Letter from K. Taber to R. Barretto	001763
108	5/9/96	Letter from K. Taber to R. Barretto	001765
109	5/9/96	Letter from P. Foster to S. Schaefer	001766
110	5/10/96	Letter from R. Oaks to V. Atherton	001768
111	5/10/96	Letter from Q. Sanders to P. Nelson	001773
112	5/10/96	Memo from N. Brown to S. Lavett	001774
113	5/13/96	Voice Mail from N. Brown to S. Lavett	001775
114	5/13/96	Memo from S. Lavett to C. Clark	001779
115	5/13/96	Faxed memo from P. Foster to S. Lavett	001781
116	5/13/96	Memo from D. Lee to S. Con	001785

	117	5/13/96	Fax communication from S. Lavett to P. Nelson	001790
	118	5/14/96	Faxed letter from J. Bradbury to S. Lavett	001794
	119	5/15/96	Letter from S. Lavett to C. Clark	001797
	120	5/15/96	Faxed note from J. Bradbury to J. Savage	001801
	121	5/15/96	Faxed letter from B. Carnes to J. Bradbury	001802
	122	5/16/96	Letter from S. Schaefer to J. Carroll	001804
	123	5/16/96	Letter from S. Schaefer to J. Carroll	001822
	124	5/16/96	Faxed memo from M.J. Peed to S. Anderson	001824
VII	125	5/16/96	Letter from S. D. Ray to S. Lavett	001834
	126	5/16/96	Letter from S. Lavett to K. Taber	001842
	127	5/17/96	Letter from R. Oaks to V. Atherton	001843
	128	5/17/96	Memo to File from J. Carroll	001844
	129	5/17/96	Letter from N. Brown to S. Lavett/B. Scheye	001845
	130	5/17/96	Notes from C. Clark	001861
	131	5/17/96	Letter from S. Ray to S. Lavett	001868
	132	5/17/96	Fax from S. Lavett to P. Nelson	001869
	133	5/17/96	Audix Message from N. Brown to Subset Leadership Team /Gov. Team	001872
	134	5/20/96	Letter from P. Foster to S. Lavett	001873
	135	5/20/96	Letter from S. Schaefer to J. Carroll	001876
	136	5/20/96	Letter from S. Schaefer to J. Carroll	001878
	137	5/20/96	Faxed notes from S. Lavett to P. Nelson	001879
	138	5/20/96	Faxed letter from B. Carnes to C. Clark	001880
	139	5/20/96	Faxed letter from S. Anderson to M.J. Peed	001883
	140	5/21/96	Letter from J. Carroll to C. Coe	001885
	141	5/21/96	Letter from J. Carroll to S. Schaefer	001890
	142	5/21/96	Letter from J. Carroll to D. Ackerman	001894
	143	5/21/96	Letter from Barretto to K. Taber	001896
	144	5/21/96	Letter from K. Taber to S. Lavett	001912
	145	5/21/96	Letter from J. Latham to C. Weekley	001913
	146	5/22/96	Data Re: Unbundled Network Elements Cost Studies Summary	001915

001916	Memo to File from J. Carroll	5/23/96	147
001917	Letter from K. Taber S. Lavett	5/23/96	148
001918	Letter to V. Atherton	5/23/96	149
001922	Letter from C. Steele to Sue Ray	5/23/96	150
001925	Voice Mail from S. Lavett to N. Brown	5/23/96	151
001927	Letter from C. Clark to S. Lavett	5/23/96	152
001929	Memo from P. Nelson to "Team"	5/23/96	153
001946	Letter from C. Howorth to E. Roberson	5/23/96	154
001971	Draft Data re: Unbundled Network Elements	7/13/96	155
001983	Voice mail message from N. Brown to F. Kolb and S. Lavett	5/24/96	156
001984	Faxed communication from S. Lavett to P. Nelson	5/28/96	157
001986	Letter from C. Steele to S. Ray	5/28/96	158
001987	Memo from D. Lee to V. Sapp	5/28/96	159
001988	Hand-delivered letter from P. Nelson to S. Lavett	5/29/96	160
001995	Audix message from K. Milner to A. Mule, et al.	5/29/96	161
001996	E-mail message from N. Brown to "Cummins", et al.	5/29/96	162
002005	Affidavit of L. Selwyn and P. Kravtin-CC Dkt. No. 96-98	5/29/96	163
002062	Memo from P. Nelson to L. Cecil, et al.	5/30/96	164
002072	Letter from Marc Cathey to N. Brown	5/30/96	165
002074	Letter from S. Schaefer to J. Carroll	5/30/96	166
002077	Audix message from K. Milner to "Pam"	5/30/96	167
002078	Voice mail message from S. Schaefer	5/30/96	168
002079	Memo to file	5/30/96	169
002080	Memo from R. Barretto to K. Taber	5/31/96	170
002088	Faxed letter from S. Schaefer to J. Carroll	5/31/96	171
002091	Letter from C. Coe to J. Carroll	5/31/96	172
002092	Memo to file from J. Carroll	5/31/96	173
002093	Memo from M. Duke to P. Foster	5/31/96	174
002098	Letter from S. Anderson to M.J. Peed	6/3/96	175
002100	Letter from C. Clark to S. Lavett	6/3/96	176

	177	6/3/96	Letter from C. Clark to S. Lavett	002101
	178	6/3/96	Faxed communication from S. Lavett to R. Oaks	002102
	179	6/3/96	Letter from S. Ray to C. Braun	002103
	180	6/4/96	Memo from P. Sims to K. Taber	002105
	181	6/4/96	Memo from P. Sims to K. Taber	002111
	182	6/5/96	Letter from S. Schaefer to J. Carroll	002127
VIII	183	6/5/96	Faxed communication from S. Lavett to R. Oaks, et al.	002134
	184	6/5/96	BellSouth Resale Ordering Guidelines	002138
	185	6/5/96	Draft of Service/Network Operations and Interconnection	002268
	186	6/6/96	Faxed communication from S. Lavett to R. Oaks	002284
	187	6/6/96	Letter from J. Carroll to C. Coe	002286
	188	6/6/96	Memo to File re: Meeting between J. Carroll and C. Coe	002289
	189	6/6/96	Memo from S. Lavett to K. Taber	002294
	190	6/6/96	Memo from P. Sims to K. Taber	002295
	191	6/6/96	Faxed letter from M.J. Peed to S. Anderson	002296
	192	6/6/96	Handwritten note re: Local Switching	002298
	193	6/10/96	Letter from P. Foster to S. Schaefer	002299
	194	6/10/96	Faxed letter from S. Anderson to M.J. Peed	002301
	195	6/10/96	Audix Message from K. Milner to P. Nelson	002302
	196	6/11/96	Memo from M.J. Peed to N. Brown	002303
	197	6/11/96	Letter from K. Taber to S. Lavett	002304
	198	6/11/96	Letter from S. Lavett to C. Clark	002306
	199	6/12/96	List of verbal data request	002308
	200	6/12/96	Letter from P. Foster to S. Lavett	002310
	201	6/12/96	Faxed communication from S. Lavett to P. Nelson & R. Oaks	002321
	202	6/12/96	Audix message left for S. Schaefer	002323
	203	6/12/96	Audix message from K. Milner to P. Nelson	002324
	204	6/13/96	Faxed communication from S. Lavett to P. Nelson	002325
	205	6/13/96	Letter from P. Sims to K. Franklin	002331
	206	6/13/96	Letter from S. Schaefer to J. Carroll	002332

	207	6/13/96	Letter from S. Schaefer to J. Carroll	002333
	208	6/13/96	Letter from S. Schaefer to J. Carroll	002335
	209	6/13/96	Letter from J. Carroll to S. Schaefer	002423
	210	6/14/96	Letter from J. Carroll to C. Coe	002425
	211	6/17/96	Faxed communications from S. Lavett to R. Oaks	002426
	212	6/17/96	Faxed communication from S. Lavett to R. Oaks	002429
	213	6/17/96	Faxed communication from S. Lavett to P. Foster	002430
	214	6/17/96	Faxed communication from S. Lavett to P. Foster	002433
	215	6/17/96	Letter from P. Sims to K. Taber	002435
	216	6/17/96	Letter from P. Sims to K. Taber	002436
	217	6/17/96	Memo to File	002437
	218	6/17/96	Memo to File	002438
IX	219	6/17/96	Faxed memo from P. Sims to K. Taber	002439
	220	6/17/96	Faxed letter from R. Barretto to K. Taber	002448
	221	6/17/96	Letter from R. Oaks to V. Atherton	002463
	222	6/18/96	Letter from P. Nelson to S. Lavett	002465
	223	6/18/96	Memo to File	002466
	224	6/18/96	Letter from S. Schaefer to J. Carroll	002470
	225	6/18/96	Memo from G. Deveporte to A. Mule	002471
	226	6/19/96	Hand delivered Letter from M.J. Peed to S. Anderson	002475
	227	6/19/96	Letter from S. Lavett to P. Foster	002477
	228	6/19/96	Letter from C. Steele to S. Ray	002478
	229	6/19/96	Issue Letter from C. Weekley to S. Lavett	002479
	230	6/19/96	Letter from V. Atherton to R. Oakes	002482
	231	6/19/96	Memo to file voice mail message to S. Schaefer	002483
	232	6/19/96	Memo from J. Carroll to A. Mule'	002484
	233	6/19/96	Memo from J. Carroll to A. Mule'	002485
	234	None	Document omitted	002486
	235	6/20/96	Letter from K. Taber to S. Lavett	002504
	236	6/20/96	Letter from W. Ellison to R. Starks	002505

	237	6/20/96	Letter from S. Ray to C. Steele	002507
	238	6/20/96	Letter from J. Carroll to S. Schaefer	002512
	239	6/21/96	Fax Letter from R. Barretto to K. Taber	002513
	240	6/21/96	Letter from K. Franklin to P. Sims	002515
	241	6/21/96	Notes from J. Bradbury	002517
	242	6/24/96	Letter from P. Nelson to S. Lavett	002534
	243	6/24/96	Letter from P. Foster to "Sue"	002535
	244	6/24/96	Letter from S. Schaefer to J. Carroll	002537
	245	6/24/96	Memo from P. Sims to K. Taber	002539
	246	6/24/96	Audix message from B. Carnes to P. Nelson	002540
	247	6/24/96	Letter from Sue Ray to M. Thompson	002541
	248	6/25/96	Fax Letter from S. Anderson to M.J. Peed	002542
	249	6/25/96	Notes from R. Oakes BST Response to AT&T Action Items	002543
	250	6/25/96	Notes from R. Oakes	002550
	251	6/25/96	Notes from unknown author	002552
	252	6/26/96	Letter from J. Carroll to S. Schaefer	002553
	253	6/26/96	Fax from V. Sapp to D. Lee	002556
	254	6/26/96	Fax from J. Bradbury to B. Higdon	002563
	255	6/27/96	Memo from W. Ellison to R. Starks	002573
	256	6/27/96	AT&T Cost Data Requests	002577
	257	6/28/96	Letter from K. Taber to P. Sims	002578
	258	6/28/96	Letter from K. Taber to P. Sims	002579
X	259	6/28/96	Letter from J. Carroll to C. Coe	002580
XI	260	7/1/96	Memo from G. Follensbee to L. Cecil et al.	002914
	261	7/1/96	Faxed communication from C. Clark to S. Lavett	003006
	262	7/1/96	Faxed letter from S. Lavett to P. Nelson	003012
	263	7/1/96	Letter from C. Weekley to I. Regas	003014
	264	7/1/96	Issue letter from C. Weekley to P. Cowart	003016
	265	7/1/96	Letter from P. Sims to K. Taber	003018
	266	7/1/96	Letter from P. Sims to K. Taber	003019

	267	7/1/96	Letter from P. Sims to K. Taber	003021
	268	7/2/96	Draft: Services Available for Resale Data Request(s)	003032
	269	7/2/96	Letter from S. Ray to S. Lavett	003034
	270	7/3/96	Memo from W. Ellison to J. Hendricks	003035
	271	7/3/96	Fax from P. Cowart to C. Weekley	003040
	272	7/3/96	Fax from P. Sims to K. Taber	003042
	273	7/5/96	Faxed memo from J. Bradbury to B. Higdon	003046
	274	7/5/96	Memo from Field Comm & Advocacy Support to A. Mule	003048
	275	7/5/96	Faxed letter from S. Schaefer to J. Carroll	003102
	276	7/8/96	Letter from R. Oaks to V. Atherton	003106
	277	7/8/96	Memo to File: Voice mail message from S. Schaefer	003107
	278	7/9/96	Faxed letter from S. Anderson to M.J. Peed	003108
	279	7/9/96	Faxed letter from S. Anderson to M.J. Peed	003109
	280	7/9/96	Letter from K. Taber to S. Lavett	003110
	281	7/9/96	Letter from S. Ray to C. Steele	003112
	282	7/10/96	Faxed letter from C. Steele to Sue Ray	003113
	283	7/10/96	Issue data submitted by C. Clark	003114
	284	7/10/96	Letter from P. Nelson to S. Lavett	003127
	285	7/11/96	Letter from C. Clark to S. Wilcox	003131
	286	7/11/96	Letter from C. Clark to S. Wilcox	003132
	287	7/12/96	Letter from T. Hamby to T. Lyndall	003133
	288	7/12/96	Faxed memo from N. Brown to M.J. Peed	003271
	289	7/12/96	Letter from J. Carroll to S. Schaefer	003272
	290	6/14/96	Issue data submitted by C. Clark	003277
XII	291	Various	Minutes of the Core Team Meetings	300007
XIII	292	Undated	Weekly AT&T inputs to joint negotiations status document.	200001
	293	Undated	Ordering and provisioning requirements	200002
	294	6/28/96	Interconnection Agreement	200011
	295	Undated	AT&T Local Interconnection	200030
	296	Undated	Resale Matrix	200076

	297	10/00/95	Unbundling and Interconnection Policy Update and Supplement	200129
	298	10/13/95	Memo from D. Hassebrock to P. Nelson	200186
	299	11/00/95	Local Resale Data Transfer Requirements	200209
	300	11/14/95	AT&T Communications Inc. Loop Unbundled	200245
	301	12/20/95	AT&T Communications Inc. Total Resale	200272
	302	12/8/95	Memo from J. Matz to G. Rall et al.	200291
XIV	303	12/26/95	AT&T's Policy On Customer Provisioning	200316
	304	2/14/96	Standard AT&T Billing Requirements	200323
	305	3/00/96	Loop Resale Data Transfer Requirements	200366
	306	3/1/96	OLEC - to - BellSouth Ordering Guidelines	200397
	307	3/8/96	Local Directory Assistance Technical Plan	200398
	308	3/13/96	Letter from P. Nelson to R. Scheye	200448
	309	3/21/96	Memo from L. Cecil to Core Team	200451
	310	3/22/96	Unbundled Network Elements Local Platform	200486
	311	3/27/96	Local Account Maintenance	200518
	312	3/27/96	Local Account Maintenance Negotiations AID	200533
	313	3/27/96	AT&T Communications Inc. Local Network Elements	200564
XV	314	3/28/96	Local Operator Services Tactical Plan	200602
	315	3/28/96	AT&T Communications Inc. Total Services Resale	200683
	316	3/28/96	AT&T Communications Inc. Unbundled Loop Combination	200705
	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

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

	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



BellSouth Telecommunications, Inc. 770 391-2450
Suite 397
125 Perimeter Center West
Atlanta Georgia 30346

Thomas L. Hamby
Regulatory Vice President

January 25, 1996

Ms. Terri M. Lyndall
Executive Secretary
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334-5701

Dear Ms. Lyndall:

Enclosed for filing with the Commission are the original and 24 copies of BellSouth Telecommunications, Inc.'s Local Interconnection Services Tariff. A synopsis describing the tariff provisions, and newly unbundled interconnect facilities and services precede the actual tariff. Pursuant to the directive in the Telecommunications and Competition Development Act of 1995, BellSouth has engaged in extensive negotiations with interested parties in an effort to reach an agreement on the rates, terms and conditions of local interconnection in its service areas in Georgia. These negotiations continue. This tariff filing demonstrates the substantial effort which Southern Bell has undertaken to develop a framework for local interconnection and thereby provide a foundation for competition in the local exchange market.

To this end, the tariff carries an effective date of July 1, 1996. BellSouth believes that the intervening months provide ample time for further negotiations or hearings to resolve the issues associated with local interconnection. The tariff will be modified or amended, if necessary, to reflect the outcome in either case. It is important to note that this tariff should not be taken to mean that BellSouth will not provide for interconnection prior to July 1, 1996. In the event that any company certificated to provide local exchange service needs or desires interconnection services prior to that date, BellSouth will cooperate with that company and the Commission to make those services available as soon as reasonably possible under the terms of the tariff or other negotiated arrangement.

As a courtesy, a copy of this tariff filing is being provided to all parties who have intervened in Docket 5958-U, which in part has been opened to address interconnection issues. A list of intervenors includes all those persons or companies who have requested negotiations in this area.

000324



Ms. Terri M. Lyndall
January 25, 1996
Page 2

I would appreciate your filing this tariff with the Commission and returning to me in the enclosed self-addressed stamped envelope a file stamped copy of same.

Thank you for your assistance in this matter.

Very truly yours,



Regulatory Vice President

cc: Mr. Jim Hurt
All parties on attached list

000325

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the Georgia Access Service
Tariff, General Subscriber Service Tariff, and Private Line Service Tariff, list of pages
attached, upon the Director, Mr. Jim Hurt, Consumers' Utility Counsel Division, 2
Martin Luther King, Jr. Drive, Plaza Level East, Atlanta, Georgia 30334.

Dated at Atlanta, Georgia this 25th day of January, 1996.


Regulatory Vice President

000326

Access Service Tariff

Table of Contents	-	First Revised Page 1
Section E1	-	Seventh Revised Page 1
Section E2	-	Ninth Revised Page 34
	-	Seventh Revised Page 35
	-	Fourth Revised Page 40
	-	Sixth Revised Page 41.1
	-	Eighth Revised Page 42
Section E5	-	Second Revised Page 2.0.1
	-	Eleventh Revised Page 2.1
	-	Fifth Revised Page 4
Section E6	-	Tenth Revised Page 1.1
	-	Seventh Revised Page 1.2
	-	Eighth Revised Page 3.1
	-	Sixth Revised Page 10.0.1
	-	Second Revised Page 10.0.2
	-	Fifth Revised Page 10.3
	-	Second Revised Page 10.4
	-	Sixth Revised Page 11
	-	First Revised Page 11.1
	-	First Revised Page 11.2
	-	Second Revised Page 11.3
	-	Seventh Revised Page 13
	-	Seventh Revised Page 14
	-	Tenth Revised Page 22
	-	Eleventh Revised Page 23
	-	Seventh Revised Page 24
	-	Second Revised Page 24.0.1
	-	Eighth Revised Page 31
	-	Fifth Revised Page 38
	-	Eleventh Revised Page 41
	-	Fifth Revised Page 41.0.1
	-	Second Revised Page 48.0.1
	-	Third Revised Page 49.1
	-	Second Revised Page 50.2
Section E7	-	Sixth Revised Page 8
	-	Third Revised Page 35
	-	Third Revised Page 36
Section E9	-	Contents - Fourth Revised Page 1
	-	Fourth Revised Page 1
	-	Fourth Revised Page 4
	-	Second Revised Page 8

000327

Access Service Tariff (Cont'd)

- Section E9
 - Original Page 9
 - Original Page 10
- Section E19
 - Contents - First Revised Page 1
 - Original Page 1
 - Original Page 2
 - Original Page 3
 - Original Page 4
- Section E22
 - Contents - Original Page 1
 - Original Page 1
 - Original Page 2
 - Original Page 3
 - Original Page 4
 - Original Page 5
 - Original Page 6
 - Original Page 7
 - Original Page 8
 - Original Page 9
 - Original Page 10
 - Original Page 11
 - Original Page 12
 - Original Page 13
 - Original Page 14
 - Original Page 15

General Subscriber Service Tariff

- Section A3
 - Subject Index - Third Revised Page 22
 - Contents - Sixth Revised Page 3
 - Second Revised Page 40
 - Original Page 40.1
 - Original Page 40.2
- Section A24
 - Second Revised Page 3
 - First Revised Page 8.0.3

Private Line Service Tariff

- Section B2
 - Third Revised Page 18
- Section B3
 - Fourth Revised Page 1
 - Sixth Revised Page 2

000328

INDEX

Synopsis

Access Service Tariff

Table of Contents	-	First Revised Page 1
Section E1	-	Seventh Revised Page 1
Section E2	-	Ninth Revised Page 34
	-	Seventh Revised Page 35
	-	Fourth Revised Page 40
	-	Sixth Revised Page 41.1
	-	Eighth Revised Page 42
Section E5	-	Second Revised Page 2.0.1
	-	Eleventh Revised Page 2.1
	-	Fifth Revised Page 4
Section E6	-	Tenth Revised Page 1.1
	-	Seventh Revised Page 1.2
	-	Eighth Revised Page 3.1
	-	Sixth Revised Page 10.0.1
	-	Second Revised Page 10.0.2
	-	Fifth Revised Page 10.3
	-	Second Revised Page 10.4
	-	Sixth Revised Page 11
	-	First Revised Page 11.1
	-	First Revised Page 11.2
	-	Second Revised Page 11.3
	-	Seventh Revised Page 13
	-	Seventh Revised Page 14
	-	Tenth Revised Page 22
	-	Eleventh Revised Page 23
	-	Seventh Revised Page 24
	-	Second Revised Page 24.0.1
	-	Eighth Revised Page 31
	-	Fifth Revised Page 38
	-	Eleventh Revised Page 41
	-	Fifth Revised Page 41.0.1
	-	Second Revised Page 48.0.1
	-	Third Revised Page 49.1
	-	Second Revised Page 50.2
Section E7	-	Sixth Revised Page 8
	-	Third Revised Page 35
	-	Third Revised Page 36
Section E9	-	Contents - Fourth Revised Page 1
	-	Fourth Revised Page 1

000329

Access Service Tariff (Cont'd)

- Section E9
 - Fourth Revised Page 4
 - Second Revised Page 8
 - Original Page 9
 - Original Page 10
- Section E19
 - Contents - First Revised Page 1
 - Original Page 1
 - Original Page 2
 - Original Page 3
 - Original Page 4
- Section E22
 - Contents - Original Page 1
 - Original Page 1
 - Original Page 2
 - Original Page 3
 - Original Page 4
 - Original Page 5
 - Original Page 6
 - Original Page 7
 - Original Page 8
 - Original Page 9
 - Original Page 10
 - Original Page 11
 - Original Page 12
 - Original Page 13
 - Original Page 14
 - Original Page 15

General Subscriber Service Tariff

- Section A3
 - Subject Index - Third Revised Page 22
 - Contents - Sixth Revised Page 3
 - Second Revised Page 40
 - Original Page 40.1
 - Original Page 40.2
- Section A24
 - Second Revised Page 3
 - First Revised Page 8.0.3

Private Line Service Tariff

- Section B2
 - Third Revised Page 18
- Section B3
 - Fourth Revised Page 1
 - Sixth Revised Page 2

000330

SYNOPSIS

In response to recent legislative action in Georgia which introduces competition in the local telecommunications arena BellSouth is filing tariff revisions to provide new and unbundled services required in the provision of Local Interconnection Service. The provision of these services will enable Other Local Exchange Companies (OLECs) to provide local exchange services to their end user customers.

It is BellSouth's intent to provide emerging local telecommunications service providers with the technical interconnection arrangements necessary to provide local exchange services in a manner transparent to their end user customers.

Services offered with this filing were developed to establish interim rates, terms, conditions and mechanisms necessary to facilitate the introduction and development of local competition in Georgia.

The following new and unbundled services are being offered:

Unbundled

800 Access Ten Digit Screening Service
911 Service
Unbundled Local Exchange Service
Exchange Ports
Line Information Data Base
Signaling

New

Number Services
- Directory Assistance Call
Completion Access Service
- Number Service Intercept
Access Service
Local Interconnection Services
- Network Interconnection Service
- Service Provider Number
Portability-Remote

In addition to the above listed unbundled and new service offerings contained in this filing, the following network capabilities will be offered to OLECs on a contract basis:

- Centralized Message Distribution Service (CMDS)
- Non-Sent Paid Report System
- Access to Poles and Conduits

White Page listings will be offered free of charge.

000331

SYNOPSIS (Cont'd)

The following provides a brief description of each service offering contained in this filing package.

Description of Services

1. 800 Access Ten Digit Screening Service

Tariff changes contained herein will allow OLECs with Signaling Transfer Points (STPs) to connect directly to BellSouth's Local or Regional STP for obtaining 800 Database routing information from BellSouth's Service Control Points and will not be required to order FGD or TSBSA Technical Option 3 Service. For this connection, OLECs may utilize Signaling System Seven (SS7) links and ports interconnected in Birmingham, Alabama and Atlanta, Georgia with a BellSouth Local or Regional STP.

2. 911

911 service provides a universal, easy-to-remember number which is recognized nationally as the appropriate number to call in an emergency. Because the public relies on this number for help in an emergency, OLECs should also be committed to providing the same public access to 911 as exists today. In those geographic areas where BellSouth is the Emergency Provider, methods and procedures have been developed which allow the OLEC to interconnect with BellSouth, thus providing the OLEC end user customers with access to 911.

OLECs must provide their own facilities or lease facilities from BellSouth that will connect the trunk side of the OLEC end office to the BellSouth 911 tandem serving the calling customer's Public Safety Answering Point (PSAP). The trunks must be capable of carrying Automatic Number Identification (ANI) to the 911 tandem. The trunk facility must conform with ANSI T1.405-1989 (Interface Between Carriers and Customer Installations - Analog Voice Grade Switched Access). The trunk interface between the OLEC end office and the BellSouth tandem may be either a two-wire analog interface or a digital DS1 interface. A minimum of two trunks are required and additional trunks may be required depending on the volume of traffic.

Procedures must be in place to handle transmission, receipt and daily updates of the customer telephone number and the name and address associated with that number. At least three data files or databases are generally required to provide data for display at the PSAP:

- Master Street Address Guide (MSAG)
- Telephone Number (TN)
- Network Information (TN/ESN)

000332

SYNOPSIS (Cont'd)

3. Local Interconnection Service

There are two new services being offered to OLECs with the Local Interconnection portion of this filing. These are Network Interconnection Service (NIS) and Service Provider Number Portability-Remote.

NIS provides a communication path between an OLEC's Point of Interface and BellSouth end user customers. NIS is provided in three service arrangements: 1) Local Exchange; 2) Long Distance; and 3) Intermediary Switched Access.

SPNP-Remote is an interim service arrangement provided by the Company to OLECs whereby an end user, who switches subscription to local exchange service from BellSouth to an OLEC, is permitted to retain use of the existing BellSouth assigned telephone number provided that the end user remains at the same location.

4. Line Information Data Base (LIDB)

Provides the customer the ability to receive verification on BellSouth Calling Cards and cards of other companies that choose to store their customer information on LIDB. It also provides Billed Number Screening on collect and billed to third number calls.

5. Number Services

Directory Assistance Call Completion Access Service (DACC)

DACC Access Service is a service provided to an access subscriber of the Company's Directory Assistance (DA) Access Services. Given a listed telephone number at the request of an Access subscriber's end user, the Company will provide or attempt to provide from the DA Operator System, call completion to the number requested.

Number Services Intercept Access Service

Number Services Intercept Access Service refers calls from disconnected numbers to the proper number of numbers. A separate, dedicated Intercept trunk facility to the Number Services switch for intercept calls is required. Standard trunk signaling is used to send the intercepted number to the Number Services switch and a database hook-up is performed to retrieve the referral number. The referral number is provided to the calling party by a mechanized audio announcement. The subscribing access customer must provide the updates to the intercept data base to support the service.

SYNOPSIS (Cont'd)

6. Signaling

SS7 Common Channel Signaling Access Capability (CCSAC) signaling is out-of-band signaling and is provisioned via a signaling network separate and distinct from the voice/data network. It is presently provided as a nonchargeable optional feature of Feature Group D Switched Access Service which is limited to interexchange carriers and enhanced service providers.

7. Unbundled Local Exchange Service (Loop)

The Unbundled Exchange Access Loop provides the connection from a BellSouth serving central office to an end user's premises.

8. Unbundled Exchange Port

An exchange port is the capability derived from the central office switch hardware and software required to permit end users to transmit or receive information over BellSouth's public switched network. It provides network features and functionality such as translations, a telephone number, switching, announcements, supervision and touch-tone capability.

Since these services will be provided to emerging local exchange service providers, there is no historical data in which to base an estimate of services which they may purchase. Therefore, there is no estimate of the net revenue effect on BellSouth at this time. However, although these local exchange service providers will be purchasing the service provided in this filing from BellSouth, BellSouth will lose end user customers to the OLECs and it is believed that the net revenue impact on BellSouth will be negative when taking into consideration lost revenue (i.e., local toll, and/or vertical services) from each end user customer.

GEORGIA PUBLIC SERVICE COMMISSION
DOCKET NO. 5958-U

Mr. Jim Hurt, Director
Consumers' Utility Counsel
2 Martin Luther King, Jr. Drive
Plaza Level East
Atlanta, GA 30334

Mr. Walt Saprnov
Mr. Charles A. Hudak
Gerry, Friend & Saprnov
Three Ravinia Dr., Suite 1450
Atlanta, GA 30346-2131

G.E. Capital - ResCom, L.P.

Mr. Gordon D. Giffin
Ms. Laura F. Nix
Mr. James D. Comerford
Long, Aldridge & Norman
One Peachtree Center
303 Peachtree Street
Suite 5300
Atlanta, GA 30308

Cable Television Assn of GA

Mr. Newton M. Galloway
Hendrix & Smith
P. O. Box 632
Zebulon, GA 30295

GPCA

Ms. Sheryl A. Butler
Department of the Army
Office of the Judge Advocate General
901 North Stuart Street
Arlington, VA 22203-1837

Dept. of Defense

Mr. David I. Adelman
Mr. C. Christopher Hagy
Sutherland, Asbill & Brennan
999 Peachtree Street, NE
Atlanta, GA 30309-3996

MCI Metro

Mr. Michael J. Henry
MCI Telecommunications Corp.
780 Johnson Ferry Road
Atlanta, GA 30342

MCI Telecom.

000335

Mr. Charles A. Hudak
Gerry, Friend & Saprnov
Three Ravinia Dr., Suite 1450
Atlanta, GA 30346-2131

National Private Telecommunications Assn

Mr. Michael S. Bradley
Hicks, Maloof & Campbell
Suite 2200, Marquis Two Tower
285 Peachtree Center Avenue, NE
Atlanta, GA 30303-1234

Mr. Brian Sulmonetti
Director, Regulatory Affairs
LDDS WorldCom
1515 South Federal Highway
Suite 400
Boca Raton, FL 33432

LDDS WorldCom

Mr. James C. Falvey
Swidler & Berlin
3000 K Street, N.W.
Suite 300
Washington, D.C. 20007-5116

MFS Communications

Mr. Benjamin W. Fincher
Sprint
3100 Cumberland Circle
Atlanta, GA 30339

Sprint

Ms. Roxanne Douglas
AT&T
1200 Peachtree Street, NE
Room 4054
Atlanta, GA 30309

Mr. L. Craig Dowdy
Long, Aldridge & Norman
One Peachtree Center
303 Peachtree Street
Suite 5300
Atlanta, GA 30308

Southern Multimedia

Mr. John P. Silk
Georgia Telephone Association
1900 Century Blvd.
Suite 8
Atlanta, GA 30345

GTA

Mr. Peter C. Canfield
Dow, Lohnes & Albertson
One Ravinia Drive
Suite 1600
Atlanta, GA 30346

Cox Enterprises

PROPOSED TARIFF

ACCESS SERVICES TARIFF

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICES TARIFF

First Revised Page 1
Cancels Original Page 1

EFFECTIVE: July 1, 1996

TABLE OF CONTENTS

E1.	APPLICATION OF TARIFF	
E2.	GENERAL REGULATIONS	
E3.	CARRIER COMMON LINE ACCESS	
E4.	END USER ACCESS	
E5.	ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE	
E6.	SWITCHED ACCESS SERVICE	
E7.	SPECIAL ACCESS SERVICE	
E8.	BILLING AND COLLECTION SERVICES	
E9.	DIRECTORY ASSISTANCE SERVICE	
E10.	LATAS, MILEAGE MEASUREMENTS, V AND H COORDINATES	
E11.	SPECIAL FACILITIES ROUTING OF ACCESS SERVICES	
E12.	SPECIALIZED SERVICE OR ARRANGEMENTS	
E13.	ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS CHARGES	
E14.	SPECIAL CONSTRUCTION	
E15.	RESERVED FOR FUTURE USE	(N)
E16.	RESERVED FOR FUTURE USE	(N)
E17.	RESERVED FOR FUTURE USE	(N)
E18.	RESERVED FOR FUTURE USE	-
E19.	LINE INFORMATION DATA BASE	
E20.	RESERVED FOR FUTURE USE	(N)
E21.	RESERVED FOR FUTURE USE	(N)
E22.	SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES	(N)

000339

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICES TARIFF

Seventh Revised Page 1
Cancels Sixth Revised Page 1

EFFECTIVE: July 1, 1996

E1. APPLICATION OF TARIFF

E1.1 General

- A. This Tariff contains regulations, rates and charges applicable to the provision of Carrier Common Line, Switched Access, Special Access, and other miscellaneous services, hereinafter referred to as service(s), provided by the *BellSouth Telecommunications, Inc.*, hereinafter referred to as the Company, to end users as specified in Sections E6 and E7 following, and to Interexchange Carriers, Resellers and Alternate Operator Service (AOS) providers, Enhanced Service Providers (as defined in E2.6), 500 Service Providers (as defined in E2.6), *Other Local Exchange Companies (OLECs)*, and any other entity authorized to order service out of this Tariff, hereinafter referred to as IC(s) and OLECs. (C)
- B. The provision of such services by the Company as set forth in this Tariff does not constitute a joint undertaking with the IC or OLEC for the furnishing of any service. (C)
- C. The regulations, rates, and charges contained herein are in addition to the applicable regulations, rates, and charges specified in other tariffs of the Company which are referenced herein.

000340

E2. General Regulations

E2.6 Definitions (Cont'd)

CALL

The term "Call" denotes a communication including an off-hook signal and routing information, initiated by an IC or End User (calling party) and completed to a Directory Assistance Service access location or End User (called party) or to an IC terminal location or in the case of 800 Access Service when the address code is provided to the office performing the translation or screening function.

CARRIER OR COMMON CARRIER

The term "Carrier or Common Carrier" denotes any individual, partnership, associations, joint-stock company, trust or corporation engaged for hire in intrastate communication by wire or radio.

CCS

The term "CCS" denotes a hundred call seconds which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of servers (e.g., trunks).

CCS7 SIGNALING CONNECTION

The term CCS7 Signaling Connection refers to a 56 Kbps facility dedicated to a single IC which originates at the IC's signaling point of interface in a LATA and terminates at the Company's Signaling Transfer Point (STP). Each IC's connection to a STP requires the installation of either a pair or a quad of signaling connections.

CCS7 SIGNALING TERMINATION

The term CCS7 Signaling Termination refers to an IC dedicated point of interface at the Company's STP for each of the IC's SS7 connections or links.

CCS7 SIGNALING USAGE

The term CCS7 Signaling Usage refers to messages traversing the Company's CCS7 Signaling network for call set-up and non call set-up purposes.

CENTRAL OFFICE

The term "Central Office" denotes a local Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks.

CENTRAL OFFICE PREFIX

The term "Central Office Prefix" denotes the first three digits (NXX) of the seven digit telephone number assigned to an End User's Telephone Exchange Service when dialed on a local basis.

CENTRALIZED AUTOMATIC REPORTING ON TRUNKS (CAROT) TESTING

The term "Centralized Automatic Reporting on Trunks (CAROT) Testing" denotes a type of testing which includes the capacity for measuring operational and transmission testing.

CENTREX TYPE SERVICES

Central office based non-transport arrangements which permit abbreviated internal calling, and inward and outward calling from station lines associated with ESSX-1 service, ESSX[®] service, Digital ESSX[®] service, MultiServ[®] service and MultiServ PLUS[®] service.

CHANNEL(S)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic based transmission systems, communications path between two or more points of termination.

CHANNEL SERVICE UNIT

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format errors and remote loop back.

CHANNELIZATION EQUIPMENT

Equipment which derives individual channels of voice and/or data from a higher capacity to a lower capacity or bandwidth or vice versa.

CHANNELIZE

The term "Channelize" denotes the process of multiplexing-demultiplexing wider bandwidth or higher speed channels into narrower bandwidth or lower speed channels, and vice versa.

CLEAR CHANNEL CAPABILITY

The term "Clear Channel Capability" denotes the ability to transport twenty-four, 64 Kbps channels over a 1.544 Mbps High Capacity service via B8ZS line code format.

(N)

(N)

(N)

(N)

(N)

(N)

E2. General Regulations

E2.6 Definitions (Cont'd)

C-MESSAGE NOISE

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice channel. The frequency weighting, called C-message, is used to simulate the frequency characteristic of the 500-type telephone set and the hearing of the average subscriber.

C-NOTCHED NOISE

The term "C-Notched Noise" denotes the C-message frequency weighted noise on a voice channel with a holding tone, which is removed at the measuring end through a notch (very narrow band) filter.

COIN STATION

The term "Coin Station" denotes a location where Company equipment is provided in a public or semi-public place where Company customers can originate telephonic communications and pay the applicable charges by inserting coins in the equipment.

COMMON LINE

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the General Subscriber Service Tariff of the Company, terminated on a central office switch. A common line-residence is a line or trunk provided under the residence regulations of the General Subscriber Service Tariff. A common line-business is a line provided under the business regulations of the General Subscriber Service Tariff.

COMMON TRANSPORT

The term "common transport" denotes the transmission of the IC's switched access traffic between the IC's serving wire center and the IC's designated Company end office (when common transport is ordered by the IC and traffic is switched through the Access Tandem), between the Access Tandem and the end office, between the FGA dial tone office and the end office (for terminating traffic) and, between the end office which serves as the host office for a remote switching system or module (RSS or RSM) and the RSS or RSM.

COMMUNICATIONS SYSTEM

The term "Communications System" denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Company.

CUSTOM NETWORK SERVICE

The term "Custom Network Service" refers to the provisioning of custom-designed networks composed of various Special Access Services. The rates and regulations for such networks, or arrangements, are found in E7.7.

CUSTOMER(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this Tariff, including Interexchange Carriers (ICs), Other Local Exchange Companies (OLECs), and End Users except in Section E6., Switched Access Service, where "Customer(s)" denotes Interexchange Carriers (ICs), Other Local Exchange Companies (OLECs), Enhanced Service Providers (ESPs), End Users for FGA FX/ONAL service, and 500 Service Providers for 500 Access Service, hereafter referred to as IC(s).

CUSTOMER LOCATION

The term "Customer Location" denotes an IC or an Other Local Exchange Company (OLEC) premise within the Local Access Transport Area (LATA).

DATA TRANSMISSION (107 TYPE) TEST LINE

The term "Data Transmission (107 Type) Test Line" denotes an arrangement which provides for a connection to a signal source which provides test signals for one-way testing of data and voice transmission parameters.

DECIBEL (dB)

The term "Decibel" denotes a unit used to express relative difference in power, usually between acoustic or electric signals, equal to ten (10) times the common logarithm of the ratio of two signal powers.

DECIBEL REFERENCE NOISE C-MESSAGE WEIGHTING

The term "Decibel Reference Noise C-Message weighting" denotes noise power measurements with C-Message weighting in decibels relative to a reference 1000 Hz tone of 90 dB below 1 milliwatt.

(N)

(N)

(C)

000342

E2. General Regulations

E2.6 Definitions (Cont'd)

NORTH AMERICAN NUMBERING PLAN (NANP)

The term "North American Numbering Plan" denotes a 3-digit area or Numbering Plan Area (NPA) code and a 7-digit telephone number made up of a 3-digit Central Office (CO) code plus a 4-digit station number.

OFF-HOOK

The term "Off-hook" denotes the active condition of Switched Access or a Telephone Exchange Service line.

ON-HOOK

The term "On-hook" denotes the idle condition of Switched Access or a Telephone Exchange Service line.

OPEN CIRCUIT TEST LINE

The term "Open Circuit Test Line" denotes an arrangement in an end office which provides an ac open circuit termination of a trunk or line by means of an inductor of several Henries.

OPERATOR SERVICES SYSTEM

The term "Operator Services System" (OSS) denotes the switching equipment, facilities, operator positions and software components utilized for the provision of Operator Services.

OPERATOR SERVICES SYSTEM LOCATION

The term "Operator Services System Location" (OSS location) denotes a Company office where Company equipment routes or receives IC Operator Services calls to or from the IC location.

OPERATOR SERVICES SYSTEM SERVING AREA

The term "Operator Services System Serving Area" (OSS serving area) denotes the geographic operational domain of an Operator Services System.

ORIGINATING DIRECTION

The term "Originating Direction" denotes the use of access service for the origination of calls from an End User to an IC terminal location.

OTHER LOCAL EXCHANGE COMPANIES (OLECs)

The term "Other Local Exchange Companies or OLECs" denotes a landline telephone company, other than the Company, authorized by the Georgia Public Service Commission to provide local exchange service within the Company's operating area in Georgia. (N)

OVERLAP OUTPULSING

The term "Overlap Outpulsing" denotes the feature of the Exchange Access Signaling System which permits initiation of pulsing to the IC's premises before the calling subscriber has completed dialing an originating call.

PAY TELEPHONE

The term "Pay Telephone" denotes Company provided instruments and related facilities that are available to the general public for public convenience and necessity, including public and semipublic telephones, and coinless telephones.

PHASE JITTER

The term "Phase Jitter" denotes the unwanted phase variations of a transmitted signal.

POINT OF INTERFACE

The term "Point of Interface" denotes a demarcation point, at the IC terminal location, between Company provided and IC provided services.

POINT OF PRESENCE

See IC Terminal Location

000343

GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: July 1, 1996

E2. GENERAL REGULATIONS

E2.6 Definitions (Cont'd)

SINGING RETURN LOSS (SRL)

The term "Singing Return Loss" denotes the frequency weighted measure of return loss at the edges of the voiceband (200 to 500 Hz and 2500 to 3200 Hz), where singing (instability) problems are most likely to occur.

SPECIAL ORDER

The term "Special Order" denotes an order for a Billing and Collection Service, Directory Assistance Access Service, or Inward Operator Services Access Service.

SUBTENDING END OFFICE OF AN ACCESS TANDEM

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

SWITCHED LOCAL CHANNEL

The Switched Local Channel denotes a switched transport facility between the IC's serving wire center and the IC's premises.

SYNCHRONOUS TEST LINE

The term "Synchronous Test Line" denotes an arrangement in an end office which performs marginal operational tests of supervisory and ring-tripping functions.

TERMINATING DIRECTION

The term "Terminating Direction" denotes the use of Access Service for the completion of calls from an IC terminal location to an End User's premises.

TERMINATION LIABILITY CHARGE

The term "Termination Liability Charge" when used in connection with specially constructed facilities denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period. The term "Termination Liability" as used in connection with the application of termination charges for access services denotes the discontinuance, either at the request of the customer or by the Company under its regulations concerning cancellation for cause, of service or facilities (including channels and station equipment) provided by the Company.

TRADITIONAL SIGNALING

The term "Traditional Signaling" denotes the Intermachine Signaling System which has been traditionally used in North America for the purpose of transmitting the called number's address digits from the originating end office to the switching machine which will terminate the call. In this system, all of the dialed digits are received by the originating switching machine, a path is selected, and the sequence of supervisory signals and outpulsed digits is initiated. No overlap outpulsing, ten digit ANI or ANI information digits are included in this signaling sequence. Acknowledgment wink is required from the terminating switching machine except when the originating switching machine is SXS.

TRAFFIC

The term "traffic" denotes a volume of IC access minutes of use or calls for Switched Access Service.

TRAFFIC OPERATOR POSITION SYSTEM (TOPS) TANDEM

The term "Traffic Operator Position System" (TOPS tandem) denotes a Company office where Company equipment routes or receives IC Operator Services calls to or from the IC location. A TOPS tandem is also known as an OSS location.

TRANSACTIONS CAPABILITIES APPLICATION PART (TCAP) MESSAGES

The term "TCAP Messages" relates to the application of TIA Interim Standard 41 (Sub-systems 005-010) for the transmission of non-call associated messages over the CCSAC network.

(M)

(M)

(M)

(M)

E2. General Regulations

E2.6 Definitions (Cont'd)

TRANSMISSION MEASURING (105 TYPE) TEST LINE/RESPONDER

The term "Transmission Measuring (105 Type) Test Line/Responder" denotes an arrangement in an end office which provides far-end access to a responder and permits two-way loss and noise measurements to be made on trunks from a near end office.

TRANSMISSION PATH

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant typically used in the telecommunications industry.

TRUNK

The term "Trunk" denotes a communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP

The term "Trunk Group" denotes a set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

TRUNK SIDE CONNECTION

The term "Trunk Side Connection" denotes the connection of a transmission path to the trunk side of a local exchange switching system.

TWO-WIRE TO FOUR-WIRE CONVERSION

The term "Two-Wire to Four-Wire Conversion" denotes an arrangement which converts a four-wire transmission path to a two-wire transmission path to allow a four-wire facility to terminate in a two-wire entity such as a central office switch trunk circuit or switching system.

UNBUNDLED EXCHANGE ACCESS LOOP

A circuit extending from a central office to a subscriber's premises engineered to meet the same design parameters as an exchange access line offered in the GSST. These circuits are offered only to certificated Other Local Exchange Companies for the purpose of providing local telecommunications service. (N)

UNIFORM SERVICE ORDER CODE

The term "Uniform Service Order Code" denotes a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Uniform Service Order Codes are used in the Company billing system to generate recurring rates and nonrecurring charges.

VERIFICATION SERVICE

The term "Verification Service" denotes a function performed by the Company's Inward Operator Services operators for the purpose of determining the line status (e.g., out of service, conversation in progress, etc.) of a line within the LATA. Proper verification of a requested number is dependent upon the station arrangements of the requested number.

V AND H COORDINATES METHOD

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the Vertical (V) and Horizontal (H) coordinates of the two points.

WIRE CENTER

A "Wire Center" is a Company facility that houses Company equipment necessary for the provision of switched and non-switched telephone service to customers in a defined geographical area. The facility is identified with V&H coordinates and is assigned one or more NXX's for use in providing switched services to customers located in the specified geographical area. The Company equipment located at a Wire Center may consist of switching equipment or non-switched equipment working with a distant host switch as well as equipment used to terminate dedicated non-switched services. Wire Centers capable of terminating access facilities are designated by the Company. (M)

008345

E5. ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

E5.2 Access Order (Cont'd)

B. (Cont'd)

3. For Feature Group C, Feature Group D and TSBSA Technical Options 2 and 3 Switched Access Service, the IC shall specify:
 - a. The number of FGD and TSBSA Technical Option 3 trunks
 - (1) For trunks ordered to an end office, the end office
 - (2) For trunks ordered to an Access Tandem, the Access Tandem Switch
 - (3) For trunks with coin sent-paid capability ordered to a TOPS tandem, the TOPS tandem switch
 - (4) An estimate of the amount of traffic it will generate to and/or from each end office subtending the access and/or TOPS tandem (to assist the Company in its own efforts to project further facility requirements).
 - b. Switched Transport Options, if any
 - c. Local Switching Options (including BSEs), if any
 - d. The traffic type using the categories specified in E6.1.1.1. following, to enable efficient provisions and billing functions
 - e. Provide Connecting Facility Assignment (CFA), if associated with a high capacity facility
 - f. For Switched Local Channel and Switched Dedicated Interoffice Channel, the capacity
 - g. For Switched Interoffice Channels, if Access Tandem routed, the IC must specify either Switched Common Transport or Switched Dedicated Transport
The coin capable end offices and TOPS tandem switches are identified in the Wire Center Section of the NECA No. 4 Tariff.
4. For Switched Access Feature Group D and TSBSA Technical Option 3 with CCSAC and other services requiring use of the SS7 Signaling Network, in addition to the information listed in 3. preceding, the IC shall specify:
 - a. CCSAC Local Switching Options, if any
 - b. Service Installation Guarantees, as set forth in E2.4.10 preceding, are not applicable for the installation of CCSAC signaling
 - c. For CCS7 Signaling Connections, specification of the level of diversity in its network, as defined in Technical Publication TR-TSV-000905 and the BellSouth Guidelines to Technical Publication TR-TSV-000905
5. For Feature Group D and TSBSA Technical Option 3 with 64 Clear Channel Capability (CCC), in addition to the information listed in 3. and 4. preceding, the IC shall specify 64 CCC Local Switching Options, if any, with Superframe or Extended Superframe, as specified in E6.1.3.A.6. and E7.2.6.

C. Traffic Engineering Responsibilities

1. The IC is responsible to assure that sufficient access facilities have been ordered to handle its traffic.
2. Determination of Trunks
 - a. When ordering Switched Access Service, the trunks may be determined by the IC in the following manner. For each day the IC shall determine the highest number of trunks in use for single hour. The IC shall, for the same hour period (i.e., busy hour), pick the twenty consecutive business days in a calendar year which add up to the largest number of trunks in use. The IC shall then determine the average busy hour trunks by dividing the largest number of trunks in use figure, for the same hour period, for the twenty consecutive business day period by twenty. This computation shall be performed for each end office and/or access tandem the IC wishes to serve.
 - b. If data to develop a twenty consecutive day period is not available, the IC may use a twenty day period that contains as many consecutive days as is available.
3. Determination of CCS7 Signaling Connections and Terminations
The IC shall work cooperatively with the Company to determine the number of CCS7 Signaling Connections and CCS7 Signaling Terminations required to complete its signaling traffic.

000346

EFFECTIVE: July 1, 1996

E5. ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

E5.2 Access Order (Cont'd)

D. 500 Access Service

For 500 Access Service, as described in E6.2 following, the IC shall order in the same manner which is set forth preceding for ordering Feature Group C, Feature Group D, TSBSA Technical Options 2 and 3 except that ICs must order FGC, FGD, TSBSA Technical Option 2 or 3 to all end offices within the IC designated LATA(s), either through the tandem or by direct connections to the end office.

The IC is also responsible for reporting to the Company the percent interstate usage (PTU) for 500 Access Service as set forth in E2.3.14 preceding.

E. 800 Access Ten Digit Screening Service

For 800 Access Ten Digit Screening Service as described in E6.2.5 following, the IC shall order in the same manner which is set forth preceding for ordering Feature Group D or TSBSA Technical Option 3 except that the IC must order FGD or TSBSA Technical Option 3 to all access tandems or direct connections to all end offices designated by the Company as Service Switching Points for 800 Access Ten Digit Screening Service within the LATA. Direct trunk routes cannot be provided unless the end office is equipped to provide the IC identification function. All traffic originating from end offices not equipped to provide the IC identification function require routing via the serving access tandem at which the function is available. Service must be ordered accordingly.

Other Local Exchange Companies (OLECs) with SSP equipped switches or STPs connecting directly to the Company's local or regional STP for SCP database query information are not required to order Feature Group D Service. OLECs with 800 Access Ten Digit Screening Service traffic originating from OLEC switches with SSP capability and without an OLEC or third party provided STP must utilize SS7 connections and terminations to the Company's local STP. OLECs with their own STP or those utilizing a third party STP may utilize SS7 connections and terminations to either the Company's local or regional STP. For this arrangement, the OLEC must utilize SS7 Signaling Connections, Terminations and Usage from E6.8, following.

(N)

The IC is also responsible for reporting to the Company the percent interstate usage (PTU) for 800 Access Ten Digit Screening Service as set forth in E2.3.14 preceding.

F. 800 Number Service

When ordering 800 Number Service as described in E13.3.12 following, the IC must, at a minimum, provide the following information to the Company:

- Area of service¹
- Name(s) of intraLATA and interLATA carrier(s), as applicable
- Access Carrier Name Abbreviation (ACNA) Code of the interLATA and intraLATA carrier, as applicable
- Activation date

When the POTS number is to be delivered to an IC, the IC must provide the full 10 digit POTS number to be associated with the 800 number and must indicate to whom the POTS number is to be delivered. In addition, the IC must also provide the POTS numbers associated with the intraLATA portion of 800 Ten Digit Screening Service for subscribers who will use the Company for intraLATA 800 Ten Digit Screening Service.

For the transport of any intraLATA 800 call by the Company, the IC must provide the end user billing information necessary for the Company to bill the appropriate intraLATA rates.

If the IC desires any of the options available with 800 Number Service as set forth in E13.3.12 following, these must also be specified on the order for service.

- #### G. For 900 Access Service, the IC shall order in the same manner which is set forth preceding for ordering Feature Group D or TSBSA Technical Option 3 with the following exception. The IC must order FGD or TSBSA Technical Option 3 to all access tandems or direct connections to all end offices designated by the Company as 900 Access Service screening offices within the state. Direct trunk routes cannot be provided unless the end office is equipped to provide the IC identification function. All traffic originating from end offices not equipped to provide the IC identification function will require routing via the access tandem at which the function is available. Service must be ordered accordingly.

Note 1: The standard area of service is the entire state. Other levels of area of service may be provided with the Customized Area of Service feature.

000347

E5. ORDERING OPTIONS FOR SWITCHED AND SPECIAL ACCESS SERVICE

E5.2 Access Order (Cont'd)

E5.2.2 Access Order Modifications (Cont'd)

- B. Any increase in the number of Special Access Service channels or Switched Access Service lines, trunks or Switched Access Transport Facilities or CCS7 Signaling Connections and CCS7 Signaling Terminations will be treated as a new Access Order (for the increased amount only). (M)
- C. If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by an IC, these changes will be made without order modification charges being incurred by the IC.
- D. Service Date Change Charge
1. Access Order service dates may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. If the IC requested service date is more than 30 calendar days after the original service date, the order will be cancelled by the Company and re-issued with appropriate cancellation charges applied. If the Company determines it can accommodate the IC's request without delaying service dates for orders of other IC's a new service date may be established that is prior to the original standard or negotiated interval service date.
 2. A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

Nonrecurring Charge	USOC
\$26.21	OMC

- (a) Service Date Change Charge, per Order
Service Installation Guarantees, as set forth in E2.4.10 preceding, are not applicable for Service Date Change Charges.
3. If the service date is changed to an earlier date, Expedited Order Charges as set forth in G. following apply. Such charges will apply in addition to the Service Date Change Charge.
- E. Partial Cancellation Charge
1. Any decrease in the number of ordered Special Access Services, Switched Access Services, CCS7 Signaling Connections and CCS7 Signaling Terminations or Dedicated Access Lines will be treated as a partial cancellation. (M)
- F. Design Change Charges
1. The IC may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Switched Transport Termination, type of channel interface, type of interface group or technical specification package. Design changes do not include a change of IC terminal location, end user premises, end office switch, Feature Group type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied. The design charge will apply to all Special Access Service Channels, or Switched Access Service lines, trunks or Switched Transport facilities.

000348

EFFECTIVE: July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.1 Feature Group Arrangements and Manner of Provision (Cont'd)

B. Feature Group B (FGB)

FGB Access, which is available to all ICs, provides trunk side access to Company end office switches with an associated uniform 950-10XX access code for the IC's use in originating and terminating communications. A more detailed description of FGB Access is provided in E6.2.2 following.

C. Feature Group C (FGC)

FGC Access, which is available only to providers of MTS and WATS, provides trunk side access to Company end office switches for the IC's use in originating and terminating communications. This service is available in all end offices which are not equipped for Feature Group D End Office Switching. Existing FGC Access will be converted to Feature Group D Access when it becomes available in an end office. A more detailed description of FGC Access is provided in E6.2.3 following.

D. Feature Group D (FGD)

FGD Access, which is available to all ICs, provides trunk side access to Company end office switches with an associated uniform 10XXX or 101XXX access code for the IC's use in originating and terminating communications. As an option, FGD Access is also available, where technically feasible, with an associated uniform 950-XXXX access code for the customer's use in originating and terminating traffic. When used with the 950 dialing option, FGD is only available with common channel signaling. A more detailed description of FGD Access is provided in E6.2.4 following.

E. 500 Access Service

500 Access Service is an originating service that is provided via 500 Access Service Switched Access Trunk Groups. 500 Access Service Switched Access Trunk Groups will be provided in conjunction with FGC, FGD, TSBSA Technical Option 2 or 3 Access or in accordance with the technical characteristics of FGC, FGD, TSBSA Technical Option 2 or 3 Access.

The service provides the IC identification function and delivery of the call to the IC based on the first six digits of the dialed number. From the Company's SSP equipped end office, the IC identification function will be performed via a database look-up at the SCP. From non-SSP equipped end offices, the IC identification function will be performed by 500 NXX screening.

A more detailed description of 500 Access Service is set forth in E6.2.10 following.

F. 800 Access Ten Digit Screening Service

800 Access Ten Digit Screening Service is an originating service that is provided via 800 Switched Access Service trunk groups. 800 Switched Access Service trunk groups, from the Company's SSP equipped end office or access tandem to the IC, will be provided in conjunction with FGD or TSBSA Technical Option 3 Service. The service provides an IC identification function and delivery of call to the IC based on the dialed ten digit number. *800 Access Ten Digit Screening Service provided to Other Local Exchange Companies (OLECs) with SSP equipped switches or STPs connecting directly to the Company's local or regional STP for SCO database query information will not utilize Switched Access FGD Service. For this arrangement, the OLEC must utilize SS7 Signaling Connections, Terminations and Usage from E6.8, following.*

A more detailed description of 800 Access Ten Digit Screening Service is provided in E6.2.5 following.

G. 900 Access Service

900 Access Service is an originating service that is provided via 900 Access Service Switched Access Trunk Groups. 900 Access Service Switched Access Trunk Groups will be provided in conjunction with FGC, FGD, TSBSA Technical Options 2 or 3 Access or in accordance with the technical characteristics of FGC, FGD, TSBSA Technical Options 2 or 3 Access. The service provides the IC identification function (900 NXX screening) based on the first six digits of the dialed 900 call, which determines the IC to which the call is to be routed based on the NXX dialed.

A more detailed description of 900 Access Service is set forth in E6.2.7 following.

H. Line Side Basic Serving Arrangement (LSBSA)

Line Side Basic Serving Arrangement, which is available to all ICs, provides line side access to Company end office switches with an associated seven digit local telephone number for the IC's use in originating and terminating communications to another customer's intrastate service or a IC provided intrastate communications capability. The IC must specify the Interexchange Carrier to which the Line Side Basic Serving Arrangement is connected or in the alternative, specify the means by which the LSBSA access communications are transported to another state. A more detailed description of LSBSA is provided in E6.2.8 following.

000349

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.1 Feature Group Arrangements and Manner of Provision (Cont'd)

I. Trunk Side Basic Serving Arrangement (TSBSA)

1. Technical Option 1

Technical Option 1, which is available to all ICs, provides trunk side access to Company end office switches with an associated uniform 950-0XXX or 950-1XXX access code for the IC's use in originating and terminating communications to an Interexchange Carrier's intrastate service or a IC provided intrastate communications capability. The IC must specify the Interexchange Carrier to which the TSBSA Technical Option 1 service is connected or, in the alternative, specify the means by which the TSBSA Technical Option 1 access communications are transported to another state. A more detailed description of Technical Option 1 is provided in E6.2.9.A.

2. Technical Option 2

Technical Option 2, which is available only to providers of MTS and WATS, provides trunk side access to Company end office switches for the IC's use in originating and terminating communications. This service is available in all end offices which are not equipped for TSBSA Technical Option 3 end office switching. Existing TSBSA Technical Option 2 access will be converted to TSBSA Technical Option 3 when it becomes available in an end office. A more detailed description of TSBSA Technical Option 2 is provided in E6.2.9.B.

3. Technical Option 3

Technical Option 3, which is available to all ICs, provides trunk side access to Company end office switches with an associated uniform 10XXX or 101XXXX access code for the IC's use in originating and terminating communications. As an option, TSBSA Technical Option 3 Access is also available, where technically feasible, with an associated uniform 950-XXXX access code for the customer's use in originating and terminating traffic. When used with the 950 dialing option, TSBSA Technical Option 3 is only available with common channel signaling. This service may be prescribed to by a primary Interexchange Carrier. A more detailed description of TSBSA Technical Option 3 is provided in E6.2.9.C.

J. Manner of Provision

Switched Access Service arrangements are furnished in either quantities of lines or trunks. FGA and LSBSA Access are furnished on a per-line basis. FGB, FGC, FGD and TSBSA Technical Options 1, 2 and 3 are furnished on a per-trunk basis.

There are five major traffic types identified as: Originating, Terminating, CCS7, Directory Assistance, and Operator Services. Originating traffic types represent access capacity within a LATA for carrying traffic from the end user to the IC; Terminating traffic types represent access capacity within a LATA for carrying traffic from the IC to the end user; Directory Assistance traffic types represent access capacity within a LATA for carrying Directory Assistance traffic from the IC to a Directory Assistance location; Operator Service traffic type represents access capacity within a LATA for carrying Operator Service traffic from the IC to the Operator Service location and the CCS7 access traffic type represents access within a LATA for carrying CCS7 signaling traffic from the IC SPOI to a Company designated location for CCSAC. When ordering capacity for FGB Access, FGC Access, FGD Access or TSBSA Access, the IC must at a minimum specify such access capacity in terms of Originating traffic types and/or Terminating traffic types. Directory Assistance traffic types are used for ordering Directory Assistance Access Service as set forth in Section E9. following. The Operator Service traffic type is used for ordering Operator Services Access Service as set forth in Section E18. following.

Because some ICs will wish to further segregate their originating FGC, FGD, TSBSA Technical Options 2 or 3 traffic into separate trunk groups, originating traffic types are further categorized into Domestic, 800, 900 and Operator. Domestic traffic types represent access capacity for carrying only domestic traffic other than 800, 900 and Operator traffic, and 800, 900 and Operator traffic types represent access capacity for carrying, respectively, only 800, 900 or Operator traffic. When ordering such types of access capacity, the IC must specify Domestic, 800, 900 or Operator traffic types.

When ordering capacity for CCS7 access, the IC must order the required number of CCS7 Access Connections and CCS7 Access Terminations.

(4)

000350

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

The Company will work cooperatively with the IC in determining (1) whether the service is to be directly routed to an end office; (2) whether the service is to be routed via an access tandem switch, (3) whether the service is routed through a TOPS tandem switch and (4) the directionality of the service.

In addition, when the IC has ordered Feature Group D or TSBSA Technical Option 3 in association with the AccuPulse® service Access Capability feature as set forth in E6.1.3.A.8. following, the Company will assure that facilities it provides are capable of supporting 56 Kbps digital data.

When the IC has ordered Feature Group D or TSBSA Technical Option 3 with the CCSAC optional feature, as set forth in E6.1.3.A.8. following, or *CCS7 Signaling Connections, Terminations and Usage for other uses of the SS7 Signaling Network*, the Company will provide the CCSAC option and other uses of the SS7 Signaling Network in accordance with the technical specifications set forth in *Technical Publication TR-TSV-000905* and the BellSouth Guidelines to Technical Publication TR-TSV-000905. (C)

When the IC has ordered Feature Group D or TSBSA Technical Option 3 with the 64 CCC optional feature, as set forth in E6.1.3.A.8. following, the Company will provide the 64 Clear Channel Capability (CCC) option in accordance with the Technical Publication TR-TSV-000962.

When the IC has ordered LSBSA service and any of the following BSEs, BCLID, SMDI, Make Busy/Night Transfer, Queuing (subelements including Call Waiting and Music After Delay Announcement Only), a Dedicated Network Access Line (DNAL) is required between the IC's premises and the Company's end office switch. The DNAL provides for the transport of data and control information through voice grade or program audio facilities. DNALs are further described in E6.1.3.A.5. following. DNALs are provided in accordance with technical references and publications TR-NPL-000333, PUB 41004 - Table 4, and TR-NPL-000337, and as specified in E6.1.3.A.6. and E6.1.3.A.7. following.

Switched Transport is provided at the rates and charges set forth in E6.8.1. following. The application of these rates with respect to individual Feature Groups and BSAs is as set forth in E6.7.1 following.

The basic components applicable to Switched Transport are Switched Local Channel, Switched Interoffice Channel (for dedicated and common transport), Channelization Equipment, Access Tandem Switching and Interconnection. These are defined following:

1. Switched Local Channel

The Switched Local Channel provides a communications path between the IC's premises and the serving wire center of that premises. Included as part of the Switched Local Channel is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the access service is to be connected at the IC's point of termination. The Switched Local Channel is capable of carrying a combination of Switched Access traffic types (e.g. Feature Groups, 800 and 900 Service, etc.)

The Switched Local Channel rate is assessed a monthly fixed charge based on the capacity (e.g. Voice Grade, DS1, DS3) ordered. This charge will also apply when the IC premises and the serving wire center are located in the same Company building. A Switched Local Channel will be applicable when associated with services ordered by End Users which are utilizing a Company-provided, end office based private network switching system.

Additionally, the Switched Local Channel can provide a transmission path between an interstate Switched Expanded Interconnection Arrangement and a Telephone Company end office switch (Intraoffice DS1 or DS3) when a Switched Expanded Interconnection Arrangement is purchased from BellSouth Telecommunications, Inc., Tariff F.C.C. No. 1. This Switched Local Channel is provided at DS1 and/or DS3 capacity and is assessed a monthly fixed charge based on the capacity ordered by the Interconnecting IC.

ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

6. Available Premises Interface Codes (Cont'd)

- k. AccuPulse® service Access Capability transmission is provided only with Feature Group D and TSBSA Technical Option 3 using Interface Groups 6 and 9. Following is a matrix showing for interface Groups 6 and 9, which premises interface codes are available as a function of the AccuPulse® service level of digital transmission.

Interface Groups	Level of Transmission	Premises Interface Code
6	DS1	04DS9-15
9	DS3	04DS6-44

- l. The CCSAC optional feature is provided only with Feature Group D and TSBSA Technical Option 3. Feature Group D and TSBSA Technical Option 3 trunks are provided using Interface Groups 1, 2, 6 and 9. Signaling connections used for the CCSAC optional feature and other uses of the SS7 Signaling network are provided using Interface Groups 6 or 9. Following is a matrix for Interface Groups 6 and 9 showing which premises interface codes are available for signaling connections as a function of the CCSAC level of digital transmission. (C)

Interface Groups	Level of Transmission	Premises Interface Code
6	DS1	04DS9-15
9	DS3	04DS6-44

- m. Dedicated Network Access Line Premises Interface Codes (M)

The DNAL is provided only with the LSBSA BSEs - SMDI, BCLID, Make Busy/Night Transfer, and Queuing (subelements including Call Waiting and Music After Delay Announcement Only). The appropriate Company and premises interface codes are as follows:

000352

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

6. Available Premises Interface Codes (Cont'd)

m. Dedicated Network Access Line Premises Interface Codes (Cont'd)

Interface Group Arrangement	Associated BSE	Frequency Band	Company Interface Code	Premises Interface Code
DNAL	SMDL, BCLID	-	04DM-3	04DA2, 04DB2, 04DS9-15, 04DS9-31
	Make Busy/ Night Transfer	-	02DC8-4	02CC8-4, 04DS9-15-LS ^{1,2}
	Queuing-Call Waiting	-	02CC8	02DC8-4, 04DS9-15-L0 ^{1,2}
	Queuing-Music After Delay Announcement	200-3500Hz 100-5000Hz 50-8000Hz	02PG-3 02PG-5 02PG-8	02PG1-3, 02PG2-3, 4DS9-15E 02PG1-5, 02PG2-5, 4DS9-15F 02PG1-8, 02PG2-8, 4DS9-15G

Note 1: This service requires the end user to provide a contact closure. In the normal or open state the end user will provide a resistance greater than 30,000 ohms between the tip and ring leads. In the closed state the end user will provide 600 ohms or less across tip and ring.

The Company will provide a negative voltage on the tip lead and ground on the ring lead. The voltage will be in the range of 42.5 to 52.5 VDC. The loop current will be 16 to 50 mA.

Note 2: When the DS interface is required, only the loop closure function is used. Voice frequency service specifications are not supported on any channel using CC or DC interfaces. Additional information may be found in TR-TSY-000335.

Note 3: With the DC interface the end user provides a voltage source. A negative voltage will be provided on the tip with ground provided on the ring. The open circuit tip-to-ring voltage shall not be more negative than 52.5 VDC. The voltage source shall be able to provide at least 16 mA to an external resistance of 2000 ohms.

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

8. Optional Features

Where transmission facilities permit, the Company will, at the option of the IC, provide the following nochargeable optional features in association with Switched Transport. (T)

a. Supervisory Signaling

Where the transmission parameters permit, and where signaling conversion is required by the IC to meet its signaling capability, the IC may order an optional supervisory signaling arrangement for each transmission path provided as follows:

- For Interface Groups 1 and 2

DX Supervisory Signaling,
E&M Type I Supervisory Signaling,
E&M Type II Supervisory Signaling, or
E&M Type III Supervisory Signaling

- For Interface Group 2

SF Supervisory Signaling or
Tandem Supervisory Signaling

- For Interface Groups 6 and/or 9

These Interface Groups may, at the option of the IC, be provided with individual transmission path SF supervisory signaling where such signaling is available in Company central offices. Generally such signaling is available only where the entry switch provides an analog, i.e., non digital, interface to the Switched transport termination.

b. IC Specified Entry Switch Receive Level

This feature allows the IC to specify the receive transmission level at the first point of switching. The range of transmission levels which may be specified is described in Technical Reference PUB 62500. This feature is available with Interface Groups 2, 6 and/or 9 for Feature Groups A, B, LSBSA and TSBSA Technical Option 1.

c. IC Specification of Switched Transport Termination

This option allows the IC to specify, for Feature Group B or TSBSA Technical Option 1 routed directly to an end office or access tandem, a four-wire termination of the Switched Transport at the entry switch in lieu of a Company selected two-wire termination. This option is available only when the Feature Group B or TSBSA Technical Option 1 arrangement is provided with Type B Transmission Specifications.

d. AccuPulse® service Access Capability

This option allows an IC to establish a connection between the IC's premises and a suitably equipped end user premises over facilities that are capable of transmitting 56 kbps digital data. This option requires the use of Interface Groups 6 and/or 9. It is provided to suitably equipped electronic end offices or access tandems and is available only with Feature Group D or TSBSA Technical Option 3.

000351

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICE TARIFF

Second Revised Page 10.4
Cancels First Revised Page 10.4

EFFECTIVE: July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

8. Optional Features (Cont'd)

e. Coin Sent-Paid Capability

Coin sent-paid capability allows the IC to receive signals for coin sent-paid traffic. This option requires the use of Exchange Access Operator Services Signaling (EAOSS) and/or Modified Operator Services Signaling (MOSS). Coin sent-paid capability access is provided in designated Company end offices or via tandem access at the TOPS tandem switches and is available with Feature Group D or TSBSA Technical Option 3.

Technical specifications for MOSS are as set forth in the Bell Communications Research Technical Publication TR-TSY-000064. Technical specifications for EAOSS are as set forth in the Bell Communications Research Technical Publication TR-TSY-0000271.

000355

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

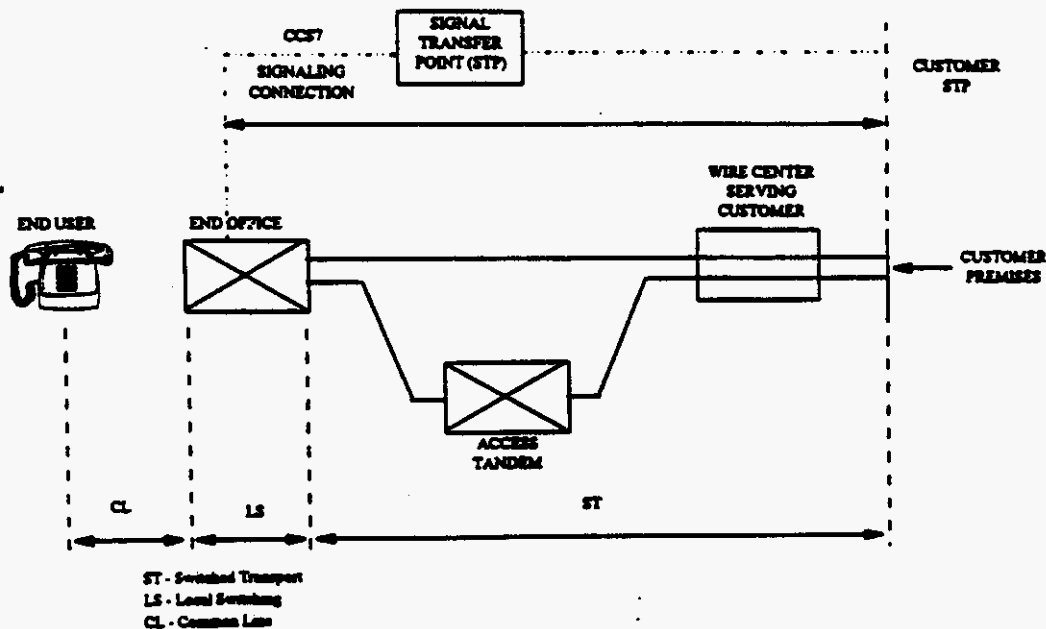
8. Optional Features (Cont'd)

f. Common Channel Signaling Access Capability (CCSAC)

This option allows the customer to receive signals for call set-up out of band. This option is only available with Feature Group D or TSBSA Technical Option 3.

This option requires the establishment of *CCS7 Signaling Connections and CCS7 Signaling Terminations* between the IC's signaling point of interface and each of the Company's Local Signal Transfer Points (STPs).

When the IC has ordered Feature Group D or TSBSA Technical Option 3 with the CCSAC optional feature, as set forth in E6.2.4 and E6.2.9 following, the Company will provide the CCSAC option in accordance with the technical specifications set forth in the BellSouth Guidelines to Technical Publication TR-TSV-000905.



g. TCAP Message Transmission

This option provides for the transmission of information corresponding to TLA Interim Standard 41 (Sub-systems 005-010) over an IC's CCS7 Signaling Connection. TCAP Messages will be routed according to originating and destination point codes provided by the IC.

This option requires the utilization of CCS7 Signaling Connections and CCS7 Signaling Terminations between the IC's signaling point of interface and each of the Company's Local Signal Transfer Points (STPs) within the LATA.

This option is available where facilities and switching capability are available.

000355

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

8. Optional Features (Cont'd)

h. 64 Clear Channel Capability (CCC)

- (1) Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits to meet pulse density requirements outlined in TR-NPL-000054 and TA-TSY-000342. This will allow an IC to transport an all-zero octet over a DS1/1.544 Mbps High Capacity channel and will provide an available combined maximum 1.536 Mbps data rate. This arrangement requires the IC signal at the channel interface to conform to Bipolar with eight (8) Zero Substitution (B8ZS) line code as described in Technical Reference TR-NPL-000054 and TR-INS-000342.
- (2) This optional feature may be ordered at the same time the DS1/1.544 Mbps High Capacity is ordered, or it may be ordered as an additional feature of an existing DS1/1.544 Mbps High Capacity Service.
- (3) When providing CCC via a DS3/44.736 Mbps High Capacity channel, that DS3 channel must be designated, in BellSouth records, as having Clear Channel Capability prior to the provisioning of a DS1/1.544 Mbps High Capacity channel with CCC. ICs must agree to out-of-service periods required to add this feature to: (1) an existing DS1/1.544 Mbps High Capacity channel or (2) a DS3/44.736 Mbps High Capacity channel which transports a DS1/1.544 Mbps High Capacity channel to be optioned for B8ZS.

i. Switched High Capacity and DS0 Transport Services

Switched High Capacity Services consist of Switched DS1 and DS3 Local Channels and Switched DS0, DS1 and DS3 Interoffice Channels. Switched DS1 and DS3 Local Channels consists of a basic channel between the IC's premises and the IC's serving wire center.

For Switched Dedicated Transport, the Switched DS0 (Digital Voice Grade) and Switched DS1 and DS3 Interoffice Channels are provided between the IC serving wire center to any of the following IC designated points: (1) the Company end office, (2) the Access Tandem, (3) Company Facility Hub (Hub), or between (4) a Hub and Company end office, or (5) a Hub and an Access Tandem and, (6) a Hub and a Hub. Channel type and service descriptions are provided in Section E7. following.

(1) Switched DS0 Service

Switched DS0 Service (Digital Voice Grade) is a channel for duplex four-wire transmission at the rate of 56.0 and 64.0 Kbps. Switched DS0 Service is provided as a Switched Dedicated Interoffice Channel between the foregoing IC designated points.

(2) Switched DS1 Service

Switched DS1 Service is a high capacity channel service provided between the IC premises and the IC's serving wire center as a Switched Local Channel to be associated with Interface Group 6. Switched DS1 Service can also be provided as a Switched Dedicated Interoffice Channel between the foregoing IC designated points.

000357

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

8. Optional Features (Cont'd)

i. Switched High Capacity and DS0 Transport Services (Cont'd)

(3) Switched DS3 Service

Switched DS3 Service is a high capacity channel service provided between the IC premises and the IC's serving wire center as a Switched Local Channel to be associated with Interface Group 9. Switched DS3 Service can also be provided as a Switched Dedicated Interoffice Channel between the foregoing IC designated points.

Single DS3 Switched Local Channels are available for IC premises to IC serving wire center application. Channelization Equipment is required for DS3 level services whenever an IC orders lower capacity Switched Interoffice Channels or terminates in Company serving wire centers, Company Facility Hubs, and office switch(es) or Access Tandems. Company Facility Hubs offer digital channelization in accordance with E6.7.16 and E7.4.7 following. For technical specifications, see Section E7. following.

Rates specific to Switched High Capacity and DS0 Transport Services are shown in E6.8.1 following.

(4) Channelization Equipment

Channelization Equipment (CE) provides for the multiplexing equipment necessary to channelize digital facilities to individual services requiring a lower capacity or bandwidth. Channelization equipment is required when: (1) Any facility carrying a combination of trunk side and line side services terminating to an end office switch; (2) Any termination of a DS3 facility, and (3) Any facility carrying a combination of switched and special access circuits terminates to an end office switch. Two levels of multiplexing are available: (1) DS3 to DS1; and (2) DS1 to DS0 or Analog. The NECA No. 4 identifies Company Offices (Facility Hubs) where multiplexing functions are available.

The CE rate category for DS1 level service consists of two rate elements: (1) Basic Channelization System; and (2) Central Office Channel Interface(s). The CE rate category for DS3 level service consists of two rate elements: (1) Switched DS3 Channelization System; and (2) the Central Office Channel Interface.

DS3 to DS1 - An arrangement that channelizes 44.736 Mbps channel to 28 DS1 channels.

DS1 Basic Channelization System - An arrangement that channelizes a 1.544 Mbps channel to a maximum of twenty-four (24) 64 Kbps channels. A DS1 Basic Channelization System requires a Central Office Channel Interface for each channel of lesser capacity.

A DS1 that is directly terminated into a digital switch is restricted to trunk side switched traffic and cannot be used for line side connections or Special Access Circuits.

A DS1 that is directly terminated into an analog switch is restricted to trunk side switched traffic and cannot be used for line side connections or Special Access Circuits.

The Central Office Channel Interface (COCI) rate element is necessary to activate the Sub DS1 Service capable of carrying Switched Access traffic. The COCI is required in addition to the Basic Channelization System.

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

A. Switched Transport (Cont'd)

8. Optional Features (Cont'd)

i. Switched High Capacity and DS0 Transport Services (Cont'd)

(4) Channelization Equipment (Cont'd)

Rates applicable to the Channelization Systems and the applicable Central Office Channel Interfaces are provided in E6.8.1 following.

j. Tandem Signaling

This option provides for the automatic transmission of signaling indicators which identify the interexchange carrier and trunk group to which the call is to be directed. This option, available with Feature Group D, is provided on originating direct trunk groups.

Direct trunk groups equipped with tandem signaling can be arranged to overflow to other direct trunk groups equipped with tandem signaling. Direct trunk groups equipped with tandem signaling can not be arranged to overflow to the Company's common trunk groups.

Depending on the signaling facilities available, this option will be provisioned via MF or CCS7 signaling. The CCS7 alternative requires the establishment of: 1) CCSAC as described in E6.1.3.A.6.e. preceding and 2) CCS7 Signaling Connections and CCS7 Signaling Terminations between the IC's signaling point of interface and each of the Telephone Company's STPs.

k. CCS7 Signaling Transport Service

CCS7 Signaling Transport Service (STS) allows for IC interconnection to the Company at designated Signal Transfer Points (STPs) for the use with services that require receiving and terminating signaling information using the common channel signaling protocol. CCS7 STS is provided for use with LIDB Access Service, as described in Section E19. following, with the Switched Access CCSAC option, as described in f. preceding, call associated messages not associated with the Company's voice network and non-call associated queries and responses. The customer may interconnect for those services only at the STPs specified for LIDB or CCSAC, respectively. Call associated messages not associated with the Company's voice network must connect at the Company's local STP. Non-call associated queries and responses must connect at the Company's regional STP. For each connection, the IC must order a CCS7 Access Connection and CCS7 Access Termination.

- (1) The CCS7 Signaling Connection provides a 2 way digital 56Kbps facility, dedicated to a single customer, which originates at the IC's signaling point of interface in a LATA and terminates at the Company's Signal Transfer Point. Each IC's connection to a STP requires either a pair or a quad of signaling connections.
- (2) The CCS7 Signaling Connection provides a customer dedicated point of interface at the Company's STP for each of the IC's SS7 Signaling Connections and provides the IC access to the company's SS7 network.
- (3) The CCS7 Usage element refers to the messages traversing the Company's CCS7 Signaling Network for call set-up and non call set-up purposes.

000359

E6. Switched Access Service

E6.1 General (Cont'd)

E6.1.3 Rate Categories (Cont'd)

B. Local Switching (Cont'd)

There are two types of local switching functions, i.e., Common Switching functions and Switched Transport Termination functions. These are described in a. and b. following.

a. Common Switching

- (1) The Common Switching provides the local end office switching functions associated with the various access (i.e., Feature Group and BSA) switching arrangements. The Common Switching arrangements provided for the various Feature Group and BSA arrangements are described in E6.2 following.
- (2) Included as part of the Common Switching are various nonchargeable optional features which the IC can order to meet its specific communications requirements. These optional features are described in E6.3.1, E6.3.2, and E6.3.4 following.
- (3) Included as part of the Common Switching are various chargeable Basic Service Elements (BSEs) which the IC can order to meet its specific communications requirements. These BSEs are described in E6.3.3 and E6.3.5 following.

b. Switched Transport Termination

- (1) Switched Transport Termination provides for the line or trunk side arrangements which terminate the Switched Transport facilities. Included as part of Switched Transport Termination are various nonchargeable optional termination arrangements. These optional terminating arrangements are described in E6.3.6 following.
- (2) The number of Switched Transport Terminations provided will be determined by the Company as set forth in E6.5.6 following.

C. 500 Access Service

The 500 Access Service rate category includes the use of switch based translations and the use of transmission facilities and functions between a Service Switching Point (SSP) equipped switch and a Service Control Point (SCP) by the Company to provide for 500 Access Service. Rate elements and rates associated with this category are provided in E6.8.13 following.

D. 800 Database

The 800 Database rate category includes the use of transmission facilities and functions necessary to complete a query to the Company Service Control Point (SCP) to provide for 800 Access Ten Digit Screening Service. For Other Local Exchange Companies (OLECs) and OLEC third parties connecting directly to a Company Local or Regional STP, this rate category includes the use of transmission facilities and functions between and associated with the Company's Local and Regional STP and SCP. Rate elements and rates associated with this category are provided in E6.8.4, following.

(C)

000360

EFFECTIVE: July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.1 General (Cont'd)

E6.1.4 Special Facilities Routing

An IC may request that the facilities used to provide Switched Access Service be specially routed. The regulations, rates and charges for Special Facilities Routing (i.e., Avoidance, Diversity and Cable Only) are set forth in Section E11. following.

E6.1.5 Design Layout Report

- A. At the request of an IC the Company will provide to the IC the makeup of the facilities and services provided under this Tariff as Switched Access to aid the IC in designing its overall service. This information will be provided in the form of a Design Layout Report.
- B. The Design Layout Report will be provided to the IC at no charge, and will be reissued or updated whenever these facilities are materially changed.

E6.1.6 Acceptance Testing

- A. At no additional charge, the Company will, at the IC's request, cooperatively test, at the time of installation, the following parameters:
 - Loss,
 - C-Message noise,
 - Three-Tone Slope,
 - DC Continuity,
 - Operational Signaling, and
 - Balance¹ (equal level echo path loss)
- B. When Feature Group D or TSBSA Technical Option 3 with the CCSAC option is ordered, *or other services requiring use of the SS7 Signaling Network*, network compatibility and other operational tests will be performed cooperatively by the Company and the IC. These tests are as specified in *Technical Publication TR-TSV-000905* and the BellSouth Guidelines to Technical Publication TR-TSV-000905. (C)
- C. For FGD or TSBSA Technical Option 3 trunks equipped with the 64 Clear Channel Capability (64 CCC) option, tests will be performed to verify the integrity of the 64 Kbps service. 64 Kbps service testing, for ICs with 108 test line capability, will be made to the ICs 108 test line. For ICs without 108 test line capability, tests will be made to the demarcation point at the POP (Point of Presence). One trunk per DS1 facility will be tested.

E6.1.7 Ordering Options and Conditions

- A. The Access Order, as set forth in Section E5, preceding is used in the provisioning, of Switched Access Service.
- B. Section E5, includes other charges which may be associated with ordering Switched Access Service (e.g., Service Date Change Charges, Cancellation Charges, etc.).
- C. For purposes of this Section, services requested on multiple Access Service Requests (ASRs) placed with the Company on a given day, for multiple lines to the same end office or multiple trunks on a common trunk group with the same premises interface code, will be treated as one request when the ASRs are related together by the IC.

Note 1: This test may also be performed when the Switched Transport is provided with a Type 2 Interface and the Switched Transport Termination is two-wire (i.e., a four-wire to two-wire conversion in Switched Transport).

000361

E6. SWITCHED ACCESS SERVICE

E6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)

E6.2.4 Feature Group D (FGD) (Cont'd)

A. Description (Cont'd)

5. The Company will establish a trunk group or groups for the IC at end office switches or access tandem switches where FGD switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGD switching arrangement provided. Different types of FGD or other switching arrangements may be combined in a single trunk group at the option of the Company.
6. The access code for FGD switching is a uniform access code of the form 10XXX or 101XXXX. A single access code will be the assigned number of all FGD access provided to the IC by the Company. As an option, where technically feasible, FGD may be accessed by dialing an associated uniform 950-XXXX access code. When used with the 950 dialing option, FGD is only available with common channel signaling. No access code is required for calls to an IC over FGD Switched Access Service if the end user's telephone exchange service is arranged for presubscription to that IC as set forth in Section E13. following.

Where no access code is required, the number dialed by the IC's customer shall be a seven or ten digit number for calls in the North American Numbering Plan (NANP). The form of the numbers dialed by the IC's customers is NXX-XXXX, 0 or 1 + NXX-XXXX, NPA + NXX-XXXX, 0 or 1 + NPA + NXX-XXXX.

When the 10XXX or 101XXXX access code is used, FGD switching also provides for dialing the digit 0 for access to the IC's operator, 911 for access to the Company's emergency reporting service, or the end-of-dialing digit (*) for cut-through access to the IC's terminal location.

7. Casual dialed calls (10XXX or 101XXXX 1+) from Company pay phones will be routed to ICs participating in Public/Semi-Public subscription within the access tandem over coin sent-paid capable facilities in end offices with the EAOSS signaling, and to those ICs with subscribed traffic in the particular end office using the MOSS signaling. For ICs not participating in Public/Semi-Public subscription, 10XXX or 101XXXX coin sent-paid traffic will be routed over regular FGD facilities. It will be the responsibility of the IC to block the traffic or to convert the call to an alternate billing arrangement.
8. FGD Switching will be arranged to accept calls from telephone exchange service locations without the need for dialing the 10XXX or 101XXXX uniform access code. Each telephone exchange service line will be marked with a presubscription code to identify which 10XXX or 101XXXX code its calls will be directed to for interLATA service. Presubscription codes are applied as set forth in Section E13. following.
9. Originating FGD switched access service can be ordered for the completion of sent-paid coin calls. FGD with coin sent-paid capability is provided direct to designated Company end offices or via TOPS tandem switches.
10. For FGD switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Company Access Tandem Office, the IC will be billed for the Switched Local Channel and Common Transport measured as set forth in E6.7.13.C. following, at premium rates only, including the Access Tandem Switching charge and the Interconnection charge. Carrier Common Line and Local Switching charges will not apply.
11. For FGD switched access service to Other Local Exchange Companies (OLECs), the IC will be billed for the Switched Local Channel and Switched Transport measured as set forth in E6.7.13.8. following, at premium rates only, including the Access Tandem Switching charge and the Interconnection charge. Carrier Common Line and Local Switching charges will not apply. Switched Common Transport mileage charges will be based on the Company's portion of total mileage.

B. Optional Features

1. Common Switching Optional Features
 - a. Automatic Number Identification (ANI) /Charge Number (CN)
 - b. Service Class Routing
 - c. Alternate Traffic Routing
 - d. Call Gapping Arrangement

000362

E6. SWITCHED ACCESS SERVICE

E6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)

E6.2.4 Feature Group D (FGD) (Cont'd)

B. Optional Features (Cont'd)

4. Switched Transport Optional Features
 - a. Supervisory Signaling
 - b. AccuPulse[®] service Access Capability
 - c. Common Channel Signaling Access Capability (CCSAC)
 - d. 64 Clear Channel Capability (CCC) as set forth in E6.1.3 preceding.
 - e. Coin Sent-Paid Capability (as set forth in E6.1.3 preceding)

C. Transmission Specifications

1. FGD is provided with either Type A, Type B or Type C Transmission specifications as follows:
 - a. When routed directly to the end office either Type B or Type C is provided.
 - b. When routed to an access or TOPS tandem, only Type A is provided.
 - c. Type A is provided on the transmission path from the access or TOPS tandem to the end office.
2. Type C Transmission specifications are provided with Interface Group 1. Type A and Type B Transmission Performances are provided with Interface Groups 2, 6 and/or 9.
3. Type DA Data Transmission Parameters are provided for the transmission path between the IC's terminal location and the access or TOPS tandem and between the access or TOPS tandem and the end office, or with FGD, when equipped with tandem signaling, for the transmission path between the customer's premises and the end offices when directly routed to the end offices. Type DB Data Transmission Parameters are provided with FGD for the transmission path between the IC's terminal location and the end office when directly routed to the end office.
4. When equipped with tandem signaling, only Type A is provided.

D. Testing Capabilities

FGD is provided, in the terminating direction where equipment is available, with seven digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, data transmission (107 type) test line, loop around test line, short circuit test line and open circuit test line. In addition to the test described in E6.1.6 preceding which are included with the installation of service, additional Cooperative Acceptance Testing, Automatic Scheduled Testing, Cooperative Scheduled Testing, Manual Scheduled Testing and Non-Scheduled Testing, will be provided for FGD as set forth in Section E13, following.

E6.2.5 800 Access Ten Digit Screening Service

A. Service Description

1. Originating 800 Access Ten Digit Screening Service is a trunk side switched service that is available to the IC via 800 Access Service Switched Access trunk groups. 800 Access Service Switched Access trunk groups, from the Company's SSP equipped end office or access tandem to the IC, will be provided in conjunction with FGD or TSBSA Technical Option 3 Service.

Other Local Exchange Companies (OLECs) with SSP equipped switches or STPs connecting directly to the Company's local or regional STP for SCP database query information are not required to order Feature Group D Service. OLECs with 800 Access Ten Digit Screening Service traffic originating from OLEC switches with SSP capability and without an OLEC or third party provided STP must utilize SS7 connections and terminations to the Company's local STP. OLEC's with their own STP or those utilizing a third party may utilize SS7 connections and terminations to either the Company's local or regional, where facilities permit, STP. For this arrangement, the OLEC must utilize SS7 Signaling Connections, Terminations and Usage from section E6.8, following.

2. 800 Access Ten Digit Screening Service provides for routing 800 originating calls based on the dialed ten digit 800 number except for 800 calls to Canada, Bermuda and the Bahamas. Routing for 800 calls to these areas will be based on the first six digits of the dialed 800 number. Terms, conditions and rates applicable to 800 Access Ten Digit Screening Service also apply to these calls.

E6. SWITCHED ACCESS SERVICE

E6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)

E6.2.5 800 Access Ten Digit Screening Service (Cont'd)

A. Service Description (Cont'd)

3. When a 1-800-NXX-XXXX call is originated by an end user, the Company will use the dialed digits to determine the IC location to which the call is to be routed. If the call originates from an end office switch not equipped to provide the IC identification function, the call will be routed to an office at which the function is available. Once IC identification has been established, the call will be routed to the IC.

B. Provision of Service

1. The manner in which 800 Access Ten Digit Screening Service is provided is dependent on the status of the end office from which the service is provided *and whether the end user is served from an Other Local Exchange Company (OLEC) connecting to the Company directly from an OLEC SSP equipped switch or from an OLEC or third party provided STP*, as outlined following.
 - a. When an 800 call originates at an end office equipped with equal access and Service Switching Point (SSP) IC identification capabilities, 800 Access Ten Digit Screening Service will be provisioned in accordance with the technical characteristics available with Feature Group D or TSBSA Technical Option 3 Service.
 - b. When an 800 call originates at an end office equipped with equal access capabilities only (i.e., without SSP IC identification capabilities), the 800 call will be delivered to the access tandem on which the end office is homed and which is equipped with the SSP feature for IC identification. 800 Access Ten Digit Screening Service will be provisioned in accordance with the technical characteristics available with FGD Service.
 - c. When an 800 call originates at an end office not equipped with equal access signaling and that end office's normal call recording function is performed at the access tandem on which the end office is homed and that access tandem is also equipped with the SSP feature for IC identification, the 800 call will be delivered to the access tandem for call routing and IC identification. 800 Access Ten Digit Screening Service will be provided in conjunction with FGD Service from the SSP equipped access tandem to the IC.
 - d. When an 800 call originates at an end office not equipped with equal access signaling and that end office's normal call recording function is performed at a location other than an access tandem equipped with the SSP feature for IC identification, the 800 call will be delivered to a SSP equipped access tandem. 800 Access Ten Digit Screening Service will be provided in conjunction with FGD or TSBSA Technical Option 3 Service from the SSP equipped access tandem to the IC except when more than one access tandem is employed in the transport of an 800 Access Ten Digit Screening Service call for which standard transmission characteristics are not guaranteed.
 - e. 800 Access Ten Digit Screening Service for 800 calls originating from an OLEC switch with SSP capability that are not routed through an OLEC or third party provided STP will be routed to a Company local STP over separately ordered SS7 Signaling Connections, Terminations and Usage for completion to the Company SCP for database query information.
 - f. 800 Access Ten Digit Screening Service for 800 calls originating from an OLEC SSP equipped switch routed through an OLEC or third party provided STP will be routed to a Company local or regional, where facilities permit, STP over separately ordered SS7 Signaling Connections, Terminations and Usage for completion to the Company SCP for database query information.

Additionally, for a, b, c and d, preceding, 800 Access Ten Digit Screening Service usage measurement shall be in accordance with the regulations set forth in E6.7 following for Feature Groups C, D, and TSBSA Technical Option 2 and 3 Service. Specifically, for usage originating from end offices not equipped with equal access capabilities, access minutes shall be measured in the same manner in which Feature Group C or TSBSA Technical Option 2 access minutes are measured. For usage originating from end offices equipped with equal access capabilities, access minutes shall be measured in the same manner in which Feature Group D or TSBSA Technical Option 3 access minutes are measured.
2. The IC has the option of having the dialed 800 number (i.e., 800+NXX+XXXX) or the ten digit POTS number (i.e., NPA+NXX+XXXX) delivered. If the IC desires to have the POTS number delivered, the customer must order 800 to POTS number delivery as set forth in E13.3.12 following.

000364

EFFECTIVE: July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.2 Provision and Description of Switched Access Service Arrangements (Cont'd)

E6.2.5 800 Access Ten Digit Screening Service (Cont'd)

B. Provision of Service (Cont'd)

3. 800 Access Ten Digit Screening Service will be provisioned in conjunction with FGD Service with *three exceptions* (i.e., design blocking criteria, ANI information digits and *Other Local Exchange Companies (OLECs) connecting directly to the Company's local or regional STP for database query information.* (C)
 - a. Design blocking criteria is dependent on the status of the end office from which the service is provided (i.e., equipped with equal access capabilities or not equipped with equal access capabilities). The design blocking criteria for 800 Access Ten Digit Screening Service is set forth in E6.5.7.A.4. following.
 - b. Unless prohibited by technical limitations of the IC's terminating switch (e.g., different dialing plans or restrictions in the ability to identify various combinations of ANI information, i.e., 3 digit versus 10 digit ANI on certain calls), the customer's 800 Access Ten Digit Screening Service traffic may, at the option of the IC, be combined in the same trunk group arrangement with the IC's non-800 Access Ten Digit Screening Service traffic. When required by technical limitations, or at the request of the IC, a separate trunk group will be established for 800 Access Ten Digit Screening Service. 0+ and 0- calling arrangements are not available with 800 Access Ten Digit Screening Service.

800 Access Ten Digit Screening Service originating from equal access end offices and equal access tandems equipped with the SSP feature for IC identification will be provided using Feature Group D signaling without overlap outpulsing. Feature Group D signaling may be provided either with or without three-digit or ten-digit ANI. 800 Access Ten Digit Screening Service originating from SSP equipped end offices not having equal access capabilities, will be provided to the IC in a FGD signaling format without overlap outpulsing.

Additionally, ANI information digits which identify the call as an 800 call are also provided when the IC orders the ANI and POTS delivery optional features. The provision of these information digits is described in E6.3.1.A.4. following.
 - c. Other Local Exchange Companies (OLECs) with SSP equipped switches or STPs connecting directly to the Company's local or regional STP form SCP database query information are not required to order Feature Group D Service. OLECs with 800 Access Ten Digit Screening Service traffic originating from OLEC switches with SSP capability and without an OLEC or third party provided STP must utilize SS7 connections and terminations to the Company's local STP. OLECs with their own STP or those utilizing a third party may utilize SS7 connections and terminations to either the Company's local or regional, where facilities permit, STP. For this arrangement, the OLEC must utilize SS7 Signaling Connections, Terminations and Usage from section E6.8, following. (N)
4. For 800 Access Ten Digit Screening Service traffic originating from equal access end offices without the IC identification function, *other than traffic originating from OLEC switches*, FGD Service parameters as specified in E6.2.4 preceding apply. (C)
 5. Premises interface codes as set forth in E6.1.3 preceding for FGD Service also apply to 800 Access Ten Digit Screening Service.

E6.2.6 Reserved for Future Use

000365

E6. SWITCHED ACCESS SERVICE

E6.3 Common Switching and Transport Termination Optional Features (Cont'd)

E6.3.2 Switched Transport Termination Optional Features (Cont'd)

A. (Cont'd)

3. Operator Trunk - Full Feature

This option provides the operator functions available in the end office to the IC's operator. These functions are: (1) Operator Released, (2) Operator Attached, (3) Coin Collect, (4) Coin Return, and (5) Ringback. This arrangement is only provided in association with the service Class Routing option.

It is available with Feature Group D and TSBSA Technical Option 3 and is provided as a trunk type of Switched Transport Termination. The option is not available in combination with the CCSAC option.

E6.4 Transmission Specifications

Each Switched Access Service transmission path is provided with a standard transmission specifications. There are three different standard specifications (Types A, B and C). The standard for a particular transmission path is dependent on the Feature Group or BSA, the Interface Group Arrangement and whether the service is directly routed or via an access tandem. When directly routed service is equipped with the tandem signaling option, Type A transmission specifications will be the standard. The available transmission specifications are set forth in E6.4.1 following. Data Transmission Parameters are also provided with each Switched Access Service Transmission path. The Company will, upon notification by the IC that the parameters set forth in E6.4.2.A. or E6.4.2.B. following are not being met, conduct tests independently or in cooperation with the IC, and take any necessary action to insure that the data parameters are met. The testing will be charged for at the rates set forth in Section E13, following for Non-scheduled Testing.

The Company will maintain existing transmission specifications on functioning service configurations installed prior to the effective date of this Tariff except that service configurations having performance specifications exceeding the standards listed in this provision will be maintained at performance levels specified in this Tariff.

The transmission specifications contained in this Section are immediate action limits. Acceptance limits are set forth in Technical Reference PUB 62500. This Technical Reference also provides the basis for determining Switched Access Service maintenance limits. Transmission specifications for *CCS7 Signaling Connections* and *CCS7 Signaling Terminations* are set forth in the BellSouth Guidelines to technical Publication TR-TSV-000905. Transmission Specifications for 64 CCC are set forth in the Technical Publication TR-TSV-000962.

E6.4.1 Standard Transmission Specifications

Following are descriptions of the three Standard Transmission specifications available with Switched Access Service Feature Groups and BSAs. Their specific applications in terms of the Feature Groups and BSAs and Interface Group Arrangements with which the Feature Groups and BSAs Standard Transmission Specifications are provided are set forth in E6.2.1.C., E6.2.2.C., E6.2.3.C., E6.2.4.C., E6.2.8.C., E6.2.9.A.3., E6.2.9.B.3, and E6.2.9.C.3. preceding.

A. Type A Transmission Specifications

Type A Transmission Specifications are provided with the following parameters:

1. Loss Deviation

The maximum Loss Deviation of the 1004 Hz loss relative to the Expected Measured Loss (EML) is +/- 2.0 dB.

2. Attenuation Distortion

The maximum Attenuation Distortion in the 404 to 2804 Hz frequency band relative to the loss at 1004 Hz is -1.0 dB to -3.0 dB.

000366

E6. SWITCHED ACCESS SERVICE

E6.5 Obligations of the Company (Cont'd)

E6.5.3 Provision of Service Performance Data

Subject to availability, end-to-end service performance data available to the Company through its own service evaluation routines, may also be made available to the IC based on previously arranged intervals and format. These data provide information on overall end-to-end call completion and non-completion performance, e.g., IC equipment blockage, failure results and transmission performance. These data do not include service performance data which are provided under other tariff sections, e.g., testing service results. If data are to be provided in other than paper format, the charges for such exchange will be determined on an individual case basis.

E6.5.4 Trunk Group Measurements Reports

Subject to availability, the Company will make available trunk group data in the form of usage in CCS, peg count and overflow, to the IC based on previously agreed to intervals.

E6.5.5 Determination of Number of Transmission Paths

The following applies to switched access voice transmission paths, and does not apply to CCS7 signaling connections and CCS7 signaling terminations provided with the CCSAC option or other services requiring use of the SS7 Signaling Network. The number of transmission paths for signaling connections will be determined jointly by the Company and the IC. Any specialized routing or additional diversity requirements of the IC are provided as set forth in Section E11, following.

The IC's order for Feature Group A and LSBSA, Feature Group B, C and D and TSBSA Technical Option 1, 2 or 3 or the Switched Transport facilities ordered, will determine the number of Switched Access Service transmission paths to be provided. A transmission path is a communication path within the frequency bandwidth of approximately 300 to 3000 Hz or a derived communication path of a frequency bandwidth of approximately 300 Hz to 3000 Hz provided over a high frequency analog facility or high speed digital facility between an IC and a Company location.

E6.5.6 Determination of Number of End Office Transport Terminations

For analog entry switches, a termination may be provided for each transmission path provided. For digital entry switches, an equivalent termination may be provided for each transmission path provided.

E6.5.7 Design Blocking Probability

- A. The Company will design the facilities used in the provision of Switched Access Service to meet the blocking probability criteria as set forth in 1. through 4 following.
 1. For Feature Groups A, B, LSBSA and TSBSA Technical Option 1, no design blocking criteria apply.
 2. For Feature Group C and TSBSA Technical Option 2, the design blocking objective will be no greater than one percent (.01) between the point of interface at the IC terminal location and the first point of switching when traffic is directly routed without an alternate route. Standard traffic engineering methods will be used by the Company to determine the number of transmission paths required to achieve this level of blocking.

000367

E6. Switched Access Service

E6.6 Obligations of the IC (Cont'd)

E6.6.2 Supervisory Signaling

The IC facilities shall provide the necessary on and off-hook, answer and disconnect supervision.

E6.6.3 Trunk Group Measurements Report

With the agreement of the IC, trunk group data in the form of usage in CCS, peg count and overflow for its end of all access trunk groups, where technologically feasible, will be made available to the Company. These data will be used to monitor trunk group utilization and service performance and will be based on previously arranged intervals and format.

E6.6.4 Reserved for Future Use

E6.6.5 Billing Data For Terminating Usage

When an IC uses the service(s) of an alternative access provider or alternative tandem service provider and as a result the Company is unable to record usage terminated via dedicated trunks with sufficient specificity to identify the access IC of record, the alternative access provider or alternative tandem service provider must provide the Company with billing data so the Company can properly measure and bill the access minutes. The record that will be used for the transmission of data is the 110120 record. A description of the record and the fields contained can be found in BellCore Publication SR-ST5-000320, Message Interface. It is the responsibility of the alternative access provider or alternative tandem service provider to provide the billing data information to the Company on a daily basis. Failure on the part of the alternative provider to comply with the requirements of this paragraph will result in the Company's billing the alternative provider all terminating access minutes.

E6.7 Rate Regulations

This section contains the specific regulations governing the rates and charges that apply for Switched Access Service.

E6.7.1 Description and Application of Rates and Charges

- A. There are three types of rates and charges that apply to Switched Access Service. These are monthly recurring, usage rates and nonrecurring charges. These rates and charges are applied differently to the various rate elements as set forth following.
1. Monthly Rates
Monthly rates are flat recurring rates that apply each month or fraction thereof that a specific rate element is provided. For the DNAL Interoffice Channel, the applicable mileage band rate will be applied per month. Elements having a "per mile" charge are charged per mile, per month. For billing purposes, each month is considered to have 30 days.
 2. Usage Rates
Usage rates are rates that apply only when a specific rate element is used. These are applied on a per access minute or per call basis. Switched Common Transport transmission rates will be applied on a per mile, per minute of use basis. Usage charges are accumulated over a monthly period.
 - a. 800 Access Ten Digit Screening Service
A per query charge as specified in E6.8.4, following applies for each 800 call utilizing 800 Access Ten Digit Screening Service for which an 800 Access Ten Digit Screening IC is identified.
 - b. 500 Access Service
A per call charge, as specified in E6.8.13 following, applies for each call.

000368

EFFECTIVE July 1, 1996

E6. SWITCHED ACCESS SERVICE

E6.7 Rate Regulations (Cont'd)

E6.7.1 Description and Application of Rates and Charges (Cont'd)

A. (Cont'd)

3. Nonrecurring Charges (Cont'd)

a. Installation of New Service (Cont'd)

When a *CCS7 Signaling Connection* and *CCS7 Signaling Termination* is installed for use with the FGD and TSBSA Technical Option 3 CCSAC option, or TCAP Message Transmission option, the charge is applied per signaling connection.

b. Installation of Optional Features and BSEs

If a separate nonrecurring charge applies for the installation of an optional feature or BSE available with Switched Access Service, the charge applies whether the feature or BSE is installed coincident with the initial installation of service or at any time subsequent to the initial installation of service.

For optional features and BSEs for which no separate installation charge is applicable, the optional features and BSEs may be installed coincident with the installation of new Switched Access Service at no additional charge to the IC. Any additions and/or changes in optional features and BSEs (excluding disconnection of optional features and BSEs) subsequent to the installation of new service will be provided as service rearrangements as set forth in c. following.

c. Service Rearrangements

Service rearrangements are changes to existing services which do not result in either a change in the minimum period requirements as set forth in E5.2.5 preceding or a change in the physical location of the point of termination at the IC's premises or the IC's end user's premises. Changes which result in the establishment of new minimum period obligations are treated as discontinuance of service and establishment of new service. The nonrecurring charge described in a. preceding will apply for this work activity. Changes in the physical location of the point of termination are treated as moves and are described and charged for as set forth in E6.7.7 following.

A change which results from a transfer of service, as set forth in E2.1.2 preceding, is described in d. following and charged as set forth in E6.8.9 following.

Nonrecurring charges for service rearrangements apply to those additions, changes or rearrangements (excluding disconnection of optional features and BSEs) made subsequent to the installation of new service.

The charge to the IC for the service rearrangement is dependent on whether the change is administrative only in nature or involves an actual physical change to the service. When actual physical work is required to rearrange the service, the charge to the IC is dependent upon where the work is performed to accomplish the requested change. The applicable charges for service rearrangements are charged on a transmission path, *signaling connection*, end office and/or end office and tandem level as specified in E6.8 following.

000369

E6. SWITCHED ACCESS SERVICE

E6.7 Rate Regulations (Cont'd)

E6.7.13 Mileage Measurement (Cont'd)

C. Exceptions to the mileage measurement rules are as follows: (Cont'd)

3. When the Alternate Traffic Routing optional feature is provided with Feature Groups C, D, TSBSA Technical Options 2 and 3, 500, 800 or 900 Access Service from an End Office to different IC premises locations the Transport will be apportioned between the two transmission routes used to provide this feature. For Feature Groups B, C and TSBSA Technical Options 1 and 2 such apportionment will be made using standard Company traffic engineering methodology and will be based on the last trunk CCS desired for the high usage group, as described in E6.3.1 preceding. For Feature Group D, TSBSA Technical Option 3, 500, 800 and 900 Access Service the apportionment will be based on actual measured data which is recorded against a specific trunk group that carried a particular call. This apportionment will serve as the basis for the Switched Transport mileage calculation. The IC will be billed accordingly.
4. When terminating Feature Group B or C or TSBSA Technical Option 1 or 2 Switched Access Service is provided from multiple IC terminal locations to an end office not equipped with measurement capabilities. The total Switched Transport access minutes for that end office will be apportioned among the trunk groups accessing the end office on the basis of the individual capacity ordered (i.e. trunks) for each of those trunk groups. This apportionment will serve as the basis for Switched Transport mileage calculation. The IC will be billed accordingly.
5. Where the End Office is a remote switching system or module (RSS or RSM), Switched Common and/or Switched Dedicated Transport mileage, as applicable, will be calculated to the end office that serves as the Host Office (Host) for the RSS or RSM (as if the host were the end office), and an additional mileage calculation will be for made a Switched Common Interoffice Channel between the host for the RSS or RSM and the RSS or RSM.
6. Where measurement capacity does not exist and/or end office specific usage data is not available, FGA and LSBSA terminating transport mileage will be calculated on an airline basis using the V&H coordinates method, between the end office switch where the FGA and LSBSA dial tone is provided and the IC's serving wire center.
7. The Switched Transport mileage for Feature Groups B, D and TSBSA Technical Options 1 and 3 Switched Access Service provided to Mobile Telephone Serving Offices (MTSOs) interconnected to a Company Access Tandem office will be determined on an airline basis, using the V&H coordinate method. The mileage will be measured to the Company Access Tandem office to which the MTSO is interconnected.
8. The Switched Transport mileage for Feature Group D for the Intermediary Switched Access Network Interconnection Service (NIS) arrangement between an IC and an OLEC will be determined on an airline basis, using the V&H coordinate method. Mileage will be measured as the airline distance between the OLEC's Point of Interface (POI) and the IC's serving wire center. For ICs using Switched Dedicated Transport between their serving wire center and the Access Tandem, mileage will be calculated as Switched Dedicated Transport between the IC's serving wire center and the Access Tandem and Switched Common Transport between the Access Tandem and the OLEC's POI. Intermediary Switched Access NIS is described in Section E22. of this Tariff.

E6.7.14 Reserved for Future Use

000070

E6. SWITCHED ACCESS SERVICE

E6.8 Rates and Charges (Cont'd)

E6.8.1 Switched Transport (Cont'd)

D. Access Tandem Switching

1. Rate

		Rate Per Access Minute	USOC
(a) Premium		\$0.0074	NA

E. Interconnection

1. Rate

(a) Premium		.004326	NA (R)
-------------	--	---------	--------

F. Installation

1. Line Side Service

	Nonrecurring Charge		Monthly Rate	USOC
	First	Additional		
(a) Per Line	\$437.86	\$100.00	\$-	TPP--
(b) Per Inward Only LSBSA Line for DID Service	437.86	100.00	-	TPP+1
(c) Per Two-way LSBSA Line for DID/DOD Service	437.86	100.00	-	TPP+2
(d) Per LSBSA Line with Answer Supervision	437.86	100.00	-	TPP+3
2. Trunk Side Service				
(a) Per Trunk or Signaling Connection	915.00	100.00	-	TPP--
3. Point Code Establishment or Change¹				
(a) Per Originating Point Code Established or Changed	40.00	8.00	-	CCAPO
(b) Per Destination Point Code Established or Changed	8.00	8.00	-	CCAPD

Note 1: Applies to Signaling Connections with TCAP Message Transmission Service.

000374

E6. Switched Access Service

E6.8 Rates and Charges (Cont'd)

E6.8.1 Switched Transport (Cont'd)

- I. Dedicated Network Access Lines (DNALs) (Cont'd)
 - 3. Per DNAL Switched Interoffice Channel (Cont'd)
 - b. For use with the BSE - Queuing (Music After Delay Announcement Subelements Only) (Cont'd)

(1) 200 to 3500 Hz
Mileage Bands (Cont'd)

	Nonrecurring Charge	Fixed Rate	Per Mile	USOC
(f) Over 50	\$85.53	\$17.35	\$2.19	1L5XX
(2) 100 to 5000 Hz Mileage Bands				
(a) 0	-	-	-	1L5XX
(b) Over 0 to 4	93.07	14.69	3.85	1L5XX
(c) Over 4 to 8	93.07	18.99	3.85	1L5XX
(d) Over 8 to 25	93.07	23.28	3.85	1L5XX
(e) Over 25 to 50	93.07	27.59	3.85	1L5XX
(f) Over 50	93.07	31.90	3.85	1L5XX
(3) 50 to 8000 Hz Mileage Bands				
(a) 0	-	-	-	1L5XX
(b) Over 0 to 4	98.97	18.37	5.76	1L5XX
(c) Over 4 to 8	98.97	22.87	5.76	1L5XX
(d) Over 8 to 25	98.97	27.36	5.76	1L5XX
(e) Over 25 to 50	98.97	31.88	5.76	1L5XX
(f) Over 50	98.97	36.38	5.76	1L5XX

J. CCS7 Signaling Transport Service

(1) CCS7 Signaling Connection

	Monthly Rate	Nonrecurring Charge	Recurring Rate	USOC	
(a) Per 56 Kbps Facility	\$155.00	\$510.00	\$-	TPP-	(N)
(2) CCS7 Signaling Termination					(N)
(a) Per STP Port	355.00	-	-	PTBSX	(N)
(3) CCS7 Signaling Usage ¹					(N)
(a) Per Call Set Up Message	-	-	.000023	NA	(N)
(b) Per TCAP Message	-	-	.00005	NA	(N)
(4) CCS7 Signaling Usage Surrogate ¹					(N)
(a) Per 56 Kbps Facility	395.00	-	-	STU56	(N)

E6.8.2 Reserved for Future Use

Note 1: Where signaling usage measurement and billing capability exists, CCS7 signaling usage will be billed on a per signaling message basis. Where measurement capability does not exist, a CCS7 signaling usage surrogate will be billed on a per 56 Kbps facility basis.

000372

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED January 19, 1996
BY President - Georgia
Atlanta, Georgia

ACCESS SERVICE TARIFF

Sixth Revised Page 4
Cancels Fifth Revised Page 4

EFFECTIVE July 1, 1996

E7. SPECIAL ACCESS SERVICE

E7.1 General (Cont'd)

E7.1.8 Ordering Options And Conditions (Cont'd)

I. (Cont'd)

Digital Data Access	TR-NPL-000341
For 2.4, 4.8, 9.6 and 36.0 Kbps	BellCore PUB 62310
For 19.2 Kbps	INC BULLETIN CB-INC-100
For 64.0 Kbps	AT&T PUB 62310
High Capacity	TA-TSY-000342 TR-NPL-000054
WATS Access Line	TR-NPL-000334
Derived Data Channel Service	BellSouth TR-73548 BellSouth TR-73548, Addendum 1

- J. Rates and charges for Unbundled Exchange Access Loops and interoffice channel mileage are available to certificated Other Local Exchange Companies (OLECs) from E7 5.3 of this Tariff.
- K. If an end user transfers from the Company to an OLEC or service is transferred from one OLEC to another OLEC and the transfer involves an unbundled exchange access loop leased from the Company, the loop must be released to the OLEC acquiring the end user and the Company must be provided with sufficient information to identify the existing service that it will replace so that the Company can reuse the facilities in an economic manner.

E7.2 Service Descriptions

E7.2.1 Reserved for Future Use

000373

E7. SPECIAL ACCESS SERVICE

E7.5 Rates And Charges (Cont'd)

E7.5.3 Voice Grade Service

A. Local Channel

1. Per Point of Termination

a. Voice Grade

(1) Voice

	Monthly Rate	Nonrecurring Charge First Service Installed	Additional Service Installed	USOC
(a) Two-Wire	\$25.00	\$275.00	\$110.00	T6EZX
(b) Four-Wire	45.00	200.00	115.00	T6E4X
(2) Unbundled Exchange Access Loop ¹				(N)

	Monthly Rate	Nonrecurring Charge First	Additional	USOC
(a) Two-Wire ²	\$25.00	\$71.00	\$25.00	UEA2X (N)
(3) Data				(T)

	Monthly Rate	Nonrecurring Charge First Service Installed	Additional Service Installed	USOC
(a) Two-Wire	\$30.00	\$305.00	\$125.00	T6EZX
(b) Four-Wire	50.00	310.00	135.00	T6E4X (T)
(4) Loop Facilities Not Required ²				
(a) Two-Wire	10.00	140.00	81.00	EUC2N
(b) Four-Wire	10.00	140.00	81.00	EUC4N

B. Interoffice Channel

1. Voice, Data, and Loop Facilities Not Required

	Fixed Monthly Charge	Monthly Charge Per Mile	Nonrecurring Charge	USOC
(a) 0 mile	\$-	\$-	\$-	1LSXX
(b) 1 thru 8 miles	32.00	2.05	105.00	1LSXX
(c) 9 thru 25 miles	32.00	2.00	105.00	1LSXX
(d) Over 25 miles	32.00	1.95	105.00	1LSXX (M)

Note 1: An unbundled Exchange Access Loop is engineered to meet the same design parameters as a General Subscriber Service Tariff residence or business exchange access line. Special Construction Charges may apply if facilities are not available.

Note 2: For connections to equipment considered to be end-user premises.

E7. SPECIAL ACCESS SERVICE

E7.5 Rates And Charges (Cont'd)

E7.5.3 Voice Grade Service (Cont'd)

B. Interoffice Channel (Cont'd)

2. Voice - Unbundled Exchange Access

	Fixed Monthly Charge	Monthly Charge Per Mile	Nonrecurring Charge Per Channel	USOC	
(a) 0 mile	\$-	\$-	\$-	1LSXX	(N)
(b) 1 thru 8 miles	32.00	2.05	105.00	1LSXX	(N)
(c) 9 thru 25 miles	32.00	2.00	105.00	1LSXX	(N)
(d) Over 25 miles	32.00	1.95	105.00	1LSXX	(N)

C. Optional Features and Functions

1. Bridging

a. Voice Bridging

(1) Per port

	Monthly Rate	Nonrecurring Charge	USOC	
(a) Two-Wire	\$12.00	\$42.00	BCNV2	(M)
(b) Four-Wire	14.00	42.00	BCNV4	(M)

b. Data Bridging

(1) Per port

(a) Two-Wire	20.00	45.00	BCND2
(b) Four-Wire	20.00	45.00	BCND4

c. Telephoto Bridging

(1) Per port

(a) Two-Wire	12.00	42.00	BCNF2
(b) Four-Wire	14.00	42.00	BCNF4

000375

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICE TARIFF

Fourth Revised Page 1
Cancels Third Revised Page 1

EFFECTIVE: July 1, 1996

E9. DIRECTORY ASSISTANCE SERVICE

CONTENTS

E9.1	Directory Assistance Access Service	1	
E9.1.1	General Description	1	
E9.1.2	Undertaking of the Company	1	
E9.1.3	Obligations of the IC	4	
E9.1.4	Payment Arrangements	4	
E9.1.5	Rate Regulations	6	
E9.1.6	Rate Categories	6.1	
E9.1.7	Rates and Charges	6.1	
E9.2	Electronic White Pages Access Service	7	
E9.2.1	General Description	7	
E9.2.2	Undertaking of the Company	7	
E9.2.3	Obligations of the IC	7	
E9.2.4	Rate Regulations	8	
E9.3	Directory Assistance Call Completion Access Service	8	(N)
E9.3.1	General Description	8	(N)
E9.3.2	Undertaking of the Company	8	(N)
E9.3.3	Obligations of the IC	8	(N)
E9.3.4	Limitations of Directory Assistance Call Completion (DACC) Access Service	9	(N)
E9.3.5	Application of Rates and Charges	9	(N)
E9.3.6	Rates and Charges	9	(N)
E9.4	Number Services Intercept Access Service	10	(N)
E9.4.1	General Description	10	(N)
E9.4.2	Application of Rates and Charges	10	(N)
E9.4.3	Rates and Charges	10	(N)
E9.5	Reserved for Future Use	10	(N)

000376

EFFECTIVE: July 1, 1996

E9. Directory Assistance

The Company will provide two types of Directory Assistance (DA). Directory Assistance Access Service as described in E9.1 following and Electronic White Pages (EWP) Access Service as described in E9.2 following. (N)

The Company will also provide the following optional services to users of Directory Assistance Access Service. Directory Assistance Call Completion (DACC) Access Service as described in E9.3 following and Number Services Intercept Access Service as described in E9.4 following. Number Services Intercept Access Services may be purchased independent of Directory Assistance Access Service.

E9.1 Directory Assistance Access Service

E9.1.1 General Description

A. Provision of Service

1. The Company will provide Directory Assistance (DA) Service to an IC from Directory Assistance Service locations (DA locations).
2. DA Service provides: (1) DA Service to DA Service locations; (2) the use of DA Service access equipment; and (3) the use of DA operators to provide telephone numbers.

E9.1.2 Undertaking of the Company

A. Number Provision

1. A Company DA operator when furnished a name and locality will provide or attempt to provide the telephone number listed in the Company DA records associated with the name given at the rates and charges as set forth in E9.1.7 following. For Directory Assistance Access Service, the Company's contact with the IC's end user shall be limited to that effort necessary to process an IC's end user's request for a telephone number, and the Company will not transfer, forward or recial an IC's end user call to any other location for any purpose other than the provision of DA Service, except as provided under DACC Access Service as described in E9.3 following.
2. A maximum of two (2) requests for telephone numbers will be accepted per call to the DA operator.
3. A telephone number which is not listed in DA records will not be available to the IC's end user.

B. Access Locations and Call Transport

1. The Company will specify the DA Service location which provides the DA Service for each Numbering Plan Area Code (NPA).
When it becomes necessary, as determined by the Company, to change a DA Service location, the Company will notify the ICs involved six months prior to the change. For such changes, the regulations as set forth in E2.1.7 preceding apply.
2. When DA Service is ordered, DA Service will be provided between the IC terminal location and the DA Service location by the Company as set forth in E9.1.6 following.

a. DA Service

Each DA Service will consist of the following:

- (1) A Switched Access Service equipped with one of the following Switched Access Service Switched Transport Premises Interface codes:

4DS9-15	6EA2-E	4RV2-0
4DS6-44	6EA2-M	2RV3-0
4SF3		

- (2) Directory Transport between the IC terminal location serving wire center and the DA Service location.

000377

E9. Directory Assistance

E9.1 Directory Assistance Access Service (Cont'd)

E9.1.3 Obligations of the IC

A. Ordering Requirements

1. The IC shall determine and order the capacity and interface type of DA Services it needs except when provided over existing Feature Group A, B, C, or D, LSBSA or TSBSA Switched Transport facilities, as specified in E9.1.2.B. preceding.
2. The IC must provide to the Company the required information to establish records in the DA Operator System database. (N)
3. The IC facilities at the IC terminal location shall provide the necessary on-hook and off-hook supervision.
4. When requested by the Company, the IC shall order a separate trunk group for DA Service for each NPA. The conditions when the IC will be requested to order separate trunk groups for each NPA are set forth in E9.1.2 preceding.

B. End User Requirements

1. When the IC bills its end users, the IC shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of, and the billing and collecting of charges for, DA Services furnished to its end users. When the Company bills the IC end users at the request of the IC, contacts and arrangements with IC end users concerning the billing and collecting of charges will be as set forth in E8.2 preceding.
2. The IC shall notify its end users through its tariff or other appropriate means that DA Operators will respond to two (2) requests per call only and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service.

E9.1.4 Payment Arrangements

A. Credit Allowance for DA Service

1. When the DA Service location or DA operator equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and an IC's end user's call has been answered or forwarded to a DA operator, a credit allowance for a call connected to the DA operator equal to the amounts charged for a DA Service Call as set forth in E9.1.7 following will be applied to the IC's charges.
2. In addition to the credit as set forth in A. preceding, when a Directory Assistance operator or Directory Assistance equipment provides an incorrect number for a call and the IC reports such occurrences to the Company, a credit allowance for such Directory Assistance call will apply. When the IC reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the IC. The credit applied is equal to the amounts charged for a DA Service call as set forth in E9.1.7 following.
3. When a DA call is not completed due to the failure of DA Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the IC reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Company in cooperation with the IC. The credit applied is equal to the amounts charged for a DA Service call as set forth in E9.1.7 following.

000378

E9. Directory Assistance

E9.2 Electronic White Pages Access Service (Cont'd)

E9.2.3 Obligations of the IC (Cont'd)

- C. Jurisdictional reporting for EWP will apply as specified in E2.3.14 preceding for determining the Percent Interstate Usage (PIU).

E9.2.4 Rate Regulations

- A. Recurring and nonrecurring charges for EWP Access Service are as set forth as follows. The nonrecurring User ID charge shall apply each time the IC submits a new or changes an existing name to be served. For rating purposes, Per Screen charges shall apply each time the Company's EWP system sends a response (screen) to the IC. The number of responses (screens) will be accumulated by Company measuring equipment.

1. User ID Charge

Nonrecurring Charge	USOC
\$3.75	NA

(a) Per ID

2. Screen Charge

Monthly Rate	USOC
\$18	NA

(a) Per Screen

(N)

E9.3 Directory Assistance Call Completion Access Service

(N)

E9.3.1 General Description

- A. Directory Assistance Call Completion (DACC) Access Service is an optional service provided to an IC subscribed to the Company's Directory Assistance (DA) Access Service. Given a listed telephone number, the Company, at the request of an IC's end user will provide or attempt to provide, from the DA Operator System, call completion to the number requested.

(N)

E9.3.2 Undertaking of the Company

- A. The Company will provide DACC Access Service to an IC from the Company locations where DA Access Service is available. (N)
- B. The Company will provide and maintain such equipment at the serving office (TOPS) tandem as is necessary to provide DACC Access Service. (N)
- C. All Local and IntraLATA Call Completion attempts will be routed over an intertoll (Operator) trunk facility directly to the terminating end office that serves the destination number. (N)
- D. DACC Access Service is available only where billing and terminal capability exists and to IC's which meet all specifications as outlined in E9.3.3.D. following. (N)
- E. DACC Access Service is for use by IC's, except as limited in E9.3.4 of this Tariff. (N)
- F. Automatic Message Accounting (AMA) records which include conversation time, originating, terminating and billing number detail for each call completion attempt will be provided by the Company as part of this service. (N)

E9.3.3 Obligations of the IC

- A. DACC Access Service is furnished subject to all applicable regulations in Section E2. of this Tariff. (N)
- B. The IC shall determine and make arrangements with the Company for provision of a dedicated, application specific interconnect trunk connecting the IC terminal location and the Company location where DACC Access Service is provided. (N)

(N)

EFFECTIVE: July 1, 1996

E9. Directory Assistance

E9.3 Directory Assistance Call Completion Access Service (Cont'd)

E9.3.3 Obligations of the IC (Cont'd)

- C. The IC will provide and maintain the required equipment in its switch to permit the serving offices to perform DACC in accordance with Company equipment and operating standards. (N)
- D. In addition to the requirements of E9.3.3.A., B. and C. preceding, the following conditions must be satisfied by the IC prior to ordering DACC Access Service. Failure to fulfill all of the following conditions precludes the availability of DACC Access Service. (N)
 - 1. Automatic Number Identification (ANI) must be available on the originating number. (N)
 - 2. The requested listing must be a published number. (N)
 - 3. The number retrieved from the database must be IntraLATA with respect to the originating number. (N)
 - 4. The caller must be released to an Audio Response System (ARS) announcement including the offer of Call Completion. (N)
 - 5. The caller must indicate via Dual Tone Multi-Frequency (DTMF) input the desire to complete, or the IC must agree that all IntraLATA calls should attempt to complete. (N)
 - 6. The IC must provide to the Company the required information to establish records in the DA Operator System database. (N)

E9.3.4 Limitations of DACC Access Service

- A. DACC Access Service is not available for the following: (N)
 - 1. UniServ DA number requests, (N)
 - 2. NPA 500, 700, 800, 888, 900 or NXX 976 DA number requests. Any future NPA/NXX codes designated as selective also, may not be available. (N)
 - 3. Numbers designated by Special Line Class Codes, (N)
 - 4. Alternately Billed Calls, e.g., Collect, Calling Card, or Billed to Third Number, (N)
 - 5. Calls from tandems where the end user cannot be identified, and (N)
 - 6. Calls from Company and COCOT Coin Stations. (N)

E9.3.5 Application of Rates and Charges

- A. The charges specified in E9.3.6 following will be applicable to all ICs. (N)
- B. Chargeable Calls (N)
 - 1. For charging purposes, a DACC charge will apply as specified in E9.3.6 following for each DA Call Completion attempt. This charge applies whether or not the requested number is completed via DACC. (N)
 - 2. In addition to the DACC charge, Network Interconnection Service (NIS) charges as defined in Section E22. of this Tariff will be applicable for each DA request completed via DACC Access Service. NIS charges will not apply for non-completion of a call. (N)
 - 3. A DA Service Charge and Directory Transport Charges as defined in E9.1.7 preceding will apply in addition to the DACC charges as outlined above. (N)

E9.3.6 Rates and Charges

- A. The following charges apply for DACC Access Service. (N)
 - (1) Directory Assistance Call Completion Access Service (N)

	Rate	USOC	(N)
(a) Charge Per DACC Attempt	\$.25	NA	

003380

EFFECTIVE: July 1, 1996

E9. Directory Assistance

E9.4 Number Services Intercept Access Service

(N)

E9.4.1 General Description

(N)

- A. Number Services Intercept Access Service is an optional service which refers calls from discontinued or disconnected numbers to the current number or numbers if available. (N)
- B. Standard trunk signaling will send the intercepted number to the Number Services (TOPS) switch and a database look-up retrieves the referral number. The referral number will be provided by a mechanized audio announcement. (N)
- C. A separate dedicated trunk facility to the TOPS switch is required by the IC to provide intercept. (N)
- D. Updates to the intercept database must be provided by the IC. (N)

E9.4.2 Application of Rates and Charges

(N)

- A. The charges specified in E9.4.3 following will be applicable to all IC subscribers. (N)

E9.4.3 Rates and Charges

(N)

- A. The following charges apply for Number Services Intercept Access Service. (N)
 - (1) Number Services Intercept Charge (N)

(a) Charge Per Intercept Query

Rate	USOC
\$.30	NA

(N)

(M)

E9.5 Reserved for Future Use

000381

SOUTHERN BELL TELEPHONE
AND TELEGRAPH COMPANY
GEORGIA

ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICE TARIFF

First Revised Page 1
Cancels Original Page 1

EFFECTIVE: July 1, 1996

E19. Line Information Data Base (LIDB) Access Service

(0)

CONTENTS

(0)

E19.1 Line Information Data Base

1 (0)

E19.1.1 General Description

1 (0)

E19.1.2 Obligation of the Company

1 (0)

E19.1.3 Obligation of the Customer

2 (0)

E19.1.4 Ordering Requirements and Payment Arrangements

2 (0)

E19.1.5 Jurisdictional Report Requirements

3 (0)

E19.1.6 Rate Regulations

4 (0)

E19.1.7 Rates and Charges

4 (0)

000002

ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: July 1, 1996

E19. Line Information Data Base (LIDB) Access Service

E19.1 Line Information Data Base

A19.1.1 General Description

- A. Line Information Data Base (LIDB) Access Service provides a customer the ability to receive validation of billing information through query of data stored in the Company's LIDB data base.

LIDB Access Service transports queries and responses to and from a customer's Signaling Point of Interface (SPOI) and a Company LIDB Location (Regional Signaling Transfer Point - RSTP); and between a LIDB Location and the data base location (Service Control Point - SCP). LIDB Access Service will enable customers to receive responses to queries of data stored in the LIDB for the purpose of validating billing information. LIDB Access Service may be provided as a shared arrangement, with customers billed separately for the transport and query function.

Customers purchasing transport must acquire two CCS7 Signaling Connections from their location(s) in each Local Access Transport Area (LATA) where the Company's LIDB Locations reside. Customers purchasing transport must also order two CCS7 Signaling Terminations at each LIDB Location.

Customers purchasing validation of billing information must provide at least one Originating Point Code to the Company. The Originating Point Code serves as a customer identifier for purposes of billing LIDB Common Transport, which carries the query from the LIDB Location to the data base (Service Control Point - SCP), and LIDB Validation, which provides the response to a customer query. Both LIDB Common Transport and LIDB Validation will be billed to the customer on a per query basis.

The LIDB data base consists of data and application software associated with an SCP. This data base is a transaction-oriented system, accessible using Common Channel Signaling System 7 (CCS7) as set forth in E6.1.3.A.6.e. of this Tariff. The data required for processing customer LIDB queries are formatted as Transaction Capability Application part (TCAP) messages and are transported using the SS7 protocol for basic message transport. The Company will receive and respond to customer queries as defined in technical publications TR-NWT-000246, FR-NWT-000271, TR-TSV-000905 and TR-TSV-000954.

E19.1.2 Obligations of the Company

A. General

The Company will specify the LIDB Locations at which LIDB Access Service is provided. Those locations are listed in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4.

LIDB Access Service is provided at the Company-designated LIDB Locations. The LIDB Locations and the SCP will respond to queries received in the required signaling protocol for messages formatted in the American National Standards Institute specification of Signaling System No. 7 (ANSI SS7) protocol.

B. Transport

Transmission facilities and transport terminations between the SPOI of the ordering customer and the LIDB Location, and between the LIDB Location and the SCP represent two-way, diversified digital transmission paths from the customer SPOI to the SCP, via a Company designated LIDB Location. This transmission path transports queries from the SPOI to the SCP and responses to the SPOI from the SCP in the Common Channel Signaling/Signaling System 7 protocol. The technical specifications for the interface required at the customer SPOI are provided in Technical Publication TR-TSV-000905.

C. Special Facilities Routing

The customer may request that the facilities used to provide LIDB Access Service be specially routed. The regulations, rates and charges for Special Facilities Routing are set forth in Section 11 preceding.

D. Design Layout Report

The Company will provide to the customer a description of LIDB Access Service facilities. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided only at the request of the customer, and will be provided at no charge. The Design Layout Report will be updated and reissued whenever the facilities provided for the customer's use are materially changed.

E. Transmission Specifications

Each LIDB Access Service transmission path is provided with transmission specifications as set forth in Technical Publication TR-TSV-000905 for immediate action limits, acceptance limits and maintenance limits.

F. Acceptance Testing and Testing Capabilities

The Company will cooperatively test with the customer at the time of installation the parameters as specified in Technical Publication TR-TSV-000954.

000383

ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

EFFECTIVE: July 1, 1996

E19. Line Information Data Base (LIDB) Access Service

E19.1 Line Information Data Base (Cont'd)

E19.1.2 Obligations of the Company (Cont'd)

G. LIDB Data Specifications

The Company's LIDB will contain a record for every working line number and Billed Number Group served by the Company. Other exchange carriers who may store their data in the Company LIDB are requested to provide this data as well.

The Company will update the LIDB information; e.g. add, delete, and modify customer accounts as customers move, become delinquent on their account, or order new service, on a daily basis.

The Company has procedures in place to deactivate billing validation data in the event that it is being used fraudulently. Calling cards identified or suspected of being fraudulently used will be updated 7 days a week, 24 hours a day as set forth in H. following.

H. Provision Against Fraudulent Use of Service

End user information, pertinent to the investigation of fraud, may be shared with LIDB Access Service customers when validation queries for the specific customer reach the Company established fraud threshold level. The Company maintains and operates a 24 hour, 7 day a week fraud control center for the monitoring of customer queries sent to the Company LIDB.

Thresholds for the monitoring of calling card, billed-to-third, and collect calls are established and changed when warranted. When an established threshold is exceeded, an alert is generated and sent to the Company fraud control center for investigation and action, if warranted. The fraud threshold levels will be applied uniformly to all customers. The Company also automatically deactivates calling cards with unusually high calling card usage. The Company has procedures in place to ensure that fraud alerts are investigated by the Company and that appropriate action is taken expeditiously.

I. LIDB System Management

The Company will administer its LIDB to insure the provision of acceptable service levels to all customers of the Company's LIDB Access Service. During periods of LIDB Access Service system congestion, an automatic call gapping procedure will be utilized to control such congestion. The automatic call gapping procedure will tell the switch the gap (how long the switch should wait before sending another query) and the duration (how long the switch should continue to perform gapping). For example, during an overload condition, the automatic call gapping procedure will tell the LIDB when to begin to drop one out of three of the queries received. This call gapping procedure will be applied uniformly to all users of the Company's LIDB Access service.

The Company maintains the right to invoke manual intervention of the automatic call gapping procedure to preserve the integrity of the network.

E19.1.3 Obligations of the Customer

- A. To obtain transport, the customer must order two (2) CCS7 Signaling Connections and two (2) CCS7 Signaling Terminations to interconnect the customer's SPOI and each Company-designated LIDB Location, as specified in the National Exchange Carrier Association, Inc. Tariff F.C.C. NO. 4. A customer must order such facilities in each LATA where a Company LIDB Location exists. CCS7 Signaling Connections and CCS7 Signaling Terminations are provided in E6.8.1.J. of this Tariff.
- B. The customer and the Company shall cooperatively determine the number of additional transmission paths needed, if any, for LIDB Access Service.
- C. The customer's facilities at the customer's SPOI shall provide the necessary capability to send queries and receive responses in the American National Standards Institute specifications of Signaling System No. 7 (ANSI SS7) protocol.
- D. The customer will cooperatively test with the Company at the time of installation the parameters as specified in Technical Publication TR-TSV-000954.

E19.1.4 Ordering Requirements and Payment Arrangements

A. Minimum Periods

The minimum period for which services are provided is as set forth in E2.4.2 of this Tariff.

000384

EFFECTIVE: July 1, 1996

E19. Line Information Data Base (LIDB) Access Service

E19.1 Line Information Data Base (Cont'd)

E19.1.4 Ordering Requirements and Payment Arrangements (Cont'd)

B. Cancellation of a Special Order

A customer may cancel a Special Order for LIDB Access Service on any date prior to the service date. The cancellation date is the date the Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for LIDB Access Service after the order date but prior to the start of service, the appropriate charges as set forth in Section E5. of this Tariff apply for the cancellation of the LIDB Special Order.

C. Changes to a Special Order

When a customer requests changes to a pending order for LIDB Access Service, such changes will be undertaken if they can be accommodated by the Company. The appropriate charges as set forth in Section E5. of this Tariff will apply for the LIDB Access Service Special Order changed.

D. Moves

LIDB Access Service moves are any change in the physical location of the point of termination at the customer's premises or the physical location of the customer's premises. Moves will be treated as set forth in E6.7.7 of this Tariff, and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in E6.7.7 of this Tariff. In addition, all outstanding minimum period charges for the discontinued service will apply.

E. LIDB Access Service Rearrangements

Nonrecurring charges apply to LIDB Access Service rearrangements, as set forth in E6.7.1 of this Tariff.

E19.1.5 Jurisdictional Report Requirements

A. Percent Intrastate Use

LIDB Access Service customers may transport both interstate and intrastate queries to the LIDB Location. Because the Company's billing system is unable to determine jurisdiction of customer queries transported from the SPOI to the LIDB, the customer must report to the Company, the percent intrastate use for its LIDB Access Service.

1. At the time the customer orders LIDB Access Service, the customer must state in its order the percent intrastate usage anticipated.
2. The customer must report the percent intrastate usage of its LIDB Access Service quarterly.
3. When the customer computes the percent intrastate usage for LIDB Access Service, he must subtract the percentage from 100 and the difference is the percent interstate use. The sum of the interstate and intrastate percentages must equal 100 percent.
4. The percent intrastate usage provided by the customer will be used to bill the customer for LIDB Access Service as follows:
 - a. The percent intrastate usage reported will then be applied to the rates for CCS7 Signaling Connections and CCS7 Signaling Terminations to arrive at the amount the customer is billed for intrastate usage of these facilities each month. (For example, a customer who reports a percent intrastate usage of 90 percent will be billed 90 percent of the monthly recurring rate for its CCS7 Signaling Connections and CCS7 Signaling Terminations.)
 - b. For LIDB Common Transport and LIDB Validation, the percent intrastate usage will be applied to the total number of validation query responses provided and the resulting figure multiplied by the rates per query to determine the amount that the customer will be billed for intrastate usage. (For example, a customer who receives 100,000 query responses and reports a percent intrastate usage of 90 percent will be billed $.90 \times 100,000 \times \$0.00030 = \$27.00$ for LIDB Common Transport and $.90 \times 100,000 \times \$0.03800 = \$3,420.00$ for LIDB Validation.)
5. If a billing dispute arises or if a regulatory commission questions the LIDB Access Service percent intrastate usage reported by the customer to the Company, the Company will require the customer to provide the data the customer uses to determine the reported percent intrastate usage. The customer must supply the data within 30 days of the Company request. The customer must keep records from which the percentage was determined and upon request of the Company must make the records available for inspection as reasonably necessary for purposes of verification of the customer reported percent intrastate usage.

009385

EFFECTIVE: July 1, 1996

E19. Line Information Data Base (LIDB) Access Service

E19.1 Line Information Data Base (Cont'd)

E19.1.6 Rate Regulations

The following rate elements apply to LIDB Access Service:

A. LIDB Common Transport

LIDB Common Transport provides for transport of the customer's query from the LIDB Location (RSTP) to the data base (SCP). This charge will apply each time the customer requests and receives validation of a Company Calling Card or requests and receives the status of a billed number associated with a LEC line stored in the Company's LIDB.

B. LIDB Validation

LIDB Validation will provide for query of the data resident in the Company's LIDB. This rate will apply each time a customer requests and receives validation of a LEC Calling Card or requests and receives the status of a billed number associated with a LEC line stored in the Company LIDB data base.

C. Originating Point Code Establishment or Change Charge

The Originating Point Code Establishment or Change Charge provides for the establishment or change of a customer requested Originating Point Code. This charge is nonrecurring and will apply each time that the customer requests and receives the establishment of a new Originating Point Code or requests and receives a change to an existing Originating Point Code. These codes are to be used for billing LIDB Common Transport and LIDB Validation.

D. CCS7 Signaling Connection and CCS7 Signaling Termination

Rates and charges for CCS7 Signaling Connections and CCS7 Signaling Terminations are as specified in E6.8 of this Tariff.

E19.1.7 Rates and Charges

A. Rate Per Query

(1) LIDB Common Transport

(a) per LIDB Query

Rate	USOC
\$ 0.0000	NA

(2) LIDB Validation

(a) per LIDB Query

Rate	USOC
0.0000	NA

(3) Originating Point Code Establishment or Change

(a) per Point Code Established or Changed

Nonrecurring Charge	USOC
\$91.00	NREFX

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

ACCESS SERVICES TARIFF

Original Page 1

EFFECTIVE: July 1, 1996

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

CONTENTS

		(2)
E22.1 Network Interconnection Service	1	(2)
E22.1.1 Regulations	1	(2)
E22.1.2 Rates and Charges	11	(2)
E22.2 Service Provider Number Portability	13	(2)
E22.2.1 General	13	(2)
E22.2.2 Rules and Regulations	13	(2)
E22.2.3 Rates and Charges	15	(2)

000387

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

Services offered in this Tariff are available to Other Local Exchange Companies (OLECs), as defined in Section E2.6 preceding, for their use in furnishing services to their end users.

E22.1 Network Interconnection Service

Network Interconnection Service (NIS) provides a communications path between an OLEC's Point of Interface (POI) and Company customers.

E22.1.1 Regulations

- A. NIS provides for the use of the Company's switching and transport facilities, and common subscriber plant for connecting calls between an OLEC's POI and a Company's end user. NIS can also be used to connect calls between an OLEC and an Interexchange Carrier, an Independent Exchange Telephone Company (ICO) or a Mobile Service Service Provider (MSP), or between two OLECs.
- B. The services provided under this Tariff shall be maintained by the Company. The OLEC or others may not arrange, move, disconnect, remove or attempt to repair any facilities provided by the Company, other than by connection or disconnection to any interface means used.
- C. The provision of NIS does not constitute a joint undertaking with the OLEC for the furnishing of any service.
- D. NIS is provided in three service arrangements: 1) Local Exchange, 2) Long Distance, and 3) Intermediary Switched Access. These arrangements are differentiated by their technical characteristics, directionality, the interconnecting entities involved, and the manner in which the OLEC's end user accesses these arrangements or is accessed through these arrangements. Descriptions of these service arrangements are contained in G. and H. following.
- E. Subscriber listing information provided at no charge and in an acceptable format will be published at no charge as standard directory listings in an alphabetical directory published by or for the Company at no charge to each OLEC end user customer. Additional listings and other optional listing arrangements may be provided in accordance with Section A6. of the General Subscriber Service Tariff.

F. Manner of Provision

NIS is furnished on a per-trunk basis. Trunks are differentiated by traffic type and directionality. Differentiation of traffic type is necessary for the Company to properly design and bill NIS. A Switched Local Channel must be utilized for connection at the OLEC's POI and will be in capacities of DS1 or DS3 only.

There are two major traffic types: Local/Toll and Intermediary. Local/Toll represents traffic from the OLEC's POI to a Company tandem or end office. Intermediary represents traffic originated by or terminated by an OLEC which is interconnected with an IC, an ICO, a MSP or another OLEC.

Intermediary Access NIS is a one-way voice frequency transmission path which permits the transmission of calls in the originating/terminating direction. The voice frequency path is associated with telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

When ordering capacity for Local Exchange, Long Distance or Intermediary Switched Access NIS, the OLEC must at a minimum specify such capacity in terms of local/toll traffic type or intermediary traffic type. All traffic must be associated with an OLEC provided Carrier Identification Code that is unique to that OLEC for the provision of local exchange service. The Local Carrier Identification Code must be different than that used for the provision of Interexchange Carrier Toll Service.

NIS will be provided using multifrequency address signaling or out-of-band signaling where available.

The Company will provide out-of-band signaling using Common Channel Signaling Access Capability (CCSAC). The Company will provide the CCSAC option, when economically and technically feasible, in accordance with the technical specifications set forth in the BellSouth Guidelines to Technical Publication, TR-TSV-000905. Rates and charges are as specified in Section E6.

G. Rate Categories

1. Local Exchange NIS

Local Exchange NIS provides the local channel, transmission facilities, tandem switching, local end office switching and end user termination functions necessary to complete the transmission of communications from within the Company's basic local calling area as defined in Section A3. of the Company's General Subscriber Service Tariff. Local communications will be rated on a per minute-of-use basis. Call measurement rules are set forth in K. following.

Local Exchange NIS is a one-way voice frequency transmission path which permits the transmission of local calls originated by an OLEC end user and terminated to a Company end user. The voice frequency transmission path is associated with telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

G. Rate Categories (Cont'd)

1. Local Exchange NIS (Cont'd)

Applicable rate elements are Switched Local Channel from the OLEC's POI to the POI's serving wire center, Interconnection, Switched Common Transport (Access Tandem Switching when applicable) and/or Switched Dedicated Transport and Local Switching LS2. Terminating Carrier Common Line Charges will also apply. Rates and charges are as specified in E22.1.2.A following. Charges only apply to calls originated by the OLEC end user.

Local Exchange NIS also provides the terminating access function necessary for Directory Assistance Call Completion as defined in Section E9. of the Company's Access Service Tariff.

The applicable rate element, Call Completion Access Termination from the OLEC's POI to the Company's Operator Services System (OSS), will be used in lieu of the Terminating Common Line rate element contained in Section E3. and the Local Switching and Switched Transport rate elements contained in Section E6. The Call Completion Access Termination rate contained in E22.1.2.D. following will apply.

2. Long Distance NIS

Long Distance NIS provides the Switched Local Channel, Switched Transport, Access Tandem switching, local end office switching and end user termination functions necessary to complete the transmission of OLEC communications from outside the Company's basic local calling area. Long distance communications will be rated on a minute-of-use basis. Call measurement rules are set forth in K. following.

Long Distance NIS is a one-way voice frequency transmission path which permits the transmission of long distance calls originated by an OLEC end user and terminated to a Company end user. The voice frequency transmission path is associated with telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

Applicable rate elements are Switched Local Channel from the OLEC's POI to the POI's serving wire center, Interconnection, Switched Common Transport (Access Tandem Switching when applicable) and/or Switched Dedicated Transport and Local Switching LS2. Terminating Carrier Common Line Charges will also apply. Rates and charges are as specified in E22.1.2.B. following. Charges only apply to calls originated by the OLEC end user.

Long Distance NIS also provides the terminating access function necessary for Directory Assistance Call Completion as defined in Section E9. of the Company's Access Service Tariff.

The applicable rate element, Call Completion Access Termination from the OLEC's POI to the Company's Operator Services System (OSS), will be used in lieu of the Terminating Common Line rate element contained in Section E3. and the Local Switching and Switched Transport rates elements contained in Section E6. The Call Completion Access Termination rate contained in E22.1.2.D. following will apply.

3. Intermediary Switched Access NIS

The Company offers four types of Intermediary Switched Access NIS arrangements. Type I interconnects an IC customer with an OLEC. Type II interconnects an ICO with an OLEC. Type III interconnects a MSP with an OLEC. Type IV interconnects two OLECs. Intermediary Switched Access NIS furnishes the Switched Local Channels, end office and/or Access Tandem switching and interoffice facilities necessary to provide the four types of Intermediary Switched Access NIS arrangements. All calls are originated or terminated from or to an OLEC end user.

Type I - Switched Access transport facilities, rates and charges will be utilized to support completion of communications to an Interexchange Carrier. These provisions, regulations, rates and charges are specified in Sections E3. and E6., and will be billed to the IC as described in E6.2.4.A.11. of this Tariff. The OLEC will be billed for the Switched Local Channel between its POI and the POI's serving wire center regardless of call directionality. For OLECs desiring Switched Common Transport to the Access Tandem, no additional charges apply. However, Switched Dedicated Transport charges will apply to those OLECs desiring Switched Dedicated Transport between their serving wire centers and the Access Tandem office. Communications will be rated on a minute-of-use basis. Minutes-of-use measurement rules are set forth in K. following. Rates and charges for rate elements applicable to the OLEC are contained in E22.1.2.C. following.

Type II - For Company provided Intermediary Switched Access NIS between an OLEC and an ICO, the OLEC will be billed for the Switched Local Channel from its POI to its serving wire center regardless of call directionality for local calls and for toll calls originated by OLEC end users.

If Switched Common Transport is used by the OLEC, the OLEC will only be billed for calls originated by its customers and the interconnection between the OLEC and the ICO will be made at the Access Tandem. Applicable rate elements are Access Tandem Switching, Switched Common Transport Facility Termination and Switched Interoffice Channel, measured as airline distance from the OLEC's serving wire center to the ICO's end office using the V & H coordinates method. Switched Transport Mileage Charges will be based on the Company's portion of total airline distance.

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

G. Rate Categories (Cont'd)

3. Intermediary Switched Access NIS (Cont'd)

When the OLEC desires Switched Dedicated Transport facilities and interconnection at a tandem office, Switched Dedicated Transport charges will be billed to the OLEC in place of Switched Common Transport charges. Switched Dedicated Transport charges will apply for local calls in either direction and for toll calls originated by OLEC end users. Switched Dedicated Transport mileage will be based on the airline distance between the OLEC's serving wire center and the tandem office. Additionally, Switched Common Transport will apply to calls originated by OLEC end users. Switched Common mileage will be based on the airline distance from the tandem office to the ICO's end office using the V & H coordinate method. Switched Transport mileage will be based on the Company's portion of total airline distance. For local calls and interconnection at a tandem office, a Tandem Intermediary Charge applies in addition to Access Tandem Switching for calls originated by OLEC end users.

When the OLEC desires Switched Dedicated Transport and interconnection at an ICO end office, Switched Dedicated Transport charges will be billed to the OLEC for local calls in either direction and for toll calls originated by OLEC end users in place of Switched Common Transport charges. Switched Dedicated Transport mileage will be based on the airline distance between the OLEC's serving wire center and the ICO's end office using the V & H coordinate method. Switched Transport mileage charges will be based on the Company's portion of total airline distance. Rates and charges for applicable rate elements are as contained in E22.1.2.C. following.

Type III - When the Company provides an Intermediary Switched Access NIS between an OLEC and MSPs, the Company will bill the MSPs (at rates and charges specified in Section A35. of the General Subscriber Service Tariff) for calls originated by MSP customers and will bill the OLEC for calls originated by OLEC customers. The OLEC will be billed Carrier Common Line charges; Switched Transport, including Access Tandem Switching and Tandem Intermediary Charges if the interconnection occurs at a tandem office; Interconnection; Local Switching LS2 and Switched Local Channel from the OLEC's POI to its serving wire center. Switched Transport may be Common or Dedicated. If the interconnection occurs at a tandem office, mileage will be charged as Switched Common Transport measured from the OLEC's serving wire center to the MSP's end office. When the OLEC purchases Switched Dedicated Transport to a tandem or end office, mileage will be billed as Switched Dedicated Transport from the OLEC's serving wire center to the tandem and as Switched Common Transport from the tandem to the MSP's end office when interconnection is made at the tandem; or mileage will be billed as Switched Dedicated Transport from the OLEC's serving wire center to the MSP's end office when interconnection is made at the MSP's end office. Rates and charges applicable to the OLEC are as contained in E22.1.2.C. following.

Type IV - For Company provided Intermediary Switched Access NIS between two OLECs, each OLEC will be billed for their respective Switched Local Channels. Additionally, the following charges will be billed to the OLEC whose end user originates the telephone call, except when the OLEC terminating the call desires Switched Dedicated Transport to the tandem office. Transport elements, including Access Tandem Switching, plus the Interconnection Charge will apply to the Originating OLEC (i.e., the OLEC whose end user originates the call). Mileage charges will be based on the Company's portion of total airline distance measured from the Originating OLEC's serving wire center to the Terminating OLEC's (i.e., the OLEC whose end user receives the call) POI for Originating OLEC purchased Switched Common Transport. For Originating OLEC purchased Switched Dedicated Transport to the tandem office, Dedicated mileage charges will be based on the airline distance from the Originating OLEC's serving wire center to the tandem office and Switched Common Transport mileage charges will be based on the Company's portion of airline distance measured from the tandem office to the Terminating OLEC's POI using the V & H coordinate method. For local calls, a Tandem Intermediary Charge will also apply to the Originating OLEC. Rates and charges are as contained in E22.1.2.C. following.

For terminating OLEC purchased Switched Dedicated Transport, the terminating OLEC will be billed Switched Dedicated Transport measured from the tandem office to that OLEC's serving wire center.

000000

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

(N)

E22.1.1 Regulations (Cont'd)

(N)

H. Provision and Description of NIS Arrangements

(N)

Local Exchange, Long Distance and Intermediary Switched Access NIS can be arranged for originating or terminating calling depending on the arrangement desired by the OLEC.

(N)

1. Local Exchange NIS

(N)

Local Exchange NIS provides trunk side access to a Company tandem/end office for the OLEC's use in terminating local communications from the OLEC to Company end users. A local call will be one in which the calling and called party are located within the same basic local exchange service area as specified in Section A3. of the General Subscriber Service Tariff.

(N)

Local Exchange NIS is provided at a Company tandem/end office as trunk side terminating switching through the use of tandem/end office trunk equipment. The switch trunk equipment may be provided with wink start start-pulsing signals and answer and disconnect supervisory signaling, or without signaling when out of band signaling is provided.

(N)

Local Exchange NIS is provided with multifrequency address or out of band signaling. Seven or ten digits of the called party number, as appropriate, will be provided by the OLEC's equipment to a Company tandem/end office.

(N)

Local Exchange NIS is provided in the terminating direction only (i.e., for calls originated by OLEC end users and terminated by the Company to its end users).

(N)

Local Exchange NIS terminating switching may be used to access valid NXX codes served by end offices subtending a Company tandem. When a direct trunk group to a Company end office is requested, only those valid NXX codes served by that end office may be accessed. Calls in the terminating direction will not be completed to local operator assistance (0- and 0+); Directory Assistance; Long Distance, 411, 611, 911 or N11 service codes; service access codes (500, 800, 900); and 10XXX and 101XXXX access codes over this trunk group.

(N)

Testing and transmission specifications are contained in Section E6. of this Tariff.

(N)

2. Long Distance NIS

(N)

Long Distance NIS is provided in the terminating direction only. Long Distance NIS provides trunk side access to a Company tandem/end office for the OLEC's use in terminating long distance communications from the OLEC to Company end users. A long distance call will be one in which the calling and called party are located in separate Company local exchange service areas as specified in Section A3. of the General Subscriber Service Tariff.

Long Distance NIS is provided at a Company tandem/end office as trunk side terminating switching through the use of tandem/end office trunk equipment. The switch trunk equipment may be provided with wink start start-pulsing signals and answer and disconnect supervisory signaling, or without signaling when out of band signaling is provided.

(N)

Long Distance NIS is provided with multifrequency address or out of band signaling. Ten digits of the called party number, as appropriate, will be provided by the OLEC's equipment to a Company tandem/end office.

(N)

Long Distance NIS terminating switching may be used to access valid NXX codes served by end offices subtending the Company tandem. When a direct trunk group to a Company end office is requested, only those valid NXX codes served by that end office may be accessed. Calls in the terminating direction will not be completed to local operator assistance (0- and 0+); Directory Assistance; 411, 611, 911 or N11 service codes; service access codes (500, 800, 900); and 10XXX and 101XXXX access codes over this trunk group.

(N)

Testing and transmission specifications are contained in Section E6. of this Tariff.

(N)

3. Intermediary Switched Access NIS

(N)

Intermediary Switched Access NIS provides trunk side access to a Company access tandem or end office for the OLEC's use in originating/terminating communications to/from an IC, MSPs, another OLEC or an ICO.

(N)

008881

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

H. Provision and Description of NIS Arrangements (Cont'd)

3. Intermediary Switched Access NIS (Cont'd)

Intermediary Switched Access NIS is provided at Company access tandems or end offices as trunk side switching through the use of access tandem/end office trunk equipment. The trunk equipment may be provided with wink start start-pulsing signals and answer and disconnect supervisory signaling, or without signaling when out-of-band signaling is specified. Type I and Type IV interconnections are provided at the tandem office only.

Intermediary Switched Access NIS is provided with multifrequency address or out-of-band signaling. Seven or ten digits of the called party number, as appropriate, will be provided by the OLEC's equipment to the Company access tandem or end office switch where the Intermediary Switched Access NIS terminates.

Testing and transmission specifications are contained in Section E6. of this Tariff.

I. Obligations of the Company

In addition to the obligations of the Company set forth preceding, the Company has certain other obligations pertaining only to the provision of NIS. These obligations are as follows:

1. Design and Traffic Routing of NIS

Selection of facilities and equipment, and traffic routing of the service are based on standard engineering methods, available facilities and equipment, and the Company's traffic routing plans.

2. Provision of NXX Codes

The Company, for that period in which it serves as North American Numbering Plan administrator for the state of Georgia, will assist OLECs applying for NXX codes for their use in providing local exchange services. The OLEC must complete the NXX code application in accordance with Industry Carriers Compatibility Forum, Central Office Code Assignment Guidelines, ICCF 93-0729-010. Upon receipt of a bona fide NXX code application from an OLEC authorized to provide local exchange services by the Georgia Public Service Commission, the Company will initiate the NXX code assignment in accordance with the ICCF Guidelines referenced herein.

J. Obligations of the OLEC

In addition to the obligations of the OLEC set forth preceding, the OLEC has certain other obligations pertaining only to the provision of NIS. These obligations are as follows:

1. 911 Service

For access to 911 Service, the OLEC should install a minimum of two dedicated trunks originating from the OLEC's serving wire center and terminating to the appropriate E911 tandem. The dedicated trunks will use CAMA type signaling with Multifrequency (MF) pulsing that will deliver automatic number identification (ANI) with the voice portion of the call.

Applicable rate elements are Switched Local Channel from the OLEC's POI to the POI's serving wire center, and Switched Dedicated Transport at rates set forth in Section E6. of the Company's Access Service Tariff.

2. Signaling

The OLEC's facilities shall provide the necessary on-hook, off-hook answer and disconnect supervision.

For local calls, the OLEC will provide the address signals consisting of seven or ten digits of the called party dialed by the OLEC's end user depending on the local dialing arrangement.

The OLEC must hand-off calling party number ID to the Company when technically feasible.

3. Determining the Number of Transmission Paths

The OLEC's order for Switched Transport facilities will determine the number of transmission paths for NIS. A transmission path is a communications path within the frequency bandwidth of approximately 300 to 3000 Hz or a derived communications path of a frequency bandwidth of approximately 300 to 3000 Hz provided over a high frequency analog facility or a high speed digital facility between an OLEC's POI and a Company tandem/end office.

000352

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES (N)

E22.1 Network Interconnection Service (Cont'd) (N)

E22.1.1 Regulations (Cont'd) (N)

J. Obligations of the OLEC (Cont'd) (N)

4. Audit (N)

The OLEC must provide the Company the ability and opportunity to conduct an annual audit to ensure that Local Exchange, Long Distance and Intermediary Access NIS are being used by the OLEC to carry only the types of traffic appropriate to each type of NIS. (N)

5. Forecast (N)

The OLEC must provide the Company a forecast for each POI by NIS arrangement, by trunk group, by interface type, including quantities in service and quantities required for a three-year period. The OLEC shall update and submit its forecast annually. (N)

6. NXX Designations (N)

The OLEC must assign each NXX to a Basic Local Calling Area (BLCA) within a LATA in accordance with Section A3. of the General Subscriber Service Tariff. Failure to assign an NXX to a single BLCA will result in rating of and billing to the OLEC all local dialed calls in the originating direction (i.e., calls originated by Company and users) as Switched Access as described in Section E6., and will include Originating Carrier Common Line charges as described in Section E3. of this Tariff. (N)

7. Percent Local Usage (PLU) (N)

For combined basic Local Exchange and Long Distance NIS over the same trunking facilities, the projected PLU must be provided by the OLEC to the Company. The number provided must be a whole number and will represent the percentage of combined traffic that is local traffic. The long distance traffic percentage will be calculated by subtracting the projected PLU from 100 (i.e., $100 - \text{projected PLU} = \text{projected long distance percentage}$). (N)

For purposes of developing the projected PLU, the OLEC shall consider every local call (i.e., when the calling and called parties are located within the same BLCA) and every long distance call (i.e., when the calling and called parties are located within the same LATA but separate BLCAs). The OLEC shall use the Company's BLCAs as specified in Section A3. of the Company's General Subscriber Service Tariff for identification of local and long distance calls. The ratio of local calls to the sum of local calls plus long distance calls multiplied times 100, rounded to the nearest whole number, will constitute the PLU (e.g., $\text{PLU} = \text{local calls} \times 100 / (\text{local calls} + \text{long distance calls})$; rounded to nearest whole number). (N)

The whole number percentages will be used by the Company to apportion the use, and corresponding rates and charges between local and long distance until a revised report is received. (N)

Local Exchange NIS usage will be determined by multiplying the total number of minutes of use for a trunk group times the projected PLU percentage. The result will be applied to the appropriate usage (MOU) sensitive rate elements in E22.1.2.A. following for billing Local Exchange NIS usage sensitive charges. Local Exchange NIS nonrecurring and recurring charges will be billed by multiplying the PLU times the appropriate number of nonrecurring and recurring rate elements in E22.1.2.A. subscribed to by the OLEC. (N)

Long Distance NIS usage will be determined by subtracting Local Exchange NIS usage from the total number of minutes in the same trunk group. The result will be applied to the appropriate usage sensitive rate elements in E22.1.2.B. following for billing Long Distance NIS usage sensitive charges. Long Distance NIS nonrecurring and recurring charges will be billed by multiplying the Long Distance usage percentage times the appropriate number of nonrecurring and recurring rate elements in E22.1.2.B. subscribed to by the OLEC. (N)

Effective on the first of January, April, July and October of each year, the OLEC must update the PLU. The updated PLU shall be forwarded by the OLEC and received by the Company within thirty (30) calendar days of each such month. The revised PLU shall be based on the percentage of basic local exchange usage for a three-month period ending the last day of December, March, June and September, respectively. The Company will not prorate or back bill based on the new report. The revised PLU will serve as the basis for the next three months billing and will be effective on the bill date for that NIS arrangement. If the OLEC does not update a quarterly report, the Company will assume the same PLU percentage as that in the last quarterly report provided by the OLEC and accepted by the Company. (N)

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

J. Obligations of the OLEC (Cont'd)

8. PLU Verification

a. When an OLEC provides a projected local exchange usage percent as set forth in 7. preceding, or when a billing dispute arises or the Commission questions the projected PLU for NIS, the Company may, by written request, require the OLEC to provide the data the OLEC used to determine the projected PLU percentage. This written request will be considered the initiation of an audit. The OLEC shall supply the data to an independent auditor within thirty days of the Company request. The OLEC shall keep records of call detail from which the PLU can be ascertained as set forth in 9. following and upon request of the Company make the records available for inspection at an agreed upon location during normal business hours as reasonably necessary for purposes of verification of the percentages. The Company will audit data from one quarter unless a longer period is requested by the OLEC and agreed to by the Company. Changes to the reported PLU will not be made for the test period. If the OLEC does not provide the requested data to the Company or independent auditor within thirty (30) days of the notice of audit, the OLEC will be in violation of this Tariff and subject to refusal and discontinuance of service procedures as specified in E2.1.8 of this Tariff.

b. For NIS, verification audits may be conducted no more frequently than once per year except in extreme circumstances. The Company and OLEC will attempt to limit the audit to a reasonable time to effectively complete the audit. The Company and OLEC shall respond promptly to requests generated during the audit to ensure timely completion of the audit.

The Company will work cooperatively with ICOs to develop joint audits of a customer in an effort to limit a customer's total state PLU audit to one per year.

c. Audits may be conducted by: a) an independent auditor under contract to the Company; b) a mutually agreed upon independent auditor; or c) an independent auditor selected and paid for by the OLEC. If the OLEC selects option c), where it pays for its own independent audit, the selected auditor must certify that the audit was performed following procedures which were mutually agreed upon by the Company and the auditor in performing the audit of the PLU calculation, and provide to the Company a report with supporting documentation to verify such procedures.

9. Maintenance of OLEC Records

a. The OLEC shall retain for a minimum of six (6) months call detail records, that substantiate the percentage data provided to the Company as set forth in 7. preceding for NIS. Such records shall consist of one of the following:

All call detail records, such as workpapers and/or backup documentation including paper, magnetic tapes or any other form of records for billed OLEC traffic, call information including call terminating address (i.e., called number), the call duration, all originating and terminating trunk groups or access lines over which the call is routed, and the point at which the call enters the OLEC's network; and

If the OLEC has a mechanized system in place that calculated the PLU, then a description of that system and the methodology used to calculate the PLU must be furnished and any other pertinent information (such as but not limited to flowcharts, source code, etc.) relating to such system must also be made available.

10. Audit Results for NIS

a. Audit results will be furnished to the OLEC via Certified U.S. Mail (return receipt requested.) The Company will adjust the OLEC's PLU based upon the audit results. The PLU resulting from the audit shall be applied to the usage for the quarter the audit was completed, the usage for the quarter prior to completion of the audit, and to the usage for the two (2) quarters following the completion of the audit. After that time, the OLEC may report a revised PLU pursuant to 7. preceding. If the revised PLU submitted by the OLEC represents a deviation of five percentage points or more from the audited PLU and that deviation is not due to identifiable reasons, the provisions in 8. preceding will be applied.

b. Both credit and debit adjustments will be made to the OLEC's Local Exchange and Long Distance NIS charges for the specified period to accurately reflect the usage for the OLEC's account consistent with E2.4.1 of this Tariff.

000334

EFFECTIVE: July 1, 1996

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

(N)

E22.1.1 Regulations (Cont'd)

(N)

J. Obligations of the OLEC (Cont'd)

(N)

10. Audit Results for NIS (Cont'd)

(N)

- c. If, as a result of an audit conducted by an independent auditor under contract to the Company, an OLEC is found to have overstated the PLU by twenty percentage points or more, the Company shall require reimbursement from the OLEC for the cost of the audit. Such bill(s) shall be due and paid in immediately available funds thirty (30) days from receipt and shall carry a late payment penalty as set forth in E2.4.1 of this Tariff.

(N)

11. Contested Audits

(N)

- a. When a PLU audit is conducted by an independent auditor selected by the Company, the audit results will be furnished to the OLEC by Certified U.S. Mail (return receipt requested). The OLEC may contest the audit results based on substantive cause by providing written notification, by Certified U.S. Mail (return receipt requested), to the Company within thirty (30) calendar days from the date the audit report is furnished to the OLEC by Certified U.S. Mail. When a PLU audit is conducted by an independent auditor selected by the OLEC, the audit results will be furnished to the Company by Certified U.S. Mail (return receipt requested). The Company may contest the audit results by providing written notification, by Certified U.S. Mail (return receipt requested), to the OLEC within thirty (30) calendar days from the date the audit report is furnished to the Company by Certified U.S. Mail.

(N)

- b. Contested audits may be resolved by a neutral arbitrator mutually agreed upon by the Company and the OLEC. Arbitration is an option provided in addition to the OLEC's existing right to file a complaint or legal action in a court of law or at the Commission for resolution of the dispute. The arbitration hearing will be conducted in a location within the Company operating territory where the OLEC maintains a principal or significant presence as mutually agreed upon by both parties, or a location within the Company operating territory that is mutually agreed upon by both parties. The arbitration proceeding shall be governed by the law (both statutory and case) of the state in which the arbitration hearing is held, including, but not limited to, the Uniform Arbitration Act, as adopted in that state. The arbitration shall determine the OLEC's PLU based on 7. preceding.

(N)

- c. Prior to the arbitration hearing, each party shall notify the arbitrator of the PLU percentage which that party believes to be correct. The arbitrator, in deciding, may adopt the PLU percentage of either party or may adopt a PLU percentage different from those proposed by the parties. If the arbitrator adopts a PLU percentage proposed by one of the parties, the other party (whose PLU percentage was not adopted) shall pay all costs of the arbitration. If the arbitrator adopts a PLU percentage higher than either of the PLU percentages proposed by the parties, then the party proposing the lower PLU percentage shall pay all costs of the arbitration. If the arbitrator adopts a PLU percentage lower than either of the PLU percentages proposed by the parties, then the party proposing the higher PLU percentage shall pay all costs of the arbitration. If the arbitrator adopts a PLU percentage which falls between the two percentages adopted by the parties, then the parties shall each pay one-half of the arbitration costs.

- d. Absent written notification, within the time frame noted above, the OLEC must comply with the provisions set forth in 9. preceding. If the OLEC fails to comply with these provisions, the Company may refuse additional applications for service and/or refuse to complete any and all pending orders for service or may discontinue the provision of the services to the OLEC as specified in E2.1.8 of this Tariff.

(N)

12. Percent Interstate Usage (PIU)

(N)

For combined interstate and intrastate OLEC traffic terminated by the Company over the same facilities, the OLEC must provide a projected PIU to the Company. All jurisdictional report requirements, rules and regulations for the ICs specified in E2.3.14 preceding will apply to the OLEC.

(N)

After interstate and intrastate traffic have been determined by use of PIU procedures, the PLU factor determined in 7. preceding will be utilized for application and billing of Local Exchange and Long Distance NIS charges.

(N)

000325

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

K. Rate Regulations

This sub-section contains the specific regulations governing the rates and charges that apply for NIS.

1. Description and Application of Rates and Charges

There are three types of rates and charges that apply to NIS: 1) monthly recurring rates, 2) usage rates and 3) nonrecurring charges. These rates and charges are applied differently to the various rate elements as set forth in E22.1.2 following.

a. Monthly Rates

Monthly rates are flat recurring rates that apply each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have thirty (30) days.

b. Usage Rates

Usage rates are rates that apply only when a specific rate element is used. These rates are applied on a per minute-of-use basis. Charges are accumulated over a monthly period.

c. Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation of service). Certain nonrecurring charges applicable to the installation of NIS consist of a "first" and "additional" charge. For each trunk ordered, the first charge applies to the first trunk specified on the order, with the additional charge applied to each additional trunk specified on the same order between same locations.

2. Measuring NIS

Originating and terminating calls will be measured by the Company to determine the basis for computing appropriate charges for NIS. OLEC end user traffic which terminates to the Company will be measured at the Company tandem/end office.

When the Company bills the OLEC for originating calls, (i.e., when an OLEC NXX designation does not conform to the Company's BLCAs), the measurement of calls begins when the Company tandem/end office receives the first wink supervisory signal forwarded from the OLEC's POI when multifrequency address signaling is utilized. For Company billed originating calls, with out-of-band signaling, usage measurement begins when the last point of switching sends the initial address message to the OLEC.

For terminating calls, the measurement of calls begins when the Company tandem/end office receives answer supervision from the terminating end office indicating the end user has answered.

The measurement of originating and terminating calls ends when the Company tandem/end office receives disconnect supervision from either the terminating end office, indicating the end user has disconnected, or the OLEC's facilities, whichever is recognized first by the Company tandem/end office.

L. Multiple Bill Arrangements

Multiple Bill Arrangements will be utilized in the exchange of billing data and in rendered bills. The Multiple Bill Arrangement allows each company to bill the customer, in accordance with its tariff, for the portion of access service that it provides.

For Multiple Usage-Sensitive Access Bills, the concept of Initial Billing Company (IBC) and Subsequent Billing Company (SBC) applies. The IBC responsibility belongs to the Exchange Company providing the end office function or the entity providing the DA bureau.

The IBC calculates the access minutes to be billed to the customer by the Company and the OLEC. Summary usage information is prepared by the IBC at billing and forwarded to the SBCs.

The SBC is the Exchange Company responsible for a segment of Switched Transport and/or serves the IC's Point of Presence (POP) or another OLEC's POI (i.e., when two OLECs are involved). The SBC uses the billed access minutes and messages, jurisdictionally split by the IBC, to bill for its portion of the Switched Transport to an IC or NIS transport to an OLEC. All SBCs use the IBC's access minutes to bill the IC or the other OLEC on each usage sensitive rate element. Access minutes for each portion of a multi-Exchange Company billed service must reflect the same usage for each Exchange Company.

000396

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

M. Compensation Credit

1. The Company will compare its originating and terminating local traffic in the state with respect to each OLEC for each three-month period starting the first day of January, April, July and October of every year. In the event that the Company's originating local traffic is more than one-hundred ten percent (110%) of Company terminating local traffic for a given quarter the Company will notify that OLEC in writing, via Certified U.S. mail, within thirty (30) days from the end of such quarter. The OLEC shall credit the Company, in the first billing period following receipt of such notification, for the local calling terminated by the OLEC in excess of one-hundred ten percent (110%) of local traffic terminated by the Company.

2. The OLEC can contest a compensation credit requested by the Company by notifying the Company in writing, via Certified U.S. mail, within thirty (30) days of receipt of such notification. Contested credits arising from the Company's comparison of its originating and terminating traffic may be resolved by a neutral arbitrator agreed upon by both parties. The arbitration hearing will be conducted in a location within the Company operating territory where the OLEC maintains a principal or significant presence as mutually agreed upon by both parties or in a location within the Company operating territory that is mutually agreed upon by both parties. The arbitration proceeding shall be governed by the law (both statutory and case) of the state in which the arbitration hearing is held, including, but not limited to, the Uniform Arbitration Act, as adopted in that state. The arbitration shall determine the amount of traffic, if any, billed by the OLEC in excess of one-hundred ten percent (110%) of Company billed traffic.

3. Prior to the arbitration hearing, each party shall notify the arbitrator of the compensation percentage that party believes to be correct. The arbitrator may adopt the percentage submitted by either party or adopt a percentage different from that proposed by either party. If the arbitrator adopts the percentage submitted by one party, the other party shall pay all costs associated with arbitration.

When the arbitrator adopts a percentage of his own, the party whose percentage is farthest from the adopted percentage will pay all arbitration costs, unless the percentage adopted by the arbitrator is within one-hundred ten percent (110%). In the event that the percentage adopted by the arbitrator is greater than one-hundred ten percent and equally far from the percentage submitted by both parties, both parties will share equally in payment of arbitration costs. If the percentage adopted by the arbitrator is within one-hundred ten percent, the Company will pay all arbitration costs.

4. Absent written notification of a contested compensation credit within the time frame noted above, the OLEC must comply with the provisions set forth in 1. preceding. If the OLEC fails to comply with such provisions, the Company may refuse additional applications for service and/or refuse to complete any and all pending orders for service or may discontinue the provision of services to the OLEC as specified in E2.1.8 of this Tariff.

N. 800 IntraLATA Access Billing

For IntraLATA 800 calls originated by the Company end user customer that terminate to an OLEC end user customer, the OLEC will pay the Company applicable Long Distance NIS Charges in addition to 800 Database queries.

O. Disconnects of Existing End User Service

1. The Company will accept requests from an OLEC to disconnect the service of an existing Company end user, except for Company Public and Semipublic telephone service where contracts with location providers are in effect. Company pay telephones will designate BellSouth as the preferred provider of basic local exchange service. The Company will not require end user confirmation prior to disconnecting the end user's service, however, the OLEC must provide proof of authorization upon request.

The Company will accept a request directly from an end user for conversion of the end user's service from the OLEC to the Company or will accept a request from another OLEC or Reseller for conversion of the end user's service from the first OLEC to the second OLEC or Reseller. The Company will notify the OLEC(s) that such a request has been processed.

000397

ACCESS SERVICE TARIFF

EFFECTIVE: July 1, 1996

Original Page 11

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.1 Regulations (Cont'd)

O. Disconnect of Existing End User Service (Cont'd)

2. When an existing customer of the Company switches service to an OLEC, the Company will issue a final bill to the end user that will include any termination liability applicable to the disconnected service and will refund the end user's deposit if appropriate after payment of the final bill. The Company may also provide written notification to the end user that the end user's local service is being transferred to another local service provider. Both the final bill and the notification letter will provide a contact number that the end user can call if there are questions.
3. If the Company determines that an unauthorized change in local service provider has occurred, the Company will reestablish service with the appropriate local service provider as requested by the end user and will assess the OLEC initiating the unauthorized change an Unauthorized Change Charge as set forth in E22.1.2.E. following. Appropriate nonrecurring charges as set forth in Section A4. of the General Subscriber Service Tariff, will also be assessed to the OLEC initiating the unauthorized charge.

E22.1.2 Rates and Charges

A. Switched Local Exchange NIS

1. Local Channel
Rates and charges are as specified in Section E6. for Switched Local Channels
2. Switched Transport
Rates and charges are as specified in Section E6. for Switched Common Transport
- a. Switched Common Transport
Rates and charges are as specified in Section E6. for Switched Interface Channel - Switched Common Transport
- b. Switched Dedicated Transport
Rates and charges are as specified in Section E6. for Switched Interface Channel - Switched Dedicated Transport
3. Tandem Switching
Rates and charges are as specified in Section E6. for Access Tandem Switching
4. Local Switching (LS2)
Rates and charges are as specified in Section E6. for Feature Group D Local Switching LS2
5. Interconnection
Rates and charges are as specified in Section E6. for the interconnection charge.
6. Carrier Common Line Charge
Rates and charges are as specified in Section E3. for Carrier Common Line - Terminating Access.

B. Long Distance NIS

1. Switched Local Channel
Rates and charges are as specified in Section E6. for Switched Local Channels
2. Switched Transport
Rates and charges are as specified in Section E6. for Switched Common Transport
- a. Switched Common Transport
Rates and charges are as specified in Section E6. for Switched Interface Channel - Switched Common Transport
- b. Switched Dedicated Transport
Rates and charges are as specified in Section E6. for Switched Interface Channel - Switched Dedicated Transport
3. Tandem Switching
Rates and charges are as specified in Section E6. for Access Tandem Switching
4. Local Switching
Rates and charges are as specified in the Section E6. for Local Switching LS2.

Note 1: As specified in Section E6. of this Tariff, the Switched Common Transport and Switched Dedicated Transport rate categories are comprised of two rate elements (1) per mile and (2) facility termination.

000398

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.1 Network Interconnection Service (Cont'd)

E22.1.2 Rates and Charges (Cont'd)

B. Long Distance NIS (Cont'd)

5. Interconnection

Rates and charges are as specified in Section E6. for the Interconnection charge.

6. Carrier Common Line Charge

Rates and charges are as specified in Section E3. for Carrier Common Line - Terminating Access.

C. Intermediary Switched Access NIS¹

1. Local Channel

Rates and charges are as specified in Section E6. for Switched Local Channels.

2. Switched Transport²

a. Switched Common Transport

Rates and charges are as specified in Section E6. for Switched Interoffice Channel - Switched Common Transport.

b. Switched Dedicated Transport Rates and charges are as specified in Section E6. for Switched Interoffice Channel - Switched Dedicated Transport.

3. Tandem Switching

Rates and charges are as specified in Section E6. for Access Tandem Switching.

4. Local Switching

Rates and charges are as specified in Section E6. for Local Switching LS2.

5. Interconnection

Rates and charges are as specified in Section E6. for the Interconnection charge.

6. Carrier Common Line Charge

Rates and charges are as specified in Section E3. for Carrier Common Line - Terminating Access.

7. Tandem Intermediary Charge³

D. Call Completion Access Termination Charge

(a) Per minute

(1) Residence or Business

Rate
 Per Minute
 Of Use
 \$.002

USOC
 NA

E. Unauthorized Change Charge

(a) Per completed call

(1) Residence or Business;

(a) Per line or trunk

Nonrecurring
 Charge
 \$.11

USOC
 NA

19.41

NA

Note 1: These rate elements are applicable only to OLECs.

Note 2: As specified in Section E6. of this Tariff, the Switched Common Transport and Switched Dedicated Transport rate categories are comprised of two rate elements (1) per mile and (2) facility termination.

Note 3: Applies only to local calls as defined in Section A3. of the General Subscriber Service Tariff.

000399

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES (N)

E22.2 Service Provider Number Portability (SPNP) (N)

E22.2.1 General (N)

Service Provider Number Portability (SPNP) is an interim service arrangement provided by the Company to OLECs whereby an end user, who switches subscription to local exchange service from the Company to an OLEC, is permitted to retain use of the existing Company assigned telephone number provided that the end user remains at the same location. (N)

E22.2.2 Rules and Regulations (N)

- A. SPNP services are only available to OLECs. (N)
- B. SPNP services and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. SPNP services and facilities are not offered for NXX Codes 555, 976, 950 or BellSouth coin telephone service. (N)
- C. SPNP services are not available for local exchange end user accounts that have been denied or disconnected for non-payment and for which there remains an outstanding balance. (N)
- D. SPNP service is only available from or to host central offices. (N)
- E. SPNP is not available on telephone number based Company provided services other than basic local exchange service. Such services precluded from eligibility for SPNP include, but are not limited to, Foreign Exchange, Foreign Central Office, Remote Call Forwarding and Surrogate Client Number. (N)
- F. SPNP is available only where the OLEC is currently providing, or will begin providing concurrent with provision of SPNP, basic local exchange service to the affected end user. (N)
- G. SPNP for a particular OLEC assigned telephone number is available only from the Company central office originally providing local exchange service to the end user. (N)
- H. SPNP for a particular OLEC assigned telephone number will be disconnected when any end user, Public Service Commission, or Company initiated activity (e.g., a change in exchange boundaries) would normally result in a telephone number change had the end user retained the Company's local exchange service. (N)
- I. SS7 Signaling is required for the provision of SPNP services. Rates and charges for SS7 Signaling are contained in Section E6. of this Tariff. (N)
- J. There is one SPNP arrangement, 1) SPNP - Remote. This arrangement is described in E22.2.2.N. of this Tariff. (N)
- K. Responsibilities of the Company (N)
 - 1. The Company's sole responsibility is to comply with the service requests it receives from the OLEC and to provide SPNP in accordance with its tariff. (N)
 - 2. The Company is not responsible for the allocation of charges for resold or shared SPNP services or for misdialed calls. (N)
- L. Responsibilities of the OLEC (N)
 - 1. The OLEC is responsible for obtaining authorization from the end user for the handling of the disconnection of the end user's service with the Company, the provision of service by the OLEC and the provision of SPNP services. Should a dispute or discrepancy arise regarding the authority of the OLEC to act on behalf of the end user, the OLEC is responsible for providing written or other satisfactory evidence of its authority to the Company. In the event that the OLEC is unable to provide such authorization in a form satisfactory to the Company, the Company will reestablish service with the appropriate local service provider and will assess the OLEC initiating the unauthorized change an Unauthorized Change Charge as specified in E22.1.2.E. preceding, in addition to the appropriate nonrecurring charges set forth in Section A4. of the General Subscriber Service Tariff. (N)
 - 2. The OLEC is responsible for coordinating the provision of service with the Company to assure that its switch is capable of accepting SPNP ported traffic. (N)

000400

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.2 Service Provider Number Portability (SPNP) (Cont'd)

E22.2.2 Rules and Regulations (Cont'd)

L. Responsibilities of the OLEC (Cont'd)

3. The OLEC is responsible for providing equipment and facilities that are compatible with the Company's service parameters, interfaces, equipment and facilities. The OLEC is required to provide sufficient terminating facilities and services at the terminating end of an SPNP call to adequately handle all traffic to that location and is solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment or service of the Company or any of its end users. In the event that the Company determines in its sole judgment the OLEC will likely impair or is impairing, or interfering with any equipment, facility or service of the Company or any of its end users, the Company may either refuse to provide SPNP service or terminate it in accordance with other provisions of the Company's tariff. (N)
4. The OLEC is responsible for providing an appropriate intercept announcement service for any telephone numbers subscribed to SPNP services for which it is not presently providing local exchange service or terminating to an end user. (N)
5. Where the OLEC chooses to disconnect or terminate any SPNP service, it is responsible for designating the preferred standard type of announcement to be provided by the Company. (N)
6. The OLEC is responsible for all charges for the provisioning of SPNP services as set forth in paragraph E22.2.3. following. (N)
7. The OLEC is responsible for designating to the Company at the time of its initial service request for SPNP services one of the following options for the handling and processing of collect and third party non-sent paid calls to SPNP assigned telephone numbers: 1) the OLEC may request that the Company block all such calls; 2) the OLEC may accept billing from the Company for such calls; or 3) the OLEC may negotiate a separate, detariffed billing and collection agreement with the Company establishing the call handling, processing and billing responsibilities of the parties. (N)
8. The OLEC is responsible for notifying the Company and requesting disconnection of the SPNP associated with the original Company provided telephone number when the OLEC's end user for which SPNP is provided initiates a change (e.g., relocation, subscription to a specific service, etc.) which would otherwise require a change in the Company provided telephone number. (N)
9. SPNP service is furnished upon the conditions that the customer obtain adequate facilities to permit the use of SPNP service without injurious effect upon it or any other services rendered by the Company. The Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Company's intention to terminate the service for such cause. (N)
10. The OLEC will be the Company's single point of contact for all repair calls on behalf of the OLEC's end users. The Company reserves the right to contact the OLEC's customers, if deemed necessary, for maintenance purposes. (N)

M. Limitations of Service

1. The Company is not responsible for adverse effects on any service, facility or equipment from the use of SPNP services. (N)
2. End-to-end transmission characteristics may vary depending on the distance and routing necessary to complete calls over SPNP facilities and the fact that another carrier is involved in the provisioning of service. Therefore, end-to-end transmission characteristics can not be specified by the Company for such calls. (N)
3. The Company is not responsible to the OLEC if necessary change in protection criteria or in any of the facilities, operation, or procedures of the Company renders any facilities provided by an OLEC obsolete or renders necessary modification of the OLEC's equipment. (N)
4. The Company does not guarantee identification of the originating telephone number to the SPNP - Remote end user. (N)

N. SPNP - Remote

1. SPNP - Remote is a telecommunications service whereby a call dialed to an SPNP - Remote equipped telephone number, assigned to the Company, is automatically forwarded to an OLEC assigned seven or ten digit telephone number within the Company's basic local calling area as defined in Section A3. of the Company's General Subscriber Service Tariff. The forwarded-to number is specified by the OLEC. (N)

000401

E22. SERVICES FOR OTHER LOCAL EXCHANGE COMPANIES

E22.2 Service Provider Number Portability (SPNP) (Cont'd)

E22.2.2 Rules and Regulations (Cont'd)

N. SPNP - Remote (Cont'd)

2. The calling party is responsible for payment of the applicable charges for sent-paid calls to the SPNP - Remote number. For collect, third-party, or other operator-assisted non-sent paid calls to the SPNP - Remote telephone number, the OLEC is responsible for the payment of charges under the same terms and conditions for which the end user would have been liable for those charges had the end user retained Company provided local exchange service. Payment of such non-sent paid calls is subject to E22.2.2.L. preceding.
3. SPNP - Remote provides a single call path for the forwarding of no more than one simultaneous call to the OLEC specified forwarded-to number. Additional call paths for the forwarding of multiple simultaneous calls are available on a per path basis at rates specified in E22.2.3 following, and are in addition to the rate for SPNP - Remote service.
4. Where technologically feasible, the Company will provide identification of the originating telephone number, via SS7 signaling, to the OLEC.
5. A nonrecurring charge as specified in E22.2.3.A.(3) following will apply per order per end user location with the initial end user change of service from the Company to the OLEC. This charge will also apply when new paths are added to a ported number in a subsequent order.

E22.2.3 Rates and Charges

A. SPNP - Remote

(1) Per Number Ported

	Nonrecurring Charge	Monthly Rate	USOC
(a) each	\$-	\$1.25	TNP→
(2) Additional Capacity for Simultaneous Call Forwarding			
(a) per additional path	-	.75	NA
(3) Per Order			
(a) per end user location	\$25.00	-	NA

000402

BELLSOUTH - Georgia

PROPOSED TARIFF

GENERAL SUBSCRIBER SERVICE TARIFF

000403

BELLSOUTH
TELECOMMUNICATIONS, INC.
GEORGIA
ISSUED: January 19, 1996
BY: President - Georgia
Atlanta, Georgia

GENERAL SUBSCRIBER SERVICE TARIFF

Third Revised Page 22
Cancels Second Revised Page 22

EFFECTIVE: July 1, 1996

SUBJECT INDEX

SUBJECT	U.	SECTION	
Unbundled Network Components		A3.40	(N)
Underground Service Entrances		A5.1.6	
Uniform Access Number for LATA-wide Service		A13.58	
Universal Emergency Number Service - 911		A24.1	
Unlawful Use of Service		A22.9	
Unpaid Account - Application for New Service		A23.5	
Use of Facilities of Other Connecting Carriers		A25.2	
Use of Subscriber's Service		A22.1	
Use of the Service - WATS		A19.2	

000404

BELLSOUTH
 TELECOMMUNICATIONS, INC.
 GEORGIA
 ISSUED: January 19, 1996
 BY: President - Georgia
 Atlanta, Georgia

GENERAL SUBSCRIBER SERVICE TARIFF

Sixth Revised Page 3
 Cancels Fifth Revised Page 3

EFFECTIVE: July 1, 1996

A3. BASIC LOCAL EXCHANGE SERVICE

CONTENTS

A3.27 Reserved for Future Use	35.0.1	
A3.28 Trunk Side Access Facility	35.0.1	
A3.28.1 General	35.0.1	
A3.28.2 Regulations	35.1	
A3.28.3 Rates and Charges	35.1	
A3.29 Reserved for Future Use	35.2	
A3.30 Reserved for Future Use	35.2	
A3.31 Reserved for Future Use	35.2	
A3.32 Classroom Communication Service	36	
A3.32.1 General	36	
A3.32.2 Rates and Charges	36	
A3.33 Reserved for Future Use	36.1	
A3.34 Reserved for Future Use	36.1	
A3.35 Network Access Service	36.1	
A3.35.1 General	36.1	
A3.35.2 Regulations and Applications of Rates	36.1	
A3.35.3 Rates and Charges	36.1	
A3.36 Reserved for Future Use	39	
A3.37 Reserved for Future Use	39	
A3.38 Back-Up Line	39	
A3.38.1 Regulations and Rates	39	
A3.39 Reserved for Future Use	40	
A3.40 Unbundled Network Components	40	(3)
A3.40.1 General	40	(3)
A3.40.2 Regulations	40.1	(3)
A3.40.3 Service Description	40.1	(3)
A3.40.4 Application of Rates	40.1	(3)
A3.40.5 Rates and Charges	40.2	(3)
A3.41 Complete Choice* Service	40.2	(7)
A3.41.1 General	40.2	(7)
A3.41.2 Exchange Access Line Rates	40	
A3.41.3 Service Charges	40	
A3.42 Area Plus® Service	41	
A3.42.1 Plan Descriptions	41	
A3.42.2 Exchange Access Line Rates	42	
A3.42.3 Service Charges	42	

000405

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

A3. BASIC LOCAL EXCHANGE SERVICE

A3.38 Back-Up Line (Cont'd)

A3.38.1 Regulations and Rates (Cont'd)

- F. Usage charges are applied for all incoming and outgoing calls associated with Back-Up Line service, as described in H. and I. following, with the following exceptions. No usage charges apply to calls completed to the Company Business Office, Repair Service, or Emergency 911 Service. Charges for calls to Directory Assistance will be billed at the rates shown in A3.13 or Section A18., as appropriate, and usage charges for calls to 976 Service will be billed at the rates shown in A13.18 in lieu of the charges shown following.
- G. The access line rate per Back-Up Line is one-half the monthly rate for flat rate business individual line service.
 - 1. Back-Up Line (50 percent of Business Individual Line Flat Rate)

	Monthly Rate	USOC
(a) Per Back-Up Line with flat rate service primary line	\$-	SBLFX
(b) Per Back-Up Line with GCC service primary line	-	SBL LX

- H. The following usage charges apply to all inward calls which terminate on Back-Up Line service. Time of day discounts do not apply.
 - 1. Inward Calls

	Rate Per Minute Of Use	USOC
(a) Usage Charge	\$.05	NA

- I. The following usage charges apply to outward calls which originate from Back-Up Line service:

- 1. For customers with flat rate service on their primary line:
 - (a) calls made within the basic service area as specified in A3.6. .05 NA
 - (b) Calls outside the basic service area will be billed at rates specified in Section A18. or this Tariff. - NA
- 2. For customers with Georgia Community Calling (GCC) service on their primary line:
 - (a) calls made to a GCC exchange will be billed the appropriate message rate charges as specified in A3.7.2 in lieu of 1.(a) preceding. - NA
 - (b) Calls outside the GCC service area will be billed at rates specified in Section A18. of this Tariff. - NA

A3.39 Reserved For Future Use

A3.40 Unbundled Network Components

A3.40.1 General

This tariff section provides for unbundled network components which will be available to Other Local Exchange Companies (OLECs), as defined in A2.19 of this tariff, for their use in providing exchange network calling capabilities to their end users.

Note 1: No message allowance is available for GCC on Back-Up Line service.

(N)
 (N)
 (N)
 (M)

000406

EFFECTIVE July 1, 1996

A3. BASIC LOCAL EXCHANGE SERVICE

A3.40 Unbundled Network Components (Cont'd)

A3.40.2 Regulations

- A. The conditions and rates specified in other sections of this Tariff for services which may be associated with these unbundled network components are in addition to those specified, except as modified herein.
- B. These components are only offered where facilities permit and are subject to availability as determined by the Company
- C. The provision of these components does not constitute a joint undertaking with the OLEC for the furnishing of any service
- D. Unbundled network components are provided in accordance with the specifications, interfaces and parameters described in the appropriate technical references. The Company's sole obligation under this tariff is to provide unbundled network components in accordance with such technical references. The Company does not warrant that its unbundled network components are compatible with any specific facilities or equipment or can be used for any particular purpose or service. Customers ordering unbundled network components are responsible for obtaining or providing facilities and equipment that are compatible with such unbundled network components.
- E. Where rates differentiate between Residence and Business end users, it is the responsibility of the OLEC to determine the appropriate service for each of their end users and order that service.
- F. Subscriber listing information provided at no charge and in an acceptable format will be published at no charge as standard directory listings in an alphabetical directory published by or for the Company at no charge to each OLEC end user customer. Additional listings and other optional listing arrangements may be provided in accordance with Section A6. of this Tariff.
- G. A Company provided unbundled port may not be cross-connected to a Company provided unbundled loop. This service is available as a Residence Line, Business Line or PBX Trunk from Section A3. of this Tariff.

A3.40.3 Service Description

- A. Unbundled Exchange Ports
 1. An exchange port is the capability derived from the central office switch hardware and software required to permit end users to transmit or receive information over the Company's public switched network. A Company provided port provides service enabling and network features and functionality, such as translations, a telephone number, switching, announcements, supervision and touch-tone capability. In addition, a Company provided port with outgoing network access also provides access to other services such as operator services, long distance services, etc.
 2. For functions associated with each type of port, see the appropriate definitions in Section A2. of this Tariff describing the associated service, such as Residence Line Service, Business Line Service and PBX Service.
 3. Unbundled port functionality may also be combined with other services available in this Tariff, such as DID, ISDN, etc.

A3.40.4 Application of Rates

- A. Unbundled Exchange Ports
 1. The conditions and rates specified in other sections of this Tariff for services which may be associated with this service are in addition to those specified, except as modified herein.
 2. These rates provide a usage based pricing plan for access and use of the local circuit switched network consisting of a fixed monthly charge and usage charges for outgoing local calls. Calling points within the basic local service area are specified in A3.6 of this Tariff.
 3. Rotary charges provided herein for this service are in lieu of any other rotary charges and are applicable to business or residence ports arranged for rotary service.
 4. Local calls that are not direct dial sent paid, i.e., operator assisted, calling card, etc., will be billed at the same usage rates specified herein, in addition to any appropriate local operator service charges.
 5. All rates and charges associated with the unbundled exchange ports, whether from this Tariff section or other Tariffs, will be billed to the OLEC.

000407

A3. BASIC LOCAL EXCHANGE SERVICE

A3.40 Unbundled Network Components (Cont'd)

A3.40.4 Application of Rates (Cont'd)

A. Unbundled Exchange Ports (Cont'd)

6. Residence and Business service establishment charges, consisting of a secondary service ordering charge per end user service order and a central office work charge per port, from Section A4. of this Tariff will apply for each end user.

A3.40.5 Rates and Charges

A. Unbundled Exchange Ports

1. Monthly Rates

	Monthly Rate	USOC	
(a) Residence Port	\$2.28	UEPRX	(N)
(b) Business Port	4.60	UEPRX	(N)
(c) PBX Port	7.37	UEPPX	(N)
(d) Rotary Service	2.77	UEPSX	(N)

2. Usage charges

The following usage charges apply for outward local messages:

	Charge Per Call	USOC	
(a) Setup per Call	\$.82	NA	(N)
(b) Per Minute or Fraction Thereof	0.82	NA	(N)

The following discounts apply to outward local messages in the time period indicated:

All days, 8:00 PM - 8:00 AM	50%	(N)
Weekends and Holidays as specified in A18.3	50%	(N)

A3.41 Complete Choice[®] Service

A3.41.1 General

- A. Complete Choice[®] service is offered where facilities and equipment are available.
- B. The rates specified herein entitle residence subscribers to unlimited calling to all exchange access lines within the subscriber's basic local service area as specified in A3.6 of this Tariff.

000408

[®] Service Mark of BellSouth Corporation

Material appearing on this page previously appeared on page(s) 40 of this section

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service-911 (Cont'd)

A24.1.2 Rules and Regulations (Cont'd)

- U. E911 information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in Directory Assistance Offices may be disclosed in connection with E911 Service whether such service is provided by the Company or any other person. The subscriber has no privacy interests in his telephone number, name, and address in connection with E911 Service.
- V. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this Tariff, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc.
- W. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the name, telephone numbers and service addresses of subscribers within the customer's E911 serving area.
- X. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:
 - 1. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
 - 2. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
 - 3. Customer shall use due care in providing for the security and confidentiality of the information.
 - 4. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
 - 5. As soon as customer has completed using the information for the purposes authorized in the Tariff or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed.
- Y. General Regulations located in Section A2. of this Tariff will also apply to this service offering.
- Z. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service.
- AA. Terminal equipment as offered in the appropriate sections of this Tariff may be provided by the Company for use with this service.
- AB. 911 services are not available for resale. (N)
- AC. The Company may be the provider of E911 service features in the customer's E911 service area in which Other Local Exchange Companies (OLECs) are also providing telecommunication services. Access to E911 service is described in the Access Service Tariff, Section E22. (N)
 - 1. The OLECs will be responsible for providing to the Company the necessary data in order for the Company to provide the same ANI/ALI/SR features for the OLEC subscriber's calls to 911 as is provided for the Company's subscribers. (N)
 - 2. The Company assumes no liability for the accuracy or completeness of E911 data received from an OLEC. (N)
 - 3. The Company assumes no responsibility for billing any OLEC subscribers on behalf of the OLEC for any E911 related charges. (N)
 - 4. The Company assumes no responsibility for billing any 911 customer on behalf of the OLEC for any E911 related charges. (N)
 - 5. The OLEC is responsible for providing a voice call with ANI to the Company's E911 control office. (N)

000409

BELLSOUTH
 TELECOMMUNICATIONS, INC.
 GEORGIA
 ISSUED: January 19, 1996
 BY: President - Georgia
 Atlanta, Georgia

GENERAL SUBSCRIBER SERVICE TARIFF

First Revised Page 8.0.3
 Cancels Original Page 8.0.3
 EFFECTIVE: July 1, 1996

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service-911 (Cont'd)

A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

- D. Rates and Charges (Cont'd)
 - 2. Service Features (Cont'd)
 - b. (Cont'd)
 - (1) (Cont'd)

	Service Establishment Charge	Installation Charge	Monthly Rate	USOC	
(a) Per 1000 Access Lines ¹	3500.00	-	575.00	E15	
(2) Combined Automatic Number and Stand-Alone Automatic Location Identification (E911/SALI) for Access Lines served by the Company and/or other local exchange companies					
(a) Per 1000 Access Lines ¹	500.00	-	75.00	E9Z	
c. Miscellaneous					
(1) Additional (optional) E911 Exchange Line terminating at PSAP					
(a) Each	320.75	-	85.00	E8K	
d. Rates and charges related to Other Local Exchange Companies (OLEC's) located in the customers E911 service area.					(N)
(1) The Company shall bill the E911 customer for service features provided by the Company for access lines served by OLEC's.					(N)
(2) The rates and charges in a.(6) or (7) preceding will apply.					(N)

Note 1: This feature may be subject to additional nonrecurring charges when the Company or another local exchange company is not the primary local exchange company providing the 911 System to the customer.

000410

BELLSOUTH - Georgia

PROPOSED TARIFF

PRIVATE LINE SERVICE TARIFF

000411

B2. REGULATIONS

B2.5 Definitions (Cont'd)

TEST EQUIPMENT

The term "Test Equipment" denotes test equipment located at the premises of the customer that is used by the customer for the detection and/or isolation of a communications service fault.

UNBUNDLED EXCHANGE ACCESS LOOP

A circuit extending from a central office to a subscriber's premises engineered to meet the same design parameters as an exchange access line offered in the General Subscriber Service Tariff. These circuits are offered only to certificated Other Local Exchange Companies for the purpose of providing local telecommunications service.

(N)

(N)

WIRE CENTER

A "Wire Center" is a Company facility that houses Company equipment necessary for the provision of switched and non-switched telephone service to customers in a defined geographical area. The facility is identified with V&H coordinates and is assigned one or more NDX's for use in providing switched services to customers located in the specified geographical area. The Company equipment located at a Wire Center may consist of switching equipment or non-switched equipment working with a distant host switch as well as equipment used to terminate dedicated non-switched services.

WIRE CENTER SERVING AREA

The term "Wire Center Serving Area" denotes, in most cases, that area of the exchange served by a single wire center. In certain highly concentrated exchanges where wire centers are in close proximity, more than one wire center may be included in the wire center serving area.

B2.6 Connections

B2.6.1 General Provisions

A. General

1. Terminal equipment and communications systems provided by the customer, authorized user, or joint user may be connected at the customer's premises to private line services furnished by the Company where such connections are made in accordance with the provisions of B2.1.4 preceding and B2.6.
2. The term "telecommunications services" when used in B2.6 denotes exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide Area Telecommunications Service (WATS).
3. Any equipment offered herein which has grandfathered status under the Federal Communications Commission's Registration Program is offered and provided only to the extent of available stock.

B. Responsibility of the Customer

1. The customer, authorized user or joint user shall be responsible for the installation, operation and maintenance of any terminal equipment or communications system or any terminal equipment or interstate communications systems provided by an OC in B2.6.11.C. following. No combination of terminal equipment or communications system shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Company that the terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such change as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. Where the customer, authorized user or joint user elects to provide data set(s) on a given Company-provided private line, it shall be the responsibility of the customer, authorized user or joint user to ensure the continuing compatibility of such data set(s) with the private line service furnished by the Company.

000412

B3. CHANNELS

B3.1 Provision of Service

B3.1.1 General

- A. Channel Services provided under the provisions of this Tariff are offered for IntraLATA Services only. Services consisting of Local Channels, Interoffice Channels, and Optional Features and Functions are classified by series. The various series are sub-divided into different types and are described in terms of circuit characteristics and use.
- B. Customers may order local channels which are designed to meet specific communications requirements. The customer is responsible for determining that his terminal equipment is compatible with the service provided by the Company.
- C. Where multi-point service is furnished, the local channels are bridged in the wire center.
- D. Dedicated circuits between the customer's interLATA Electronic Tandem Switching (ETS), Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from this Tariff. Where this service is provided by the Company as a feature of ESSX[®] service, Digital ESSX[®] service or MultiServ[®] service/MultiServ PLUS[®] service the transport of traffic between the ETS function and the basic ESSX[®] service, Digital ESSX[®] service or MultiServ[®] service/MultiServ PLUS[®] service function may be performed by the Company's network switching facilities. SFG charges for this service will apply and are found in A112.26.7, A112.28.7 and A12.20 of the General Subscriber Service Tariff.
- E. Rates and charges for Unbundled Exchange Access Loops and interoffice channel mileage are available to certificated Other Local Exchange Companies (OLECs) from E7.5.3 of the Access Services Tariff. (N)
- F. If an end user transfers from the Company to an OLEC or service is transferred from one OLEC to another OLEC and the transfer involves an unbundled exchange access loop leased from the Company, the loop must be released to the OLEC acquiring the end user and the Company must be provided with sufficient information to identify the existing service that it will replace so that the Company can reuse the facilities in an economic manner. (N)

B3.1.2 Application

The rates and charges specified herein apply for all IntraLATA Private Line services provided by the Company.

B3.1.3 Rate Categories

- A. Following are the basic rate categories which apply to Private Line service.
 1. Local Channels
 - a. A local channel provides for a communications path between the demarcation point at a customer premises and the serving wire center of that premises. One local channel charge applies per channel termination.
 - b. When service is provided by non-wire center connected channels, a non-wire center connected channel charge applies in lieu of local channel charges.
 2. Interoffice Channels

This rate category provides for the transmission facilities between serving wire centers associated with two customer premises, between serving wire centers associated with a customer premises and a Company hub, or between two Company hubs.

Interoffice mileage is portrayed in mileage bands. A flat rate and a rate per mile applies to each band. For method of determining mileage, see B3.3.3.A.
 3. Non-Wire Center Connected Channels

Served Direct channels are provided on a direct basis and are limited to one airline mile in length. These channels will be provided only at the option of the Company.

(M)

000413

Material previously appearing on this page now appears on page(s) 2 of this section

B3. CHANNELS

B3.1 Provision of Service (Cont'd)

B3.1.3 Rate Categories (Cont'd)

A. Following are the basic rate categories which apply to Private Line service. (Cont'd)

4. Optional Features and Functions (M)

This rate category provides for features and functions which may be added to a service to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of the performance characteristics which may be obtained. This category includes a. and b. following. (M)

a. Hub Functions (M)

A hub is a Company designated wire center where bridging or multiplexing functions are performed i.e., connecting three or more customer premises in a multipoint arrangement or channelizing analog or digital services requiring a lower capacity or bandwidth. (M)

b. Provides for such things as signaling, conditioning, transfer arrangements, protection switching, etc.

B3.1.4 Service Configurations

A. There are two types of service configurations which can be provided. These are described as follows:

1. Two-Point Service

A two-point service connects two customer premises either directly through a serving wire center(s) or through a Company hub where additional functions are performed.

2. Multipoint Service

a. Multipoint service connects three or more customer premises through a Company hub.

b. There is no limitation on the number of mid-links available with multipoint service. However, when more than three mid-links are provided in tandem, the quality of the service may be degraded. A mid-link is a channel between hubs (i.e., bridging locations).

c. Voice Grade (Series 2000) Multipoint Channel services for data use have a limit of 6 two-wire facility type local channels or 20 four-wire facility type local channels when used with customer-provided station equipment. These units do not apply to Dataphone® Select-A-Station Service or Telemetry/Alarm Bridging Service (TABS).

d. Only certain types of service are available for multipoint applications. These are so designated in the service descriptions set forth in B3.2 following.

B3.1.5 Special Routing of IntraLATA Channels

A. The private line services furnished in this Tariff are provided over such routes as the Company may elect.

B. Special routing is involved where, in order to comply with requirements specified by the customer, the Company furnishes the private line service in a manner which includes one or both of the following conditions:

1. Where two or more private lines must be furnished over different physical routes.

2. Where a private line must be furnished on a route which avoids specified geographical locations.

C. When special routing of services is furnished a customer, the rates will be determined on an individual case basis.

000414

**OLEC-to-BELLSOUTH
ORDERING
GUIDELINES**

FACILITY BASED

DRAFT

000415

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

TABLE OF CONTENTS

	Page
General Information	
Introduction.....	4
Updates to Handbook.....	5
Account Team	6
Interexchange Carrier Service Center.....	7
Local Carrier Service Center.....	9
Application for Service Requirements	
Certification.....	11
Tax Exemption	11
Operating Company Number.....	11
ACNA and CIC	11
Blanket Letter of Authorization	11
Contact Telephone Numbers	12
Front Pages Information	13
Forms of Security.....	18
Scheduling Due Dates	21
Confirmation of Service Request.....	21
Service Request Changes and Cancellations	21
Repair Procedures	22
Service Provider Change Notification.....	23
Unauthorized Service Provider Change Notification.....	25
Service Restrictions	
Calling Card	27
LIDB.....	27
“Grandfathered Services”.....	27

000416

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

TABLE OF CONTENTS

	Page
Billing	
Access	28
Number Portability	28
Service Request Procedures	29
Access Services	51

000417

OLEC-to-BELLSOUTH ORDERING GUIDELINES

FACILITY BASED

GENERAL INFORMATION

Introduction

Purpose

This handbook provides guidelines to Other Local Exchange Companies (OLEC's) for ordering service(s) from BellSouth. 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 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 tariffs or contracts.

Related documents

This handbook is designed as a supplement to the documents listed below. These documents are extremely important and contain the majority of information required for order processing.

- "Access Service Ordering Guidelines"
(Commonly referred to as ASOG;
published by BellCore)

To obtain a copy of this document, contact:

Nancy Martin, Project Manager
BellSouth
Room 29A51
675 W. Peachtree Street
Atlanta, GA 30375

Telephone Number: (404) 529-0459

- "Guide to Access"

To obtain a copy of this document, contact your OLEC Account Team.

000418

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Updates to the Handbook

How to Receive This handbook may be reproduced 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, or to provide 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.

000419

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Account Team The OLEC account team provides the following services:
(This is not an all inclusive list.)

- 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.)

Contact Number	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 **OLEC Account Team**
BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

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

000420

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Interexchange
Carrier
Service Center**

The Interexchange Carrier Service Center (ICSC) provides a central point of contact for ordering "unbundled" services. All "unbundled" services (excluding "unbundled port") available to a facility based OLEC are contained in the intrastate access tariffs.

The ICSC provides the following services:

- Service order issuance for unbundled services.

Exceptions: The following order types will be handled by the LCSC:

- Stand Alone SPNP
- Listings
- Unbundled Port

- Billing Inquiries, Payment Arrangements, General Questions and Assistance.

**BELLSOUTH GUIDE TO LOCAL ACCESS
FACILITY BASED**

Interexchange Customer Service Center (ICSC)

Contact Telephone Numbers

CUSTOMER FAMILY		SPECIAL ACCESS		SWITCHED ACCESS	
		Telephone #	FAX #	Telephone #	FAX #
AT&T	Service Rep	770-986-2183	770-458-5361	770-986-2005	770-458-9665
	Manager	770-986-2040	770-458-5361	770-986-2000	770-458-9665
	Director	770-986-2203	770-986-2287	770-986-2203	770-986-2287
	AVP	770-986-2200	770-455-3041	770-986-2200	770-455-3041
MCI	Service Rep	770-986-2624	770-986-2151	770-986-2601	770-458-5361
	Manager	770-986-2021	770-986-2151	770-986-2690	770-458-5361
	Director	770-986-2205	770-458-5361	770-986-2205	770-458-5361
	AVP	770-986-2200	770-455-3041	770-986-2200	770-455-3041
LDOS/ Worldcom	Service Rep	800-600-4683	205-972-4037	800-600-4683	205-972-4037
	Manager	205-969-6913	205-972-4037	205-969-6913	205-972-4037
	Director	205-969-6906	205-972-4037	205-969-6906	205-972-4037
	AVP	770-986-2200	770-455-3041	770-986-2200	770-455-3041
SPRINT	Service Rep	800-600-4683	205-972-4037	800-600-4683	205-972-4037
	Manager	205-969-6912	205-972-4037	205-969-6912	205-972-4037
	Director	205-969-6906	205-972-4037	205-969-6906	205-972-4037
	AVP	770-986-2200	770-455-3041	770-986-2200	770-455-3041
GENERAL CARRIERS	Service Rep	800-823-2455	205-972-4037	800-823-2455	205-972-4037
	Manager	205-969-6910	205-972-4037	205-969-6911	205-972-4037
	Director	205-969-6909	205-972-4037	205-969-6906	205-972-4037
	AVP	770-986-2200	770-455-3041	770-986-2200	770-455-3041

Note: OLECs which are not affiliated with the listed customer families will be handled by the General Carrier ICSC.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Local Carrier
Service Center**

The Local Carrier Service Center (LCSC) provides a central point of contact for:

- **Service Order Issuance for:**
 - Stand Alone Service Provider Number Portability (SPNP)
 - OLEC Listings
 - Unbundled Port

- **Billing Inquiries, Payment Arrangements, General Questions and Assistance**

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

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

Mailing Address

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

Hours of Operation

8:00 AM to 5:00 PM EST
Monday - Friday

Holidays Observed

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

000424

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

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 ICSC. The ICSC 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. 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 with this guide to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.
ACNA and CIC	To order special and/or switched access from BellSouth, the OLEC must have an Access Customer Name Abbreviation (ACNA) and a Carrier Identification Code (CIC). The CIC must be unique to local exchange service and cannot be used for InterLata or Interstate service. Procedures for obtaining these BellCore assigned codes are contained in the "Guide to Access", pages 2-7 thru 2-10.
Blanket Letter of Authorization	Format under development.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Contact Number for Misdirected OLEC End Users BellSouth requires a single number which may be used by BellSouth for referring misdirected end users to an OLEC. If an end user calls a BellSouth Business Office or Repair Center in error, the end user will be referred to the single number provided by the OLEC.

Contact Number for Customer Name and Address Information BellSouth will provide Customer Name and Address information to OLECs to aid in the investigation of toll calls placed by the OLEC end users to BellSouth end users. OLEC Service Representatives will require a special telephone number and unique access code to utilize the service. It will be necessary for the OLEC and BellSouth to negotiate contracts before system access is allowed.

000426

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Local Service Provider
Front Pages Listing
Information**

Numbers for each Local Service Provider will be listed on a 'generic' page in the Front Pages of the BellSouth printed directories. The following numbers will be provided:

Establishing or Changing Home Service
Establishing or Changing Business Service
Repair
Billing Questions
Directory Assistance

These numbers will be included at no charge in the Front Pages of the BellSouth directories in areas where the OLEC is licensed to provide service. The OLEC should submit these numbers to the LCSC on the form provided along with the Master Account Application and other required documents.

A sample of the proposed Local Service Providers Front Page is shown on the following page. BellSouth information will be included on the same page. The order of appearance for the Local Service Providers will be determined prior to each directory publication by a random drawing.

**Form for Providing
Contact Number,
CNA Number, and
Front Page Numbers**

A form is provided in this document on page ____ which should be used to submit all required numbers to the LCSC along with other documents listed in this section.

The required numbers are:

Single Contact Number for End User Referrals
CNA Assistance Number
Front Page Listing Information

Along with the numbers, the name, title, address, and telephone number of the person providing the number should be provided. This person will be contacted periodically to verify the accuracy of current information before directories are published.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Sample Proposed Page Format and Listings

**Customer Information for
Local Telephone Service Providers**

XYZ Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

ORS Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

ABC Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

OET Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

000428

OLEC - Contact Numbers

BellSouth
Fax #: 1-800-872-7059

A. OLEC Name _____ **OCN** _____

B. Check the State(s) Where These Numbers Apply.

AL FL GA KY LA MS NC SC TN

C. Local Service Provider - Operational Numbers

Single Point of Contact Number to be provided to OLEC end users contacting BellSouth in error: ()-____-_____

Customer Name and Address (CNA) number for the use of BellSouth Service Representatives when investigating toll calls: ()-____-_____

D. Local Service Provider - Front Pages Listing Information

Numbers for publication in the BellSouth Front Pages of directories where the OLEC is licensed to provide service:

Establishing or Changing Home Service ()-____-_____

Establishing or Changing Business Service ()-____-_____

Repair ()-____-_____

Billing Questions ()-____-_____

Directory Assistance ()-____-_____

This Information is Provided By:

Name _____

Title _____

Address _____

Telephone Number _____ **Date** _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Application for Service Requirements (cont.)

**Summary of Items
Required Prior to
Order Processing**

1. Proof of PSC/PUC Certification
2. Proof of Tax Exempt Status (if applicable)
3. Operating Company Number (OCN)
4. ACNA and CIC codes
5. Blanket Letter of Authorization (LOA)
6. OLEC - Contact Numbers Form
7. Master Account Application

All items should be provided to the ICSC along with the Master Account Application. No orders can be processed until all requirements are satisfied.

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**

000431

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Forms of Security

Credit Policy

Before a new account can be established, the ICSC 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 ICSC. This will be required before orders can be processed.

BellSouth may require the OLEC to provide proof of satisfactory credit 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 FACILITY BASED

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.

MASTER ACCOUNT APPLICATION

OTHER LOCAL EXCHANGE COMPANY

Date ___/___/___

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

Yes No

Telephone # (_____) _____-_____-_____

Telephone # (_____) _____-_____-_____

Last Date of Service ___/___/___

Last Date of Service ___/___/___

Other Current BellSouth Service

Yes No

Telephone # (_____) _____-_____-_____

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
FACILITY BASED**

Scheduling Due Dates

Due dates will be assigned using the same process which is used for BellSouth access services. BellSouth will provide service on the requested due date or, if the requested due date cannot be met, the earliest available installation date thereafter.

Customer Desired Due Date (CDDD) guidelines (see "Guide to Access", pages 2-15) will be used to determine due dates for all available services except inter-company network interconnection services.

Confirmation of Service Request

After processing the service request, a Firm Order Confirmation (FOC) will be returned to the OLEC. The FOC will be delivered mechanically via EXACT if the service request was originally submitted via EXACT. Otherwise, the FOC will be delivered via facsimile. The confirmation will provide the BellSouth order number, the negotiated service due date, telephone/circuit numbers (as applicable to the service), and the BellSouth service representative name and telephone number. Additional service specific data may also be provided.

Note: The FOC does not constitute, and is not, a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the OLEC will be informed of the estimated service date.

BellSouth will attempt to issue the FOC within 24 hours of receipt of a complete/correct service request.

Service Request Changes and Cancellations

BellSouth should be notified as soon as possible of any service request 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.

Changes and cancellations may be submitted via EXACT or facsimile. The appropriate form (ASR or paper service request) should have specific remarks identifying the desired action and/or changes.

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Repair Procedures

In the event of a service problem:

- The OLEC's end users must report the 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. (BellSouth will provide the OLEC contact telephone number.) On line transfer to an OLEC will not be available.
- BellSouth Repair contact numbers for the OLECs are on pages 4-71 of the "Guide to Access."

Note: OLECs not affiliated with the listed IC families will be serviced by the General Carrier Center.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Service Provider
Change
Notification**

Upon receipt of a service request 1) from an end user to switch service from an OLEC to BellSouth or 2) from an OLEC to switch an end user from another OLEC, BellSouth will issue orders to accommodate the request. The current service provider will not be contacted for authorization. BellSouth, per the blanket LOA agreement, will assume that the initiating OLEC has an end user authorization letter on file. BellSouth will mail (next business day after order completion) a notification (following page) to the former OLEC.

000437

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

SERVICE PROVIDER 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) should be transferred to another OLEC. Consequently, effective on (due date of service order), the account for this customer has been transferred to the desired service provider.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Unauthorized
Service Provider
Change
Notification**

When notified that a customer has been switched to a 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.

000439

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

UNAUTHORIZED SERVICE PROVIDER 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.

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

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.

- 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** The Line Information DataBase (LIDB) contains information for the validation of calling cards and Toll Billing Exceptions (no collect or no third number billing requests). All BellSouth carried calls are validated in the LIDB.
- Where LIDB is not subscribed to, call attempts will complete but will not bill. It will then be necessary for the company which carried the call to investigate the call and determine appropriate billing.
- 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.

Note: All Obsoleted Services are described in the state specific General Subscriber Service Tariffs. See the A100 Series of Tariffs.

000441

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

BILLING

ACCESS

A CABS (Carrier Access Billing System) bill will be rendered for all services from the state access tariffs. Additional details about access billing are available in the "Guide to Access".

**NUMBER
PORTABILITY**

For BellSouth telephone numbers ported (Remote Call Forwarded) to an OLEC, collect & third number tolls will be billed on a non-CABS account. These charges will be aggregated on a consolidated account per BellSouth Revenue Accounting Office (RAO).

<u>STATE</u>	<u>RAOs</u>
Alabama	(1)
Florida	(3)
Georgia	(2)
Kentucky	(1)
Louisiana	(1)
Mississippi	(1)
North Carolina	(1)
South Carolina	(1)
Tennessee	(1)

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

SERVICE REQUEST PROCEDURES

**Service Provider
Number Portability**

The Service Provider Number Portability (SPNP) request forms are the vehicles which the OLEC will use to request the porting of BellSouth provided telephone numbers for end users requesting to transfer their local service to the OLEC.

**Submitting a
Portability Request**

Is the Request Associated with Unbundled Loop?

If Yes - Send the requests (Loop and SPNP) to the ICSC via Facsimile.

If No - Send the request (SPNP) to the LCSC via Facsimile.

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

**SERVICE REQUEST PROCEDURES
SERVICE PROVIDER NUMBER PORTABILITY
(SPNP)**

The portability of BellSouth provided telephone numbers is ordered by using one of two (2) Service Provider Number Portability (SPNP) forms. One is used to order the portability of numbers for a single account, and the second is used to order the portability of numbers for multiple accounts.

Each Service Provider Number Portability (SPNP) form contains data necessary for:

- requesting number portability
- disconnecting a BellSouth line (ported or not ported)
- changing ported service (i.e., toll restrictions, number of paths, call forward number, etc.)
- adding/changing/deleting listings (Single Account form only)

These procedures contain the following:

Instructions - Service Provider Number Portability (SPNP) - Single Account

Instructions - Service Provider Number Portability (SPNP) - Multiple Accounts

Exhibits

Service Provider Number Portability (SPNP) - Single Account

Service Provider Number Portability (SPNP) - Multiple Accounts

Samples - Completed SPNP Forms (Under development)

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Service Provider Number Portability - Single Account

The Service Provider Number Portability - Single Account is designed to provide the information required for porting the existing BellSouth number to the new facility based carrier number, and also to provide information for the directory listing.

Exhibit 1 is a Service Provider Number Portability - Single Account form. Following are definitions for all requested data.

Date: The date the OLEC submits the number portability request to BellSouth.

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

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the Service Provider Number Portability form.

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.

Project: An alpha-numeric code which may be used to link Service Provider Number Portability request forms to a specific project.

Issued By: The name of the person completing the Service Provider Number Portability form who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the Service Provider Number Portability form.

FAX #: The fax number for transmission of the Firm Order Confirmation to the OLEC.

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

000445

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Service Provider Number Portability - Single Account

B. - End User

Main Account Number: The end user's billing account number.

End User Name: The current end user account name unless no current service exists..

End User Service Address: The address where service is provided or will be provided for new accounts..

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.

Desired 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.

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Service Provider Number Portability - Single Account

C. - Number Portability Requests

Action Requested

Enter the letter which describes the number portability action being requested.

N = New - The end user does not currently have service with the facility based carrier. This is an initial request to 'port' the existing end user number.

C = Change - The end user currently has number portability service with the facility based carrier. The requested change could be on any of the items provided on the form. These are discussed later in this section.

D = Disconnect - The end user has requested that either the main account number or an additional line be disconnected.

End User Telephone Number - Enter the 10-digit telephone number(s) which you are requesting to be ported.

Ported To Number - Enter the 10-digit telephone number which the end user telephone number(s) should be ported or forwarded to.

of Paths - Enter the number of paths requested for each end user number which is being ported, if appropriate.

The number of paths represents the number of simultaneous calls which can be received before the dialing (incoming) party receives a busy signal from the BellSouth switch.

Example: If the end user has the "call waiting" feature provided by the OLEC switch, the number of paths must be at least two. One path is for the first incoming call. The second path is for the second call to pass, without "busy", from the BellSouth to the OLEC switch (activates call waiting signal).

Note: # of Paths only applies only when portability is related to Remote Call Forwarding.

Trunk Group - Enter the 4 digit Trunk Group Number for the number being ported, if appropriate.

Note: The Trunk Group Number only applies when portability is not related to Remote Call Forwarding.

Route Index - Enter the 4 digit Route Index for the number being ported, if appropriate.

Note: The Route Index Number only applies when portability is not related to Remote Call Forwarding.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Service Provider Number Portability - Single Account

C. - Number Portability Requests (cont.)

Action Requested (cont.)

TBE - Enter one Toll Billing Exceptions for each end user telephone number using the following TBE codes:

- A = Install no collect and no third number**
- B = Install no third number**
- C = Install no collect call**
- R = Remove all TBE restrictions**
- S = Same, no change**
- N = No exceptions**

OLEC-to-BELLSOUTH ORDERING GUIDELINES

FACILITY BASED

Service Provider Number Portability - Single Account

D. - Directory Listing

Yellow Page Heading/SIC - For business lines, one listing in the Yellow Pages is 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 handled with the yellow page publishing company.

In addition to the Yellow Page Heading, the 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

Listing Information

(1) **Listing Order** - This column will be used to show the end user desired sequence for this caption listing. An Alpha will equal the first (main) listing - i.e., 'A' would be the first listing an end user wants listed. The numbers refer to the sequence of the listings to follow the main listing.

Example: A1 Smith Hardware Stores, Inc.
 A2 Branch Stores

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 indention.

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.

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Service Provider Number Portability - Single Account

D. - Directory Listing (cont.)

Listing Information (cont.)

- (3) **Listed Name and Address** - Print the entire caption as the end user desires it to appear in the directory.

Listed Name: Print the listing as the end user desires it to appear in the directory (i.e., Last name, first name, middle initial using upper and lower case).

Listed Address: The service address as shown in Part B 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 B 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.

- (4) **Telephone Number** - Enter each telephone number which should be included in the listing associated with the correct listing information.

- (5) **L, NL or NP** - 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.

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Service Provider Number Portability - Single Account

E. - Firm Order Confirmation

This portion of the Service Provider Number Portability form 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.

BellSouth Service Representative: The name of the BellSouth employee who is responsible for processing the order.

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

Blg. Acct.: The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

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

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

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Service Provider Number Portability - Multiple Accounts

The Service Provider Number Portability - Multiple Accounts is designed to provide the information required for porting existing BellSouth numbers for multiple accounts to the new facility based carrier number. If directory listing information is required a separate Directory Listing form must be submitted for each main account.

Exhibit 2 is a Service Provider Number Portability - Multiple Accounts form. Following are definitions for all requested data.

Date: The date the OLEC submits the number portability request to the LCSC.

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

A. - Other Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the Service Provider Number Portability form.

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.

Project: An alpha-numeric code which may be used to link Service Provider Number Portability request forms to a specific project.

Issued By: The name of the person completing the Service Provider Number Portability form who is responsible for order coordination, related questions, and confirmation of service completion.

Telephone Number: The telephone number of the person issuing the Service Provider Number Portability form.

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 back to the OLEC.

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Service Provider Number Portability - Multiple Accounts

B. - Number Portability Requests

Action Request

Enter the letter which describes the number portability action being requested.

N = New - The end user does not currently have service with the facility based carrier. This is an initial request to 'port' the existing end user number.

C = Change - The end user currently has number portability service with the facility based carrier. The requested change could be on any of the items provided on the form. These are discussed later in this section.

D = Disconnect - The end user has requested that either the main account number or an additional line be disconnected.

Main Account Telephone Number - Enter the 10 - digit telephone number which is the main account number for the end user.

End User Telephone Number - Enter the 10 - digit telephone number(s) which you are requesting to be ported. The Main Account Number as well as any additional lines should be included in this section.

Ported To Number - Enter the 10 - digit telephone number(s) which the end user telephone numbers should be ported or forwarded to.

of Paths - Enter the number of paths requested for each end user number which is being ported, if appropriate.

The number of paths represents the number of simultaneous calls which can be received before the dialing (incoming) party receives a busy signal from the BellSouth switch.

Example: If the end user has the "call waiting" feature provided by the OLEC switch, the number of paths must be at least two. One path is for the first incoming call. The second path is for the second call to pass, without "busy", from the BellSouth to the OLEC switch (activates call waiting signal).

Note: # of Paths only applies only when portability is related to Remote Call Forwarding.

Trunk Group - Enter the 4 digit Trunk Group Number for the number being ported, if appropriate.

Note: The Trunk Group Number only applies when portability is not related to Remote Call Forwarding.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Service Provider Number Portability - Multiple Accounts

B. - Number Portability Requests (cont.)

Action Request (cont.)

Route Index - Enter the 4 digit Route Index for the number being ported, if appropriate.

Note: The Route Index Number only applies when portability is not related to Remote Call Forwarding.

TBE - Enter one Toll Billing Exceptions for each end user telephone number using the following TBE codes:

- A = Install No Collect and No Third Number
- B = Install No Third Number
- C = Install No Collect Call
- R = Remove all TBE Restrictions
- S = Same, No Change
- N = No Exceptions

Desired 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.

000454

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Service Provider Number Portability - Multiple Accounts

C. - Firm Order Confirmation

The last three columns of this section will be completed by the LCSC as part of the Firm Order Confirmation to indicate that the order has been processed. The sections continue to the bottom of the form.

BellSouth Order # - The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity.

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

Blg. Acct.: The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

BellSouth Service Representative: The name of the BellSouth employee who is responsible for processing the order.

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

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

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Service Provider Number Portability - Exhibits

Service Provider Number Portability (SPNP) Exhibits

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

- **Service Provider Number Portability - Single Account**
- **Service Provider Number Portability - Multiple Accounts**

BELLSOUTH - SERVICE PROVIDER NUMBER PORTABILITY SINGLE ACCOUNT

Date: ___/___/___

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

A. Other Local Exchange Company

Co/OCN _____ PON _____ RPON _____ Project _____
 Issued By _____ Telephone # (____) - ____ - ____ FAX# (____) - ____ - ____
 Remarks _____

B. End User

Main Account #: (____) - ____ - ____
 End User Name: _____
 End User Service Address: _____
 St/Bldg/Suite: _____ City/State: _____ Zip: _____ Desired Due Date _____

C. Number Portability Requests

Action Requested	End User Telephone Number	Ported To Number	# of Paths	Trunk Group	Route Index	TBE

D. Directory Listing Yellow Page Heading/SIC _____

Listing Order (1)	Caption Indent Level (2)	Listed Name and Address § (3)	Telephone Number (4)	L, NL, NP (5)

§ PRINT the listing exactly as the end user desires it to appear in the directory.

E. Firm Order Confirmation

BellSouth Order #: _____ BellSouth Service Rep: _____ Tel # (____) - ____ - ____
 Blg Acct _____ Due Date: ___/___/___ Remarks: _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LOCAL SERVICE
DIRECTORY LISTING REQUEST

This directory listing form is designed to use when the service request pertains only to the directory listing.

Page ____ of ____

Other Local Exchange Company

Date: The date the OLEC submits the Directory Listing Request to the LCSC.

PON: The OLEC Purchase Order Number. This number may be up to thirteen (13) alphanumeric 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/OCN: The Company Name and 'Operating Company Number' for the OLEC submitting the Directory Listing Request.

FAX #: The fax number for transmission of the Firm Order Confirmation back to 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 FACILITY BASED

Local Service - Directory Listing Request

End User

End User Name: The name currently listed (or the desired listing) for the 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.

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.

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, Residence, City Government, County Government, State Government, or US Government.

000460

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

Local Service - Directory Listing Request

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.

Telephone # - The telephone number of the BellSouth Representative.

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

Blg Account - Each OLEC will have a series of unique billing account numbers assigned which identify the OLEC and are associated with the appropriate Revenue Accounting Office (RAO) for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

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.

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.

Number of Directories Requested

Residential end users are entitled to one to three (1-3) directories per account. Business end users are entitled to one (1) directory per access line. If the end user requests additional or replacement local directories, they may be ordered through the LSR process using the "Directory Listing Request" form. If the end user prefers to place the order, refer the customer to 1-800-422-1955. There are no charges for additional or replacement local service directories.

For directories outside of the end user local service area (foreign directories), refer the customer to 1-800-682-4000. A charge will apply for foreign directories. The charge will be billed directly to the end user by BAPCO.

000461

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED.

Local Service - Directory Listing Request

Listing Information

- (1) **Listing Order** - This column will be used to show the end user desired sequence for this caption listing. An Alpha will equal the first (main) listing - i.e., 'A' would be the first listing an end user wants listed. The numbers refer to the sequence of the listings to follow the main listing.

Example: A1 Smith Hardware Stores, Inc.
 A2 Branch Stores

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' section of this form. 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.

000462

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

Local Service - Directory Listing Request

Listing Information (cont.)

- (6) L, NL or NP - 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 with an appropriate yellow page advertising company. If an end user doesn't want a listing in the Yellow Pages specify NONE in this column.

In addition to the Yellow Page Heading, the appropriate SIC (Standard Industry Code) should be provided in this column. 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 directory. 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.

000463

DIRECTORY LISTING REQUEST

BellSouth LSR
Fax # 800-872-7059

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 Address _____
 Main Account Number (____) - ____ - ____ 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 ____ / ____ / ____

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 _____
 Number of Directories Requested _____

Listing Information Attach additional pages as required.

Listing Order (1)	Caption Indent 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

000464

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

ACCESS SERVICES

**Access
Ordering
Requirements**

The following documents identify the unique requirements for ordering access services. These procedures, in conjunction with the "Access Service Ordering Guidelines", provide guidance for preparation of the appropriate Access Service Request (ASR).

The documents can be submitted:

- via electronic interfaces into EXACT (Exchange Access Control and Tracking System)
- via facsimile to the ICSC (see section 1)

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LOCAL COMPETITION
ACCESS SERVICE REQUEST (ASR) ORDERING REQUIREMENTS

The following Access Service Request (ASR) ordering requirements were developed to assist the Other Local Exchange Companies (OLECs) with ordering of the applicable facility based services from BellSouth. These requirements are categorized by service type and include:

- Description of Service
- Service Application
- ASR Order Requirements
- Service Specific Billing

Details ASR field definitions and usage rules for the various fields are referenced in the Access Service Ordering Guide (BellCore's Special Report SR STS-471001, and 4710004).

The following services are included in this section:

- CCS-SS7 Signaling Connections / Access Links
- Line Information DataBase (LIDB) - Validation Service
- 800 Access Ten Digit Screening
- Local Competition / Trunking Arrangements
- Number Services for OLECs - Operator Services / Directory Assistance
- Unbundled Exchange Access Loop

000466

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

**Description
of Service**

The CCS-SS7 Signaling Connection provides a 56 kbps facility dedicated to a single customer which originates at the customer's signaling point of interface in a LATA and terminates at the Telephone Company's Signaling Transfer Point (STP). This facility connects the customer to the BellSouth STP. Each customer's connection to an STP requires a pair ("A" links), or a Quad ("B" links) of signaling connections.

**Service
Application**

CCS7 Signaling Connections may be ordered for the following services:

- Signaling (Call Set-Up)
- Line Information DataBase (LIDB) Access Service
- 800 Ten Digit Screening

**ASR Order
Requirements**

Access Service Ordering requirements with the exception of the following are consistent:

- Local Signaling
Customers must order from their SPOI to BellSouth's Local STP.
- DataBase Associated Signaling
LIDB or 800 Ten Digit Screening
Customers must order from their SPOI to BellSouth's Regional STP

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

**CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS**

ASR Order Requirements (cont.)

ASR Page/Screen	(1)	LUP:	IntraState IntraLata Usage Percentage
	(2)	REQTYP:	Requisition Type - Enter LD for Signaling Links for Call Set-Up, or 800 Ten Digit Screening -Enter MD for LIDB
	(3)	TQ:	Translation Questionnaire (Not Applicable)
	(4)	UNIT:	C (Number of CCS Links) - Only one link can be ordered per ASR.
	(5)	LTP:	Local Transport - Enter a value of "N" (Not Applicable)
	(6)	BAN:	"N" = New Billing Account Number Requested - If service is to be billed to an existing account, that number must be entered in this field
	(7)	ACTL:	Access Customer Terminal Location - Eleven character CLLI code of the customer's SPOI
	(8)	RPON:	Related Purchase Order Number - Each of the Quad or pair of links must be related by a unique purchase order number
	(9)	MTCE:	Maintenance Contact for Testing
	(10)	TEL NO:	Telephone Number of Maintenance Contact

000468

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

Access Order Requirements (cont.)

- | | | | |
|---|------|----------|---|
| <u>Feature Group</u>
<u>B-C-D Page/</u>
<u>Screen</u> | (11) | NC: | Network Channel Code
LIDB = YNSA
Call Set-Up = YNS- |
| | (12) | NCI: | Network Channel Interface Code
(Digital or Analog Codes) |
| | (13) | TTT: | Transport Trunk Termination Code
(Not Applicable) |
| | (14) | TRF TYP: | Traffic Type (Not Applicable) |
| | (15) | MI: | Machine Interface Code
Applicable Code is "DB" |
| | (16) | CSPC: | Customer Signaling Point Code of STP |
| | (17) | LT: | Link Type Enter
"A" = Access Link
"B" = Bridge Link |
| | (18) | SLC: | Signaling Link Code - Identifies the Signaling Link
within the CCS Link Set |
| | (19) | SECLOC: | Secondary Location
LIDB or 800 SCP = Eleven Character CLLI Code
of BellSouth's Regional STP |
| | (20) | Remarks: | Use this section to identify the customer's STP
CLLI or equivalent. |

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

Access Order Requirements (cont.)

DataBase Services
Interconnection Form

A modified version of the Data Base Services Interconnection Form has been developed and should be submitted with the ASR when CCS7 Signaling Connections are requested.

At least one service must be requested along with the initial installation of the Signaling Connections (Links).

A positive entry of "Y" is required when one of the following services are requested:

LIDB = "Y" in LIDB Block
800 SCP = "Y" in 8SCP Block

The blocks associated with these fields should be left blank if the service is not being requested.

Call Set-Up Form

A call set-up form has been developed for our customers use when ordering links and call set-up (signaling) service. Complete the form using the attached call set-up instructions.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

Access Order Requirements (cont.)

Subsequent Ordering of Signaling Services

When a signaling service is requested subsequent to the installation of a Link trunk group, the following ASR requirements apply:

ASR ACT Field = "C"
TSC Must be Populated
All Other Pertinent Fields

The Data Base Services Form must be attached with the appropriate option ordered along with the required specifications:

800 SCP Complete the applicable fields in accordance with the Access Service Ordering Guide.

LIDB Complete the applicable fields in accordance with the Access Service Ordering Guide.

Call Set-Up Complete the applicable fields in accordance with the Access Service Ordering Guide.

Intervals

With the exception of augmenting of trunk groups, all activities for signaling connections are processed on an Individual Case Basis (ICB).

Refer to the Access Service Ordering Guide (ASOG) for additional required field descriptions and usage rules.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

Service Specific
Billing

CCS7 Signaling Transport Service

A monthly and non-recurring charge is billed for each 56 kbps facility.

USOC = TPP++

A per Port STP charge is billed a monthly rate.

USOC = PT8SX

A CCS7 Signaling Usage charge (per 56 kbps facility) is billed a monthly rate.

Refer to Section E6.8.1 for specific rate information.

Refer to the LIDB and 800 Access Ten Digit Screening Service for descriptions, application, and billing information.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LINE INFORMATION DATABASE (LIDB)
VALIDATION SERVICE

**Description
of Service**

Line Information Database (LIDB) is a CCS-SS7 database system designed to provide for validation of calling card and other billing information stored in BellSouth's Line Information Database. LIDB is currently an Interstate offering only.

**Service
Application**

The purpose of offering LIDB access service is to provide validation for operator assisted calls such as:

- Calling Card
- Collect
- Third Number Billing

LIDB service transport queries and responses to and from a customer's Signaling Point of Interface (SPOI) and BellSouth's LIDB.

**ASR Order
Requirements**

Customers requesting LIDB access service must currently order service from BellSouth's FCC No. 1 tariff.

To Provide LIDB service, transport must be ordered via Signaling Link Connections (Links) to the Regional Signaling Transfer Point (RSTP).

Regional STPs are located in:

Atlanta, Georgia	RSTP CLI = ATLNGAWD11W
Birmingham, Alabama	RSTP CLI = BRHMALEN11W

Refer to the CCS-SS7 Signaling Connection section for Access Service ordering requirements.

000473

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

**LINE INFORMATION DATABASE (LIDB)
VALIDATION SERVICE**

Access Order Requirements (cont.)

**DataBase Services
Interconnection Form**

Refer to the CCS-SS7 Signaling Link Connection (LINKS) section for requirements.

This form is the additional ordering vehicle to be used for ordering LIDB Validation Service. The completed form must be provided to the appropriate ICSC by the Account Team.

The form will contain the Originating Point Codes (OPCs) which identifies the customer's (Query Originator's) Operator Switching System from which queries are launched.

000474

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**LINE INFORMATION DATABASE (LIDB)
VALIDATION SERVICE**

**Service Specific
Billing**

Billing of LIDB access service is rendered against ancillary ("A") accounts for Alabama and Georgia for the first bill period of the month. Bills are mailed from Comptroller Billing Services and consist of the following:

- **LIDB Validation Charge**
Provides for query of the data resident in BellSouth's LIDB, and is applicable each time a customer requests and receives validation of data.

This charge is billed on a "per message" basis.

- **LIDB Common Transport Charge**
Provides for transport of the customer's query from the RSTP to the Signaling Control Point (SCP), and is applicable each time a customer requests and receives validation of data.

This charge is billed on a "per message" basis.

- **Originating Point Code Establishment or Change Charge**
This charge is billed "per point code" established or changed.

Specific rates applicable for LIDB services are found in BellSouth's FCC NO. 1 Tariff, Section 19.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

800 ACCESS TEN DIGIT SCREENING

Description of Service	800 Access Ten Digit Screening (ATDS) service provides the information necessary for routing 800 originating calls based on the dialed ten digit 800 number except for 800 calls to Canada, Bermuda, and the Bahamas. Routing for 800 calls to these areas will be based on the first 6 digits of the dialed 800 number.
Service Application	The routing information is retrieved through queries to the Service Control Point (SCP). Other Local Exchange Carriers (OLECs) with Signal Transfer Points (STPs) may access BellSouth's Regional STP for the launching of queries to BellSouth's Service Control. OLECs without STPs or without third party STPs, must send the calls to BellSouth's Access Tandem for call completion.
ASR Order Requirements	OLECs with their own STP or utilizing a third party STP must order SS7 links and ports to connect directly to BellSouth's Regional STP for SCP database query information. Refer to CCS-SS7 Signaling Connection for information concerning ordering links.
Service Specific Billing	A per query charge, to be billed to the OLEC, will be applicable for each query launched to the database. The charges are found in Section E6.8.4 of the Access Tariff.

000476

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

**LOCAL COMPETITION
TRUNKING ARRANGEMENTS**

**Description
of Service**

The Other Local Exchange Companies (OLECs) will submit requests to BellSouth for Feature Group D (FGD) two way (Originating and Terminating), or one way (Terminating) groups only from their Switch to a BellSouth tandem or end office(s).

- These groups will be used to originate and/or terminate local or toll traffic.
- BellSouth will establish the requested trunk groups for the OLEC at end office or access tandem switches where FGD switching is provided.

**Service
Application**

The OLEC will submit Access Service Requests for the installation or other activities for the following trunk groups:

- ATC (Access Tandem Carrier Group) - This trunk group is a one way terminating group from the OLEC's switch to a BellSouth (BST) tandem or end office. The group will be used to terminate local or toll traffic from an OLEC's switch to a BST end office. The ATC trunk groups allows an OLEC's end user to dial and make contact with a BellSouth end user.
- CMC (Cellular Mobile Carrier) Group - The CMC trunks are FGD (MF), or where technically feasible, CCS-SS7 two way trunk groups ordered from the OLEC's switch to an access tandem for the purpose of originating and/or terminating traffic to an:

Interexchange Carrier
Independent Company
Wireless Company
Another OLEC

- E911 Trunks - The OLEC may order these trunks from their switch to an E911 access tandem for the purpose of terminating emergency traffic from the OLECs switch to the E911 tandem. These are one way trunk groups.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LOCAL COMPETITION
TRUNKING ARRANGEMENTS

Access Order Requirements Access Service Requests (ASRs) will be the documents used by the OLECs when requesting facility based services. The ASR will contain ordering, billing and provisioning information specific to the types of services ordered.

- ASR Page/Screen (1) LUP: Intrastate Intralata Usage Percentage
- (2) REQ TYP: Requisition Type-Enter MD
- (3) TQ: Translation Questionnaire
Enter "DY" for Trunk Installations
- Attach a copy of a completed TQ for switch translations.
- If CMC Group is being ordered, enter CCVW (Carrier Connect Verification) in TQ remarks (Refer to TQ Field 15)
- BTN (Billing Telephone Number) is required for Type 2A trunk groups in DMS 200 switches. If applicable, enter BTN in Field 15 (Remarks).
- (4) UNIT: "C" = Number of Trunks ordered
- (5) LTP: Local Transport
Enter the applicable transport/trunk code.
- (6) BAN: "N" = New Billing Account Number Requested.
- (7) ACTL: Access Customer Terminal Location - Enter the eleven character CLLI code of the customer's switch, or point of interface.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED.

LOCAL COMPETITION
TRUNKING ARRANGEMENTS

(8) NC: Refer to BellCore BR 795-403-100 Common Language Network Channel Interface Guide for Service Code Definitions.

Select One of The Following:

<u>ATC Group</u>	<u>CMC Group</u>
SDTD	SH-D
SBTD	SHSA
SD-D	SHSC
SB-D	
SH-D	
SDSA	<u>E911 Group</u>
SBSA	SBUC
SHSA	SDUC
SDSC	
SHSC	

(9) NCI: Network Channel Interface Code
(Digital or Analog Code)

(10) TTT: Transport Trunk Termination Code
ATC: TTT = 2
CMC: TTT = 2 or 3
E911: TTT = 2

(11) TRF TYP: Traffic Type
ATC = TT
CMC = OT-TT
E911 = TT

(12) MI: Select One of the Following:
ATC = AO or K*
CMC = AF or K*

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LOCAL COMPETITION
TRUNKING ARRANGEMENTS

(13) SECLOC: Eleven character CLLI Code of End Office
or Access Tandem

(14) Remarks: Enter one of the following:
TRFTYP = ATC LT
CMC LS
E911 E9

Intervals

Intervals are based on the quantity of trunks/facilities requested.
BellSouth requires at least five days for a quantity of 1-96 trunks/facilities.
Desired Due Dates (DDD) of less than five days or of a project magnitude
are processed on an Individual Case Basis (ICB).

Service Specific Billing Refer to section E6 of the tariff for specific rates associated with the
billing of:

- Local Channel
- Switched Transport
- Tandem Switching
- Local Switching
- Interconnection
- Carrier Common Line

000480

**OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED**

**NUMBER SERVICES FOR OLECs
OPERATOR SERVICE/DIRECTORY ASSISTANCE**

Description of Service Number Services for OLECs includes traditional Toll Operator Assistance; Local Operator Assistance; Directory Assistance (DA); Directory Assistance with Call Completion (DACC) and Intercept Service. These can be made available separately and can include "branding".

The DA/Toll Branding feature provides definable announcements to DA/Toll callers prior to placing them in a queue or connecting them to an available operator or automated operator system. Phrases such as 'Thank you for using NCT Directory Assistance, an operator will be with you momentarily', brand the type of calls as well as the company's name for whom the service is being provided.

Service Application BellSouth will provide Toll Operator Assistance and Local Operator Assistance for the OLEC subscriber in a similar manner as it is provided to ICO subscribers today. BellSouth Operators will assist customers in completing toll and/or local calls; handling emergency calls; verification and interruption; Alternate Automated Billing Services; and automated coin telephone service.

Providing DA for OLECs requires that the call be delivered to the Operator Services Switch in a terminating Feature Group D (FGD) format over an ATC type trunk. The originating call will be delivered to the Number Services Switch (DMS 200 TOPS) over a dedicated trunk facility. Standard trunk signaling formats, formerly known as Feature Group C or "traditional signaling", will be used to send the originating call to the Operator Services Switch. If the OLEC provides ANI, then additional services such as DACC may be available. The following conditions must be satisfied prior to the offer of DACC:

- ANI must be available.
- The requested listing must be a published number.
- The number retrieved from the database must be intraLATA with respect to the originating line number.
- The originating caller must be released to an ARS announcement including the offer of call completion.
- Originating callers must indicate via Dual Tone Multi-Frequency (DTMF) input the desire to complete or the IC or OLEC must agree that all intraLATA calls should attempt to complete.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

NUMBER SERVICES FOR OLECS
OPERATOR SERVICE/DIRECTORY ASSISTANCE

ASR Order Requirements	TRUNK TYPE-Toll & Assist (No DA)
(1) NC:	= SD-D or SB-D
(2) TRFTYP:	= OP
(3) TTT:	= 4, 5, 6 or 7
(4) OPS:	= Must be requested in remarks until new code of "T" is added to ASR for Toll and Assist 0+ and 0-
(5) SECLOC:	= BST TOPS
(6) ALOC:	= OLEC
(7) ZLOC:	= BST
(8) PLSG:	= M-
(9) TUC/MOD:	= TD/JCN3, TD/JNC0, TD/JCM4
(10) BRAND:	= Must be requested in remarks section until the "Brand" field is added to the ASR. This includes the phrase the OLEC wants on the recording.
(11) EML:	= 6
(12) TK SIG:	= OA-OF
(13) D.NPA/NXX:	= Desired NPA/NXX
(14) REMARKS:	= Branding and branding recording

TRUNK TYPE - DA w/ANI (DACC)

(1) NC:	= SD-J OR SB-J
(2) TRFTYP:	= DA
(3) TTT:	= 2
(4) OPS:	= N/A
(5) SECLOC:	= BST TOPS
(6) ALOC:	= OLEC
(7) ZLOC:	= BST
(8) PLSG:	= M-
(9) TUC/MOD:	= DA/JCC
(10) BRAND:	= Must be requested in the remarks section until the "Brand" field is added to the ASR. This includes the phrase the OLEC wants on the recording.
(11) EML:	= 6
(12) TK SIG:	= OA-OF
(13) NPA/NXX:	= Desired NPA/NXX
(14) REMARKS:	= Branding and branding recording

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

NUMBER SERVICES FOR OLECs
OPERATOR SERVICE/DIRECTORY ASSISTANCE

ASR Order Requirements (cont.)

TRUNK TYPE - DA w/o ANI

NC = SD-J or SB-J
TRFTYP = DC
TTT = 2
OPS = N/A
SECLOC = BST IR
ALOC = OLEC
ZLOC = BST
PLSG = M-
TUC/MOD = IR/J
BRAND = N/A
EML = 6
TK SIG = TS
REMARKS

TRUNK TYPE - VERIFY

NC = ????
TRFTYP = VR
TTT = 1
OPS = N/A
SECLOC = BST TOPS
ALOC = BST
ZLOC = OLEC
PLSG = M-
TUC/MOD = VR/J
BRAND = N/A
EML = 6
TK SIG = TS
REMARKS

TRUNK TYPE - INTERCEPT

NC = SDYB or SBYB
TRFTYP = IR
TTT = 2
OPS = N/A
SECLOC = BST IR
ALOC = OLEC
ZLOC = BST
PLSG = M-
TUC/MOD = IR/J
BRAND = N/A
EML = 6
TK SIG = TS
REMARKS

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

UNBUNDLED EXCHANGE ACCESS LOOP

**Description
of Service**

A circuit extending from a central office to a subscriber's premises engineered to meet the same design parameters as an exchange access line offered in the GSST. These circuits are offered only to certificated Other Exchange Companies (OLECs) for the purpose of providing local telecommunications service.

Unbundled Loop Channelization System - An arrangement offered to Other Local Exchange Companies (OLECs) for the purpose of channelizing multiple Digital Loop Carrier 1.544 Mbps channels offered in Tariff Section E.7.2.6D on a non-concentrated basis. These channels are only available for connection to Unbundled Exchange Access Loops offered in Tariff Section E.7.5.3.A.1.a.2. The Unbundled Loop System requires a Central Office Channel Interface for each channel of lesser capacity.

**Service
Application**

If an end user transfers from the Company to an OLEC or service is transferred from one OLEC to another OLEC and the transfer involves an Unbundled Exchange Access Loop leased from the Company, the Company must be provided with sufficient information to identify the existing service that it will replace so that the Company can reuse the facilities in an economic manner.

**ASR Order
Requirements**

Service order and ASR requirements are under development.

**OLEC-to-BELLSOUTH
ORDERING
GUIDELINES**

RESALE

DRAFT

000485

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

TABLE OF CONTENTS

	Page
General Information	
Introduction.....	4
Updates to Handbook.....	5
Account Team	6
Local Carrier Service Center.....	8
Application for Service Requirements	
Certification.....	10
Tax Exemption	10
Operating Company Number.....	10
Blanket Letter of Authorization	10
Contact Telephone Numbers	12
Front Pages Information	13
Forms of Security.....	16
Service Request Procedures	
Local Service Request.....	20
Scheduling Due Dates	64
Complex Services Project and Non-Project	64
Confirmation of Service Request.....	66
Order Changes and Cancellations	66
Missed Appointments	66
Repair Procedures	
Reporting Troubles.....	68
Pre-Screening Script.....	69
Repair Telephone Numbers	70
Long Distance Carrier Selection	
Predesignated Interexchange Carrier Changes	71
PIC Requests for New Service	71
Unauthorized PIC Changes	71
Service Provider Change Notification.....	72
Unauthorized Service Provider Change Notification	74

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

TABLE OF CONTENTS

	Page
Service Restrictions	
Calling Card	76
LIDB	76
"Grandfathered Services"	76
Reseller Billing	
Bill Descriptions	77
Billing Requests	77
End User Billing Arrangements	77
Tariffs	78
Optional Services Instructions	79
Service Blocking Options	100
Annoyance Call Center	101

000487

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

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.

000489

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.

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

Director
 Joyce Savage..... 770-986-2203

Manager
 Beth Craig..... 770-451-0883

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.

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.
Blanket Letter of Authorization	Format under development.

NECA
**NATIONAL EXCHANGE
CARRIER ASSOCIATION**

COMPANY CODE REQUEST FORM

CONTACT INFORMATION

<hr/> REQUESTOR'S NAME	<hr/> TELEPHONE NUMBER
<hr/> ADDRESS	<hr/> FAX NUMBER
<hr/>	<hr/> 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

**Contact Number
for Misdirected
OLEC End Users**

BellSouth requires a single number which may be used by BellSouth for referring misdirected end users to an OLEC. If an end user calls a BellSouth Business Office or Repair Center in error, the end user will be referred to the single number provided by the OLEC.

**Contact Number
for Customer
Name and Address
Information**

BellSouth will provide Customer Name and Address information to OLECs to aid in the investigation of toll calls placed by the OLEC end users to BellSouth end users. OLEC Service Representatives will require a special telephone number and unique access code to utilize the service. It will be necessary for the OLEC and BellSouth to negotiate contracts before system access is allowed.

000496

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

**Local Service Provider
Front Pages Listing
Information**

Numbers for each Local Service Provider will be listed on a 'generic' page in the Front Pages of the BellSouth printed directories. The following numbers will be provided:

Establishing or Changing Home Service
Establishing or Changing Business Service
Repair
Billing Questions
Directory Assistance

These numbers will be included at no charge in the Front Pages of the BellSouth directories in areas where the OLEC is licensed to provide service. The OLEC should submit these numbers to the LCSC on the form provided along with the Master Account Application and other required documents.

A sample of the proposed Local Service Providers Front Page is shown on the following page. BellSouth information will be included on the same page. The order of appearance for the Local Service Providers will be determined prior to each directory publication by a random drawing.

**Form for Providing
Contact Number,
CNA Number, and
Front Page Numbers**

A form is provided in this document on page ____ which should be used to submit all required numbers to the LCSC along with other documents listed in this section.

The required numbers are:

Single Contact Number for End User Referrals
CNA Assistance Number
Front Page Listing Information

Along with the numbers, the name, title, address, and telephone number of the person providing the number should be provided. This person will be contacted periodically to verify the accuracy of current information before directories are published.

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Sample Proposed Page Format and Listings

**Customer Information for
Local Telephone Service Providers**

XYZ Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

ORS Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

ABC Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

OET Company

Establishing or Changing Home Service XXX-XXXX
Establishing or Changing Business Service..... XXX-XXXX
Repair XXX-XXXX
Billing Questions XXX-XXXX
Directory Assistance XXX-XXXX

000498

OLEC - Contact Numbers

BellSouth
Fax #: 1-800-872-7059

A. OLEC Name _____ OCN _____

B. Check the State(s) Where These Numbers Apply.

AL FL GA KY LA MS NC SC TN

C. **Local Service Provider - Operational Numbers**

Single Point of Contact Number to be provided to OLEC end users contacting BellSouth in error: () - -

Customer Name and Address (CNA) number for the use of BellSouth Service Representatives when investigating toll calls: () - -

D. **Local Service Provider - Front Pages Listing Information**

Numbers for publication in the BellSouth Front Pages of directories where the OLEC is licensed to provide service:

Establishing or Changing Home Service () - -

Establishing or Changing Business Service () - -

Repair () - -

Billing Questions () - -

Directory Assistance () - -

This Information is Provided By:

Name _____

Title _____

Address _____

Telephone Number _____ Date _____

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.

000500

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.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Summary of Service Application Requirements

**Items Required
Prior to Order
Processing**

1. Proof of PSC/PUC Certification
2. Proof of Tax Exempt Status (if applicable)
3. Operating Company Number (OCN)
4. Blanket Letter of Authorization (LOA)
5. OLEC - Contact Numbers Form
6. Master Account Application

All items 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.

000504

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 (Under development)

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.

000506

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.

000507

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.

000508

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.

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.

000509

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 - 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."

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.

000510

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 H-1 under RingMaster® II.

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 individual state RAO 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.

000511

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 two additional listings for the same main account number or for additional line telephone numbers associated with the main account number. Copies of this section of the form should be made if more listings are needed. There are two groups of items associated with each listing. The first two (2) item group is: Additional Listing or Additional Line Number. One block must be checked to indicate the appropriate listing type.

Additional Listing - An additional listing for the main account telephone number.

Additional Line Number - A listing for an additional telephone line number which is different from the main account number.

The second three (3) item group is: Listed, Non-Listed, and Non-Published. Check the appropriate block for each listing. Definitions are shown above.

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 52 (in place of pages 1 and 2 of the residence LSR) of this document. Instructions for completing the stand alone 'Directory Listing Request' 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 Address

Provide address information here only if delivery is requested at an address which is different from the service address.

Number of Directories Requested

Residential end users receive one (1) white and one (1) yellow page directory per account. Residential end users may receive up to three (3) directories per account. If the end user requests additional or replacement local directories, they may be ordered through the LSR process. If the end user prefers to place the order, they should be referred to BAPCO at 1-800-422-1955. There are no charges for additional or replacement local service directories.

For directories outside of the end user local service area (foreign directories), refer the customer to BAPCO at 1-800-682-4000. A charge will apply for foreign directories. The charge will be billed directly to the end user by BAPCO.

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

F. - 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.

000514

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-1 & 2. - Order Details

These two (2) pages are the forms needed to provide specific information concerning the Line and Line Features; Inside Wiring and Jacks; and Features and Services the end user desires by telephone line number. It will be necessary to provide separate ordering sheets for each number for which you are placing an order.

At the top left of sheets H-1 and H-2 are two (2) blocks. The first is labeled 'End User Main Account #'. This information should always be provided (except in the case of a new listing with no number at the time the order is placed). This number, along with the OLEC PON, will ensure that all portions of the LSR are correctly associated. IF the items being ordered are for the End User Main Account #, the block should also be checked.

IF the items being ordered are for an Additional Telephone Line Number, the End User Main Account # should be entered but the block should not be checked. The Additional Telephone Line Number should be completed and the block checked.

When the telephone numbers are not known and more than one additional telephone line numbers are being ordered, an indicator should be placed after the 'Additional Telephone Line Number' to ensure the correct items are associated with the appropriate number.

Example: End User Main Account # ()-____-____
 Additional Telephone Line # ()-____-____ (1st, 2nd add'l line, etc.)

The body of section H-1 and H-2 provides a check-off list format to install (IN) or delete (OUT) any items needed or desired for local telephone service. Effort was made to list the items in the order required when dealing with the end user. First items related to 'Line and Line Features'; then items relating to installation in 'Inside Wiring and Jacks'; and finally vertical services in 'Features and Services'. Section H-2 includes features and services which are available for residential service but are infrequently ordered.

If an account is being disconnected, it is not necessary to show each item 'OUT'. Checking the 'Disconnect Main Account #' item in Part B on page 1 of the LSR eliminates the need for additional information. Only when an end user is actually changing features is it necessary to indicate when any existing features are being discontinued (OUT).

Not all features listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and 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.

000519

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.

000520

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.

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.

000521

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: Enter the appropriate designation to assist in identifying the service location.

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."

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.

000522

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 H-1 under RingMaster® II.

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 individual state RAO 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.

000523

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-H-2.). However, it can also be used as a stand alone document for business or residence directory information when only directory listing or replacement/additional directories are ordered.

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.

000524

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.

Existing YP Advertising (Y/N): Does the end user currently have Yellow Pages Advertising? Enter Y (Yes) or N (No). Yellow Page advertising will be billed directly to the end user by BAPCO.

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.

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.

000525

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

E. - Directory Listing (cont.)

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 if the 'Directory Listing Request' is submitted as a stand alone document. If it is a part of a complete LSR, the Firm Order Confirmation will be provided on page 1 of the LSR in part D. .

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 three (3) 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.

Number of Directories Requested

Business end users receive one (1) white and yellow page directory per access line. If the end user requests additional or replacement local directories, they may be ordered through the LSR process. If the end user prefers to place the order, they should be referred to BAPCO at 1-800-422-1955. There are no charges for additional or replacement local service directories.

For directories outside of the end user local service area (foreign directories), refer the customer to BAPCO at 1-800-682-4000. A charge will apply for foreign directories. The charge will be billed directly to the end user by BAPCO.

000526

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.

000527

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 BellSouth Yellow Pages is also available at no charge for each end user account. The listing may be placed in the BellSouth 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 BellSouth 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.

000528

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.

000529

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-1 & 2. - Order Details

These two (2) pages are the forms needed to provide specific information concerning the Line and Line Features; Inside Wiring and Jacks; and Features and Services the end user desires by telephone line number. It will be necessary to provide separate ordering sheets for each number for which you are placing an order.

At the top left of sheets H-1 and H-2 are two (2) blocks. The first is labeled 'End User Main Account #'. This information should always be provided (except in the case of a new listing with no number at the time the order is placed). This number, along with the OLEC PON, will ensure that all portions of the LSR are correctly associated. If the items being ordered are for the End User Main Account #, the block should also be checked.

If the items being ordered are for an Additional Telephone Line Number, the End User Main Account # should be entered but the block should not be checked. The Additional Telephone Line Number should be completed and the block checked.

When the telephone numbers are not known and more than one additional telephone line numbers are being ordered, an indicator should be placed after the 'Additional Telephone Line Number' to ensure the correct items are associated with the appropriate number.

Example: End User Main Account # ()-____-____
 Additional Telephone Line # ()-____-____ (1st, 2nd, 3rd add'l line, etc.)

The body of section H-1 and H-2 provides a check-off list format to install (IN) or delete (OUT) any items needed or desired for local telephone service. Effort was made to list the items in the order required when dealing with the end user. First items related to 'Line and Line Features'; then items relating to installation in 'Inside Wiring and Jacks'; and finally vertical services in 'Features and Services'.

If an account is being disconnected, it is not necessary to show each item 'OUT'. Checking the 'Disconnect Main Account #' item in Part B on page 1 of the LSR eliminates the need for additional information. Only when an end user is actually changing features is it necessary to indicate when any existing features are being discontinued (OUT).

Not all features listed on the LSR are available for resale in every state. Refer to the state tariffs for availability and descriptions.

000530

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.

000531

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.

000532

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**

000533

BELLSOUTH LOCAL SERVICE REQUEST - RESIDENCE

Date / /

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

A. Other Local Exchange Company

Co/OCN Issued By Remarks Telephone # ()- - Project RPON FAX # ()- -

B. Action Requested

Establish OLEC Service: New, Switch as is, Switch with changes, Switch with new address. Existing OLEC Account: Change Tel #(s), Add Telephone Lines, Disconnect Main Acct Tel #, Change Features/Services, Move to New Address, Disconnect Additional Line Tel #(s) Only, Chg Listing/Directory.

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 #, Assigned #, MemoryCall, Access #, Temp Password, RingMaster I, RingMaster II (a), (b) for three separate orders.

BellSouth Service Rep, Tel # ()- -, Remarks

Order Due Date / /, Premise Visit (Y/N), Time Scheduled, Blg. 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.

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 _____

Directory Delivery Address (if different from service address)

Address _____

City/Town/ZIP _____

Number of Directories Requested _____

(It is not necessary to provide information here unless the end user indicates a need for additional directories. Residential customers receive one directory automatically. They may receive up to 3 directories.)

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

000535

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

DRAFT

OLEC Name _____

End User Main Account # (_____) - _____

Additional Telephone Line 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 _____
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

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
- Block Usage Sensitive 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' apply in every state. Refer to the state tariffs for availability and 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 _____ 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® 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 # (____)____-____-____ Due Date ____/____/____

Premise Visit (Y/N) _____ Time Scheduled _____ Blg. Acct. _____ Remarks _____

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) Add Telephone Lines Disconnect Main Acct Tel # Change Features/Services Move to New Address - Keep Existing Tel #, if possible (Y/N) Chg Listing/Directory 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 # Assigned # MemoryCall Access # Temp Password RingMaster I RingMaster II (a) (b)

BellSouth Service Rep Tel # Remarks

Order Due Date Premise Visit (Y/N) Time Scheduled Blg. 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.

DIRECTORY LISTING REQUEST

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 Address _____
 Main Account Number (____) - ____ - ____ Existing YP Advertising (Y/N) _____
 End User Misc Account Number _____

Blg Account

Misc Account # Assigned _____
 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 _____
 Number of Directories Requested _____

Listing Information Attach additional pages as required.

Listing Order (1)	Caption Indent 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

000540

OLEC Name _____
 End User Main Account # (_____) _____
 Additional Telephone Line Number (_____) _____

PON _____
BellSouth Order # _____

H-1. Line and Line Features

- In Out**
- 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
 - Block Usage Sensitive 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® Service**
- 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.

Supplemental Local Service Request - Business

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 (____)-____-____ (____)-____-____ (____)-____-____

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

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 # (____)-____-____ Due Date ____/____/____

Premise Visit (Y/N) _____ Time Scheduled _____ Blg. Acct. _____ Remarks _____

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

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) 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)

000548

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).

000549

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.

000550

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 _____

000551

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: _____

000553

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

REPAIR CENTER TELEPHONE NUMBERS

<u>State</u>	<u>Residence</u>	<u>Business</u>
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.

**PIC Requests
for New Service**

For new or initial service, the PIC selected on the LSR will be processed by the LCSC.

**Unauthorized
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.

000555

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Service Provider
Change
Notification**

Upon receipt of a service request 1) from an end user to switch service from an OLEC to BellSouth or 2) from an OLEC to switch an end user from another OLEC, BellSouth will issue orders to accommodate the request. The current service provider will not be contacted for authorization. BellSouth, per the blanket LOA agreement, will assume that the initiating OLEC has an end user authorization letter on file. BellSouth will mail (next business day after order completion) a notification (following page) to the former OLEC.

000556

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE PROVIDER 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) should be transferred to another OLEC. Consequently, effective on (due date of service order), the account for this customer has been transferred to the desired service provider.

000557

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Unauthorized
Service Provider
Change
Notification**

When notified that a customer has been switched to a 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.

000558

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.

000559

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.

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 between an OLEC and BellSouth, 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.

However, there is no guarantee of blocking because some toll providers will pass toll calls even though the telephone number is not found in LIDB. If the OLEC wants collect and third number tolls absolutely blocked, the OLEC should contract for BellSouth LIDB, and place the appropriate blocking entries therein. There is no charge for BellSouth LIDB.

"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.

000560

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.

000561

**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

000562

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

000563

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.

000564

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®.

000565

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.

000566

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

000567

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).

000568

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	557-6222 - Central Time: 7:30 AM - 5:30 PM
Florida, Georgia, North Carolina, South Carolina	780-2969 - Eastern Time: 7:30 AM - 5:30 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.

000569

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.*

000570

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.

000571

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.

000572

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.

000573

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

000575

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	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.

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.

000577

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	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

3. _____
(Additional Telephone Number)

RINGING	PHONE TONE (if you have CALL WAITING)
	
Short, long, short ring	Short, long, short tone

000578

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.

000579

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	_____

000580

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	

000581

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.

000582

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 user 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

000583

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE BLOCKING OPTIONS

Individual line numbers may be blocked from dialing certain codes according to the following chart. The appropriate selected option should be shown under Service Blocking Options on the Line and Line Features page of either the residence or business LSR.

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.

000584

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

000585

**BRIEFING MATERIALS
CONCERNING
SLAMMING ISSUE**

**PREPARED FOR
LAW AND GOVERNMENT AFFAIRS
SOUTHERN REGION**

FEBRUARY 23, 1996

Developed and Presented by:

**EMANUEL J. GARDNER
DISTRICT MANAGER
AT&T LAW AND PUBLIC POLICY
908-221-7941**

000586

TABLE OF CONTENTS

<u>Topic</u>	<u>Tab</u>
AT&T Policy Paper	1
Background and Historical Review of Significant FCC Proceedings on Slamming	2
AT&T Recommendations for Connecticut Local Slamming Rules	3
Suggested Language for Verification Procedures to be Followed on Primary Intrastate Change Orders	4
Status of Slamming Activity at the State Level - New York - Texas	5
Carrier Certification Form	6
No-Fault PIC Switchback Procedure Document	7

000587



AT&T'S POLICY ON LOCAL CARRIER CHANGE ORDERS ¹

The following policy paper documents AT&T's public policy position concerning the process to be followed when initiating or accepting local carrier change orders². The paper covers two types of situations; (1) local carrier change orders resulting from inbound calls, and (2) local carrier change orders resulting from outbound calls. The policy paper also documents AT&T anti-slamming policy for the local market.

AT&T will not send to or accept from a carrier local carrier change orders unless a valid Letter of Agreement exists between AT&T and the carrier.³ The Letter of Agreement shall be signed by an appropriate officer representing each of the carriers. AT&T will need such a Letter of Agreement with each carrier in each state in which it does business. Additionally, it is AT&T's policy to mail the customer a verification fulfillment letter⁴ to confirm the change. The letter will include an 800 telephone number for the customer to call if he (or she) has any questions or disputes the change.

SCOPE OF PAPER

This paper describes a process that, when implemented, either by agreement of the parties or regulatory rule, can effectively govern carrier activities in connection with the transfer of local exchange customers between telephone companies. The process is intended to apply to all certificated carriers in the local market (hence would apply to all ALECs, large and small, as well as the incumbent carrier). The related issue of using P.L.O.C. changes as a medium via which customer information (service and equipment screen) can be obtained is not addressed in this paper.⁵

¹ The subject matter expert for policy matters concerning this issue is Emanuel Gardner, District Manager-AT&T Law and Public Policy. He can be reached on 908-221-7941.

² Local carrier change orders are commonly referred to as P.L.O.C. changes by AT&T business unit personnel. P.L.O.C. stands for Primary Local Operating Company. These terms will be used interchangeably within this paper.

³ A Letter of Agreement is a document whose sole purpose is to authorize the sending and receiving of service orders between carriers.

⁴ The fulfillment package will have the 800 number for questions or disputes prominently displayed and will direct the customer to immediately notify AT&T if this is not in keeping with the customer's wishes.

⁵ For a thorough discussion of these issues, see the policy paper entitled AT&T's Policy on the Sharing and Exchange of Certain Customer Information in the Local Market*.

000588

SCOPE OF POLICY

The policy is applicable to all consumer and mass market business calls. The policy does not apply to large business customers.⁶

AT&T POLICY POSITION

AT&T's believes that rules governing local carrier change orders should, to the extent possible, mirror the anti-slamming rules promulgated by the F.C.C. for the interexchange marketplace.⁷ These rules distinguish between local carrier change orders generated as a result of carrier initiated telemarketing calls versus customer initiated inbound calls.

In summary form, the local carrier change rules should be as follows: On telemarketing calls, the issuing carrier must institute one of four confirmation procedures before submitting carrier change orders: (1) obtain the consumer's written authorization (signed LOA); or (2) obtain the consumer's electronic authorization by use of an 800 number; or (3) have the consumer's oral authorization verified by an independent third party; or (4) send the customer an information package, with a mandatory 14 day waiting period before issuance of the change order, to allow sufficient time for cancellation by the customer. On inbound calls, change orders may be issued as long as the issuing carrier has internal records on file sufficient to support switching the customer in case of dispute. Generally, this entails placing a permanent notation on the customer's account via the notation screen.

Attachment A describes these rules in detail.

POSITION OF OTHERS

The RBOCs generally advocate that an LOA signed by the customer should be the only method of verification because it is simple, can be easily documented, and clearly conveys the intent of the customer. RBOCs generally do not want to accept third party verification as an approved verification method.

In current state proceedings, Southwestern Bell has advocated the mandatory use of customer signed LOAs as the only acceptable verification procedure in Texas. NYNEX (in New York) and SNET (in Connecticut) have taken similar positions in proceedings in their states.

MCI is supportive of the four verification procedures. The negotiating team working with Pacific Bell reports PacBell has taken a position similar to the aforementioned

⁶ Large business customers are generally assigned a National Accounts Manager (NAM), who manages the account for AT&T. For change orders involving such large accounts, the NAM will be responsible for obtaining a signed Letter of Agency from the customer before issuance of a change order is permitted.

⁷ See 47 C.F.R. Part 64, Subpart K - Changing Long Distance Service.

LECs, namely that LOAs are needed before a customer on their network would be switched to a competitor. While every effort should be made to negotiate this issue with the incumbent LECs, the matter will need to be escalated to a regulatory level, both to obtain an even playing field with the LECs and to get the rules applicable to other certificated ALECs.

LATITUDE PROVIDED BY THE AT&T PROPOSED LOCAL ANTISLAMMING RULES

Carriers have the latitude to select one of the four above referenced verification procedures for change orders generated as a result of outbound calls that best meets their needs. Carriers are not precluded from using LOAs, but neither are they required to do so as the sole method of verifying the customer's intent to effect a change of carrier. Moreover, the rules promote administrative efficiency by creating one set of anti-slamming rules for interstate and local calls.

As a practical matter, AT&T believes that this latitude is indispensable to a competitive local market, since carriers can select and implement the verification procedure(s) that best supports their order volumes. Also, the rules strike the appropriate balance between protecting the interests of the consumer without unreasonably burdening competition in the market.

CONSUMER LIABILITY ISSUES

It is AT&T's position that the rules for slamming in the local market should follow the federal anti-slamming rules in this area also. That is to say that when slammed, consumers should be liable only for the amount the consumer would have paid if the carrier had never been changed. AT&T agrees with the F.C.C.'s rationale for this rule, which is that ... "the "slammed" consumer does receive a service, even though the service is being provided by an unauthorized entity. The consumer expects to pay the original rate to the original IXC for the service. Except for the time and inconvenience spent in obtaining the original PIC, consumers are not injured if their liability is limited to paying the toll charges they would have paid to the original IXC."⁸

FREE SWITCHBACK POLICY FOR ERRORS

It is AT&T's policy that in cases where customers are switched from their local provider by AT&T in error, AT&T will pay the tariffed rate to have them switched back. It should be noted that in the interLata market, AT&T has entered into "no fault" agreements with the incumbent LECs on PIC disputes, that essentially streamline the PIC dispute process by enabling AT&T (as the IXC) to pay a reduced rate to switch the customer back to the prior carrier in return for the matter being dropped without internal investigation.

⁸ Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers, CC Docket No. 91-64, Report and Order, Adopted June 13, 1995, Released June 14, 1995.

Additionally, AT&T has entered into similar "no fault" agreements with the LECs that both extend the F.C.C.'s interlata PIC change rules and the streamlined "no fault" agreement to the intralata presubscription process.

We do not expect this to be the case in the local market. In fact, to date it has been our experience in negotiations with certain LECs concerning local market entry that LECs are eager to protect their base of customers and as such are advocating the position that a signed (and in some cases notarized) LOA must be forwarded to them by the competing ALEC before a customer's service will be switched from the ILEC to the ALEC.

AT&T opposes any rule that would mandate the payment of an exorbitant, arbitrary, and non cost-based penalty by the offending carrier to the incumbent LEC for the unauthorized switching of a customer's carrier.⁹

PROPOSED DISPUTE RESOLUTION PROCESS¹⁰

AT&T proposes that slamming disputes on local change orders be addressed in the following manner:

If the customer calls AT&T and indicates we have switched the customer without consent, AT&T will immediately switch them back to their prior carrier without charge and thus resolve the issue. If the dispute cannot be resolved by the aforementioned method, then the following process is recommended:

- 1) Reasonable attempts should first be made between the carriers to resolve disputes.
- 2) If unsuccessful at the carrier level, the Commission should be notified and a regulatory proceeding convened, with notice and opportunity to be heard afforded all impacted parties.
- 3) The Commission should, upon its finding and order, implement the appropriate penalties upon the offending party and order the necessary changes in its order processes as appropriate.

⁹ At the time of this writing, this proposal, which AT&T strongly opposes, is being advocated by Southwestern Bell (SWB) Telephone in Texas.

¹⁰ To the extent possible, AT&T suggests the resolution process for local slamming disputes mirror the resolution process used for interstate slamming disputes.

ALL FOUR VERIFICATION METHODS ARE IN EFFECT IN INTERSTATE PIC CHANGES

It is very important to reinforce the fact that for the interstate PIC process, the F.C.C. has authorized the four verification methods of (1) LOA signed by the customer; (2) obtaining the consumer's electronic authorization by use of an 800 number; (3) having the consumer's oral authorization verified by an independent third party; and (4) the sending of an information package (for use on outbound calls) and that all four methods are in effect at this time.

AT&T's experience has shown that in some cases, LEC advocates of LOAs as the sole verification method will attempt to distort this fact and try to convince PUC staffs that a signed LOA is the sole verification method approved for the interstate market by the F.C.C. By implication, they then attempt to extend this reasoning to anti-slamming rules for the local market, now being considered by some state PUCs¹¹.

We urge you to become familiar with the entire chronological history of the F.C.C.'s handling of the slamming issue. Do not fall prey to any positioning of the issue that relies solely on the F.C.C.'s June 14, 1995 Report and Order, upon which some competitors' advocates may try to focus. While it is true the June 14, 1995 order focused, among other things, on the general form and content of the LOA, it did not reverse the F.C.C.'s earlier ruling that established the four verification methods. These methods are still in effect and working in the marketplace.

AT&T USES THIRD PARTY VERIFICATION TO VERIFY CUSTOMER INTENT TO SWITCH

AT&T currently uses third party verification on outbound calls to verify customers' intent to switch long distance carriers. Moreover, AT&T has decided to utilize third party verification as the verification procedure in the local market (on outbound calls) as well.

RECOMMENDED ACTION

Advocate AT&T's position on this issue with state regulators and provide intelligence on competing viewpoints and rationales. Particular attention should be placed on the building of coalitions with ALECs and consumer groups in support of AT&T's position. Feedback on activities and progress within your state(s) is also requested.

¹¹ At this time, such rules are under consideration by state PUCs in Connecticut, New York and Texas.

LOCAL CARRIER CHANGE ORDERS - FROM OUTBOUND CALLS

AT&T will require that local carrier change orders generated by outbound channels (telemarketing) conform to the proposed anti-slamming rules for the local market that appear below. These proposed rules are modeled on 47 C.F.R. Part 64, Subpart K - Changing Long Distance Service, an amendment to the F.C.C.'s rules concerning verification of orders for long distance generated by telemarketing. Accordingly, the anti-slamming rules AT&T proposes for the local market to be applied to outbound (telemarketing) calls are as follows.

Before a local carrier change order generated from outbound telemarketing is processed, the change order must be verified by one of the following four verifiable procedures¹²:

1. written authorization or Letter of Agency (LOA) from the customer in a form that meets the requirements of 47 C.F.R. Part 64, Subpart K, Section 64.1150, which describes the F.C.C.'s precise rules for Letter of Agency Form and Content for the interstate market; or
2. the local carrier initiating the change order has obtained the customer's electronic verification, placed from the telephone number(s) which is (are) the subject of the change order(s). Local carriers electing to confirm change orders electronically shall establish one or more toll-free telephone numbers exclusively for that purpose. Calls to the number(s) will connect a customer to a voice response unit, or similar mechanism, that records the required information regarding the local carrier change, including automatically recording the originating ANI; or
3. an appropriately qualified and independent third party operating in a location physically separate from the telemarketing representative has obtained the customer's oral authorization to submit the change order that confirms and includes appropriate verification data (e.g. the customer's date of birth or social security number); or
4. within 3-5- business days of the customer's request for a local carrier change, the soliciting local carrier must send the new customer an information package via first class mail containing at least the information concerning the requested change as specified in 47 C.F.R. Part 64, Subpart K, Section 64.1100 (d), and wait at least 14 days after mailing said package before submitting the change order for processing. In the event the customer cancels the change order during the waiting period, no customer change order can be submitted for processing.

¹² If a dispute arises on outbound calls, the carrier initiating the switch would bear the burden of producing the record generated by one of these four procedures, which would then serve as prima facie evidence of the customer's intent to switch.

LOCAL CARRIER CHANGE ORDERS - FROM INBOUND CALLS

AT&T will issue a change order on inbound calls as long as the following criteria are met: (1) an internal memo or other record must be generated and maintained by the receiving entity of the customer's intent to change service providers¹³ and (2) a valid Letter of Agreement exist between the carriers. No additional information shall be required. It is AT&T's expectation that carriers will honor all change orders so issued based on the authority derived from the Letter of Agreement between the carriers and the presumption of good faith that serves as the foundation of the agreement. AT&T's will reciprocate upon receipt of like orders from other carriers.

¹³ This is the source document to be referred to in case of a slamming dispute on inbound calls. In case of dispute, the carrier that initiated the switch would bear the burden of producing this document which would then serve as prima facie evidence that the customer indeed initiated a call to switch carriers.

BACKGROUND AND HISTORICAL REVIEW
OF SIGNIFICANT FCC PROCEEDINGS
ON THE ISSUE OF SLAMMING

1. Slamming, as currently defined by the FCC, means the unauthorized conversion of a customer's interexchange carrier by another interexchange carrier, an interexchange resale carrier, or a subcontracted telemarketer.
2. The FCC began receiving complaints about slamming after the entry of multiple competitors into the long distance marketplace following the divestiture of AT&T.
3. The FCC's approach to slamming has been evolutionary in nature and the FCC has, over time, addressed many facets of the slamming issue.
4. There have been several significant proceedings conducted by the FCC to date that have shaped the current FCC anti-slamming rules.
5. The several significant proceedings referred to above are as follows:
 - 5a) Investigation of Access and Divestiture Related Tariffs, 101 FCC 2nd 911 (1985) (Allocation Order), recon. denied, 102 FCC 2nd 503 (1985) (Reconsideration Order).
 - 5b) Investigation of Access and Divestiture Related Tariffs, 101 FCC 2nd 935 (1985) (Waiver Order).
 - 5c) Illinois Citizens Utility Board Petition for Rule Making, Memorandum Opinion and Order, 2 FCC Rcd 1726 (1987) (Illinois CUB Order).
 - 5d) American Telephone and Telegraph Company, Petition for Rule Making, CC Docket No. 91-64, Notice of Proposed Rule Making, 6 FCC Rcd 1689 (1991) (PIC Change NPRM).
 - 5e) Policies and Rules Concerning Changing Long Distance Carriers, CC Docket 91-64, Report and Order, 7 FCC Rcd 1038 (1992) (PIC Verification Order), recon. denied, 8 FCC Rcd 3215, (1993) (PIC Verification Reconsideration Order).

000595

5f) Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers, Notice of Proposed Rule Making, 9 FCC Rcd 6885 (1994) (NPRM).

5g) Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers, CC Docket 94-129, FCC No. 95-225, Report and Order, 60 FR 35846, July 12, 1995 ("June 14, 1995 Report and Order").

5h) AT&T Motion to Stay, filed August 4, 1995.

5i) Comments of MCI and Sprint in support of AT&T's Motion to Stay, filed August 11, 1995.

5j) Petitions for Reconsideration filed August 11, 1995, by MCI and Sprint.

5k) AT&T Petition for Limited Consideration, filed August 4, 1995.

5l) Policies and Rules Concerning Unauthorized Changes of Consumers' Long Distance Carriers, Order Granting Limited Stay, Adopted September 1, 1995, Released September 5, 1995.

6. A review of the highlights of each of the above significant proceeding is now covered from the perspective of its significant impact on the anti-slamming issue.

7. ALLOCATION ORDER. The Allocation Order addressed numerous facets of the Equal Access presubscription process. Some of the major carrier selection issues covered included selection of an IXC, default procedure(s), alternatives to default procedure(s), pro rata allocation plan(s), retroactive allocation, etc.

8. Equal access presubscription was to be conducted in two basic ways: (1) via the LEC (via ballot) and (2) by IXCs (utilizing a Letter of Agency (LOA) to document the customer's IXC selection).

9. The Letter of Agency procedure is specified in the Allocation Plan, at paragraphs 9-11, Appendix B of the

Allocation Order. The full text of Appendix B of the Allocation Order is appended to this document.

10. The pertinent parts from Appendix B selected for inclusion here are as follows:

Letter Of Agency Procedure. A customer has the option of independently contacting the IXC to make arrangements for long distance service. Since ballots contain all of the customer's lines, the IXC should encourage its customers to mail the IXC the ballots or mail them to the LEC. The return of the ballots will ensure the accuracy of the selection process for all customer lines and multi-line hunt groups.

All IXCs may seek customer commitments to use their services and designate them as their primary IXC. All such commitments must be supported by a statement signed by the customer, which at a minimum recognizes these conditions:

- The customer designates the IXC to act as the customer's agent for the presubscription process.

- The customer understands that only one IXC may be designated as the customer's primary IXC for any one telephone number and that selection of multiple carriers will invalidate all such selections.

- The customer understands that any primary IXC selection after the initial one will involve a charge to the customer.

- The specific telephone number(s) for which the primary IXC is being designated must be listed.

Any IXC providing the LEC with a list of customers (see next paragraph, infra) who have selected that IXC as their primary carrier must accompany it by a document affirming that the IXC does, in fact, have signed letters of agency that comply with the conditions cited above, or a ballot for each customer on the list. This list and accompanying document are due on or before the specified date indicated on the LEC schedule. The IXC must also agree to accept responsibility for any billing disputes arising

000597

from implementation of its customer list. All written documentation must be made available to the LEC in the event of a dispute. (Emphasis is added).

11. IN THE WAIVER ORDER AND RECONSIDERATION ORDER, the FCC relaxed the LOA requirement and allowed IXCs to initiate PIC changes if they had "instituted steps to obtain signed LOAs." The FCC also denied a request to allow a voice recording or other form of electronic signature to satisfy the requirement that IXCs maintain letters of agencies signed by their customers.

12. The FCC provided the following rationale for requiring LOAs. "The Commission's requirement that IXCs maintain letters of agency is designed to facilitate dispute resolution, to minimize consumer confusion, and to protect the LECs from processing change orders for which no party is clearly responsible. The consumer who must sign a document can be presumed to have read its contents and to understand the nature and extent of the service relationship with the IXC. The IXC which has such signed letters of agency is protected from the effects of customer misunderstanding and from potential responsibility for unauthorized changes. The LEC has available for review an easily authenticated document in resolving customer disputes. Any of the foregoing parties would bear a heavy burden if obliged to review electronic recordings to verify customer orders. IXCs are free to continue their telemarketing efforts but should take steps designed to obtain signed letters of agency or confirmation of choice from their customers pursuant to the guidelines outlined in paragraph 21 below."

13. Paragraph 21 of the Waiver Order and Reconsideration Order reads in pertinent part:

-We recognize, however, that end users who make a verbal commitment to use a carrier's services may not return signed authorizations promptly. Therefore, we will grant the requested waivers (discussed in paras. 17-20, supra) of the plan prescribed in Appendix B of the Allocation Order subject to the following guidelines.

-The IXCs are required to certify at the time they submit end user lists to the LECs that they have on

file, or have instituted steps designed to obtain signed letters of agency or confirmations of choice from the end user. The IXCs are not required to submit letters of agency when submitting end user lists to the LECs, but should maintain the confirmations or letters on file for use in dispute resolution. IXCs should request written confirmations of choice from their customers no later than the date of submission of their first bill to the customer.

-When the LEC identifies a conflict between a ballot and an IXC list, or between lists submitted by two or more IXCs, the LEC must notify, within 10 days, all affected IXCs via a conflict report.

-If, upon receipt of a conflict report, the IXC certifies to the LEC that it has on file a signed letter of agency with a date subsequent to that on the ballot, that IXC becomes the primary IXC for that end user and no change charge is assessed to either the IXC or the end user.

-In a conflict, if the IXC is unable to obtain a letter of agency signed by the end user, the ballot controls.

14. In the Illinois CUB Petition for Rule Making, (Illinois CUB Order), the Illinois CUB requested a rule making to:

-clarify that consumers are not responsible for change charges associated with unauthorized changes in their prescribed IXC

-provide for specific remedies for consumers improperly assigned to a new carrier after conversion of an end office to equal access.

15. The FCC denied the petition on the basis that CUB's petition required only a clarification of the intent of the FCC's Allocation Order and Waiver and Reconsideration Order. The FCC then provided the requisite clarification as follows:

(1) FCC did not intend that consumers be made financially liable, even temporarily, for changes which they did not authorize.

000599

(2) Requirements that LECs establish dispute resolution procedures and IXCs obtain LOAs were designed to ensure consumers protection both from mistakes made by LECs during the conversion process and IXC marketing abuses.

(3) Prior FCC orders cannot be construed to permit a LEC to collect any change charge from a customer if the customer denies requesting a change and neither the LEC nor IXC can produce sufficient evidence that the customer requested or authorized a change.

(4) If IXC submits a request, the customer disputes it, and the IXC is unable to produce LOA, FCC prior order requiring that IXCs "accept responsibility for billing disputes arising from the implementation of its customer lists" requires that LECs assess the applicable change charge to the IXC.

(5) FCC noted that many carriers have instituted informal procedures to expeditiously resolve cases of misconnected orders and incorrect charges.

(6) FCC relied upon Section 208 complaint remedies to recover actual damages in appropriate cases.

16. In sum, the FCC emphasized in the *Illinois CUB Order* that consumers are not liable for the charges assessed by LECs for PIC changes that were not authorized by the consumers. Further, the Commission reiterated that LECs are not permitted to collect any charges from a consumer for changing the consumer's PIC if the consumer denies requesting the change and neither the LEC nor the IXC can produce sufficient evidence that the consumer requested the change. In most cases, that evidence would be the LOA.

17. Additionally, in balancing the industry's need for flexibility in marketing its services to consumers and the need to protect consumers from deceptive marketing tactics, the Commission concluded that the rules in place at that time adequately protected consumers against slamming.

18. In the Petition for Rule Making In The Matter of AT&T and Notice of Proposed Rule Making (PIC Change NPRM), it is important to note for procedural purposes how this

000600

proceeding came before the Commission. In January 1990, AT&T filed a petition requesting a revision of the FCC's carrier selection rules. AT&T alleged that unauthorized PIC changes had increased, causing inconvenience for consumers and forcing LECs to incur unnecessary expenses in resolving the resultant disputes. AT&T concurrently filed suit against MCI in Federal District Court in New Jersey, alleging that MCI had engaged in unfair telemarketing practices and unauthorized switching. Subsequently, AT&T and MCI informed the FCC that they had settled their federal district court civil suits concerning their respective marketing practices, and as part of their settlement, had agreed to propose that the FCC adopt certain safeguards designed to protect consumers against being switched without permission. Since AT&T had not withdrawn its petition, it remained pending before the FCC.

19. The AT&T/MCI settlement, which was brought before the FCC for consideration as part of this proceeding, included the carriers' agreement upon three verification procedures to be followed on all customer change orders generated by telemarketing. A fourth such procedure was suggested by NARUC and others during the FCC proceeding in this matter.

20. In response to the AT&T/MCI petition, the FCC, in its *PIC Change NPRM* and its subsequent *PIC Verification Order and PIC Verification Reconsideration Order*, adopted rules and procedures for verification of long distance service telemarketing sales.

21. Specifically, the FCC required IXCs to institute one of four confirmation procedures before submitting to LECs PIC change orders generated by telemarketing. They are as follows:

- (1) Obtain the consumer's written authorization (LOA);
- (2) Obtain the consumer's electronic authorization by use of an 800 number;
- (3) Have the consumer's oral authorization verified by an independent third party; or
- (4) Send an information package, including a pre-paid, returnable postcard, within three (3) days of the consumer's

request for a PIC change, and wait 14 days before submitting the consumer's order to the LEC, so that the consumer has sufficient time to return the postcard denying, canceling, or confirming the change order.

22. In evaluating the alternative approaches, the FCC sought to benefit consumers without unreasonably burdening competition in the interexchange market. The FCC also ruled in the PIC Verification Order that:

- 3rd party verification is preferable to in-house verification;
- IXCs of all sizes should take the necessary steps to verify their telemarketing sales;
- IXCs following the NARUC procedures are required to mail the information package within 3 business days of customer's change request;
- Current rules regarding IXC responsibility for charges associated with disputed changes for which IXC cannot produce an LOA should remain unchanged;
- IXCs are required to institute one of the four verification procedures for customer owned payphone service; and
- IXCs are required to institute an allowed verification procedure for both business and residence service solicitations.

23. The FCC did not adopt monthly auditing requirements nor requirements for a quality assurance program, both of which were included as part of the AT&T-MCI settlement.

24. The FCC emphasized that the adoption of the revised verification procedures for telemarketing calls were consistent with previous decisions in the *Waiver and Reconsideration Order* (IXCs allowed to place PIC orders if steps instituted to obtain LOA) and the *Illinois CUB Order* (FCC concluded the rules were intended to facilitate IXCs marketing efforts while maintaining the protection embodied in the requirement for LOAs).

000602

25. In the PIC Verification Order, the FCC said the telemarketing verification procedures offer greater flexibility to the IXCs than would a mandatory LOA requirement and allows competitors to select a verification procedure which best meets their needs and those of their customers. The FCC also was sensitive to the possible increased cost burden that the verification procedures could impose upon smaller carriers, and specifically stated that it believed these verification options would significantly benefit customers without imposing undue costs on carriers. It also anticipated that the revised verification procedures would sharply reduce disputes about orders for the IXCs' services.

26. In the November 10, 1994 NPRM, the FCC, on its own motion, initiated a rule making to review its policies and proposed rules regarding unauthorized changes of consumers' long distance carriers. This was primarily in response to the substantial number of complaints received at the FCC involving the use of potentially misleading or confusing letters of agency (LOAs) by interexchange carriers. The FCC also examined several other issues related to slamming. The NPRM sought comments regarding the following:

- rules prescribing the form and content of LOAs;
- whether telephone number should be preprinted on LOA;
- whether inducements of any kind should be prohibited altogether and if not, whether to prohibit inducements in same envelope;
- whether LOAs should contain only the name of the carrier that directly provides the interexchange service to the customer;
- whether the IXC that actually sets the rates for the customer is identified on the LOA;
- whether other carriers names can be included on LOA without misleading or confusing consumers, if roles are clearly defined;

000603

- whether business and residential customers should be treated differently with respect to LOA requirements;
- what is the effect of unauthorized PIC conversions on Optional Calling Plans (OCPs) and the consumers enrolled in them;
- whether consumers should be absolved for any payments to OCPs after unauthorized conversions;
- what should be the means or procedures to help consumers recoup their losses;
- whether any adjustments to LD charges should be made for slammed consumers;
- whether to adopt rules to govern bilingual or non-English language LOAs;
- whether all LOAs should be captioned "An Order to Change My Long Distance Service" or given some other title that is more descriptive and less technical; and
- comments on the impacts of the IXC marketing practice of "encouraging" consumers who call an IXC's 800 number to switch IXCs, even when the consumers' calls are not initiated for the purpose of changing PICs.

27. In the June 14, 1995 Order, the FCC issued rulings related to the aforementioned November 10, 1994 NPRM as follows:

(1) The FCC prescribed the LOA's general form and content. These rules held that the LOA:

(a) cannot be combined with promotional materials in the same document, the separate or severable rule;

(b) allowed for an exception from the separate or severable rule for a check that serves as an LOA so long as the check contains certain information clearly indicating that endorsement of the check authorizes a PIC change and otherwise complies with FCC's LOA requirements;

003604

(c) must be written in clear and unambiguous language;

(d) prohibited all negative option LOAs;

(e) required complete translations of the LOA if printed in more than one language.

28. Regarding the issue of which carrier name should appear on the LOA, the FCC ruled that only one carrier's name could appear on the LOA, and that name must be the name of the rate setting IXC. The FCC concluded that it was in fact confusing to consumers for an LOA to contain the name of an IXC that is not providing service directly to the customer. The FCC also indicated that it would defer full examination of this issue to a later proceeding.

29. The FCC also amended the LOA requirements to accommodate instances where full 2 PIC options were either in place or soon to be in place. The FCC ruled that in full 2 PIC jurisdictions, the LOA must contain separate statements regarding the interstate IXC PIC and the intrastate IXC PIC. Each PIC named must be the rate setting IXC and a statement must appear indicating that one IXC can be both the interstate PIC and the intrastate PIC.

30. Regarding business vs. residential presubscription, the FCC held there should be no distinction between business and residential customers with regard to the LOA rules.

31. Regarding consumer liability issues, the FCC adopted the "make whole approach". This rule allows unauthorized IXCs to collect from the consumer the amount of toll charges the consumer would have paid if the PIC had never been changed. The FCC's rationale for this approach, as stated, is that the consumer does receive a service, and except for time and inconvenience, the consumer is not injured if their liability is limited to paying the toll charges they would have paid to the original IXC. The FCC did emphasize, however, that if slamming continues unabated, it may revisit this question at a later date.

32. Regarding OCP issues, the FCC adopted a "prior notice rule" regarding the billing of slammed customers. While the

000605

FCC agreed that it is reasonable that consumers should not have to pay for services they cannot enjoy in the manner they had contemplated, it acknowledged that the consumer may derive some benefit from the OCP even if "slammed". Accordingly, the FCC ruled that IXCs are not allowed to collect OCP premiums for slammed customers unless the IXC has given customers prior notice of its policy to do so through its tariffs and customer service materials.

33. Concerning non-English LOAs, the FCC held that all IXCs that choose to translate any part of the LOA must translate all parts of the LOA.

34. Regarding the issue of a LOA Title, although the FCC did not prescribe a particular title for the LOA, it agreed with commenters and strongly suggested that all IXCs use a clear, easily understandable title.

35. On the issue of whether to extend the verification procedures to consumer initiated calls, the FCC extended the verification procedures to cover consumer-initiated (inbound) calls.

36. On August 14, 1995, AT&T filed a Motion to Stay the part of the FCC's June 14 Order insofar as that decision extended the PIC verification requirements to consumer-initiated (inbound) calls. AT&T requested that the stay remain in effect until the FCC ruled on issues raised in its petition for limited consideration (*AT&T Petition for Limited Consideration, filed August 4, 1995*), which was filed contemporaneously with its motion to stay.

37. MCI and Sprint filed comments in support of AT&T's Motion to Stay (*Comments of MCI and Sprint in support of AT&T's Motion to Stay, filed August 11, 1995*) and also filed their own petitions for reconsideration, (*Petitions for Reconsideration filed August 11, 1995, by MCI and Sprint*), challenging, among other things, the inbound call PIC verification requirements.

38. On September 1, 1995, the FCC, on its own motion, ordered the effective date of the June 14th Report and Order STAYED to the extent the Report and Order extended the PIC verification requirements to consumer-initiated (inbound) calls. The FCC ordered the stay to remain in effect until

000605

such time as it rules on the related issues raised by AT&T, MCI and Sprint in their petitions for reconsideration.

39. The FCC indicated that it was persuaded to temporarily stay the PIC verification requirements as they pertain to consumer-initiated calls in order to allow the Commission to develop a complete record upon which it can conduct a meaningful cost-benefit analysis and make a more informed decision. The FCC also said it believed a brief stay would be less disruptive to consumers and industry than allowing the requirements to take effect before the issues raised by AT&T, MCI and Sprint are fully resolved.

000607

Appendix B

ALLOCATION PLAN

1. *Application.* This Plan must be put into effect by all companies implementing equal access which include: Bell Operating Companies pursuant to the Modification of Final Judgment,¹ GTE pursuant to its Consent Decree,² Independent Companies pursuant to Commission Order³ and all local exchange companies that provide equal access on a voluntary basis. These companies will be referred to as local exchange companies (LECs) throughout this Plan. The carriers participating in the equal access process and providing long distance service to customers will be referred to as interexchange companies (IXCs).

2. *Effective Date and Retroactivity Requirement.* The effective date of this Allocation Plan is May 31, 1985. The affected LECs are obligated to carry out this Plan for all customers that are subject to equal access conversions on or after May 31, 1985. For those customers

²⁰ The Commission finds that, because the prescription of an allocation plan relieves restrictions on competition and represents a statement of policy and because a great number of equal access conversions are scheduled to take place in the immediate future, the public will benefit from putting this plan into effect without delay. An immediate effective date is, therefore, in the public interest and has good cause pursuant to 5 U.S.C. § 553(d).

¹ United States v. American Tel. & Tel., 352 F. Supp. 131 (D.D.C. 1982), *aff'd sub nom. Maryland v. United States*, 460 U.S. 1001 (1983).

² United States v. GTE Corp., Civ. Action No. 83-1298 (D.D.C., Dec. 13, 1984) (Proposed Final Judgment). Pursuant to the Court's approval of this Proposed Final Judgment, GTE and the Department of Justice entered into a Consent Decree on December 21, 1984 which contained a phased-in implementation timetable for the provision of non-discriminatory equal access to interstate communications facilities by the subscribers of the GTE Operating Companies.

³ MTS and WATS Market Structure, Phase III, CC Docket No. 78-72, FCC 85-98, released Mar. 19, 1985. In this decision, the Commission extended equal access interconnection obligations to the Independent Telephone Companies recognizing certain limitations. The Independent Telephone Companies include Cincinnati Bell and Southern New England Telephone Company.

subject to equal access conversions that take place from May 31, 1985 until the time that the LEC has its allocation procedure in place, the carrier is responsible for contacting those customers on a retroactive basis according to the provisions of this Plan. For those conversions taking place prior to May 31, 1985, the carriers are required to contact all non-presubscribed customers on a one-time ballot basis pursuant to the retroactive ballot procedures set forth in paragraph 25 *infra*.

3. *Plan Implementation.* The Allocation Plan must be implemented according to the specific provisions contained herein. If for any reason the LEC cannot implement this Plan as it is prescribed, the LEC must file an application for waiver with the Commission. The LECs and IXCs have been given flexibility to create their own systems and materials to effectuate this Plan. Examples of material formats used by Northwestern Bell (NWB) have been provided in Appendix C. Since these formats have proved to be workable and reasonable, Plan participants are encouraged to follow these examples as closely as possible.

4. *Presubscription Procedure.* Presubscription is the process by which end user customers may select (prior to a central office conversion to equal access) one primary interexchange carrier, from among several available carriers, to carry their "1+" interLATA long distance calls. Customers must be informed of the options available to them at least 90 days prior to their central office's equal access conversion date.⁴ Customers are allowed one free selection of an IXC up to six months after their central office converts to equal access.

5. *End User Notification and Equal Access Balloting Process.* The LEC must notify end user customers of the availability of equal access in their particular area through the mailing of an Equal Access Ballot. This ballot will include the names of all the IXCs wishing to participate in the presubscription process and will be one means for customers to make their carrier selection known to the LEC. (See Letter of Agency Procedure, paras. 9-11, *infra*.) Using the ballot, a customer may either select a primary IXC for all of its lines, or it may choose a different carrier for each of its lines. Only one carrier may be selected for each particular line. In the case of a multi-line hunt group, a customer may select only one carrier through the ballot process. Customers should be able to make special arrangements to split the multi-line hunt group terminals among several IXCs by contacting their LEC Business Office.

6. Mailing of the ballots for each office will occur approximately 90 days prior to the central office conversion date. LECs may cluster central office conversions and consolidate mailing dates according to the first central office conversion in the cluster. LECs may also stagger the mailing of ballots over a number of days for practical purposes but, in no case, may ballots be mailed out later than 85 days prior to the conversion date.

7. The LECs must devise a method to give IXCs an equal opportunity to appear first on the Equal Access Ballot. Methods to ensure an equitable order of placement of IXCs on the ballot may include: a random change in the order of IXCs on an equal percentage of the ballots or an alphabetical listing of the IXCs that is rotated the number of times equal to the number of participating IXCs on a corresponding percentage of the ballots.

8. *Initial Ballot.* The initial ballot must contain the following information:

- | | |
|------|---|
| 8.1. | Caption: Equal Access Ballot. |
| 8.2. | LEC Name and Customer's Name, Address and Telephone Number. |
| 8.3. | Instructions for use of the ballot. |
| 8.4. | Option One which allows customer to indicate one carrier for all lines. |

⁴ This 90-day period was ordered pursuant to Investigation of Access and Divestiture Related Tariffs, CC Docket No. 83-1145, Phase I, 49 Fed. Reg. 9174 (Mar. 12, 1984).

- 8.5. Option Two which allows customer to indicate a different carrier for each line.
- 8.6. List of IXCs appropriately identified and their business and residence customer contact numbers.
- 8.7. Equal access conversion date.
- 8.8. Ballot due date.
- 8.9. Signature and date line for customer's use.
- 8.10. Address where ballot should be mailed.

This initial ballot must be accompanied by a cover letter explaining presubscription and a self-addressed envelope. The cover letter should clearly inform the customer of all options in the presubscription process. See Appendix C for examples of an Equal Access Ballot and the accompanying letter. Customers should be asked to return the initial ballots within 30 days of their receipt. Although customer ballots will be accepted after this 30 day period, this initial deadline determines when the allocation percentages can be calculated. The LECs should make arrangements for the forwarding of any ballots that are mailed to a LEC location other than the one designated on the return envelope. For example, if the LEC has designated an outside vendor to tabulate the ballots and ballots are mistakenly sent to the LEC Business Office or included in customer bill payments, the LEC should immediately forward these ballots to the proper location.

9. *Letter of Agency Procedure.* A customer has the option of independently contacting the IXC to make arrangements for long distance service. Since ballots contain all of the customer's lines, the IXC should encourage its customers to mail the IXC the ballots or mail them to the LEC. The return of the ballots will ensure the accuracy of the selection process for all customer lines and multi-line hunt groups.

10. All IXCs may seek customer commitments to use their services and designate them as their primary IXC. All such commitments must be supported by a statement signed by the customer, which at a minimum recognizes these conditions:

- 10.1. The customer designates the IXC to act as the customer's agent for the presubscription process.
- 10.2. The customer understands that only one IXC may be designated as the customer's primary IXC for any one telephone number and that selection of multiple carriers will invalidate all such selections.
- 10.3. The customer understands that any primary IXC selection after the initial one will involve a charge to the customer.
- 10.4. The specific telephone number(s) for which the primary IXC is being designated must be listed.

11. Any IXC providing the LEC with a list of customers (see para. 12, *infra*) who have selected that IXC as their primary carrier must accompany it by a document affirming that the IXC does, in fact, have signed letters of agency that comply with the conditions cited in para. 10, *supra*, or a ballot for each customer on the list. This list and accompanying document are due on or before the specified date indicated on the LEC schedule. The IXC must also agree to accept responsibility for any billing disputes arising from implementation of its customer list. All written documentation must be made available to the LEC in the event of a dispute. See Appendix C for an example of the letter NWB uses for these purposes.

12. *Interexchange Carrier Lists.* The LEC must accept IXC lists of customers that have made individual arrangements with a specific IXC to designate that IXC as their primary long distance carrier. To be included in the office conversion, all carrier lists must be provided to

000610

the LEC no later than the time specified on the LEC schedule. The form of this list is to be agreed upon by the LEC and IXC in advance of the due date. For example, NWB allows carrier lists in magnetic tape, paper list or ballot form but different timelines are provided for each format. Late customer lists or lists that are not within the guidelines agreed to by the LEC may be rejected. If an IXC accepts LEC ballots from end users, it may provide a list of these customers to the LEC in another agreed upon format. The IXC must, however, retain the actual ballots for inspection by the LEC for a period of one year after the conversion date.

13. IXC lists of customers must be processed by the LEC if they are received by the specified initial ballot deadline. Customer lists from the IXCs will also be honored from the initial ballot deadline to the second ballot deadline, but changes included on these lists will only affect allocated customers.

14. *Second Ballot.* Approximately 50 days before an office conversion, those customers who have not yet made a carrier selection, either through the Equal Access Ballot or directly to an IXC, must be sent a second ballot. This ballot must give the customer another opportunity to make a carrier selection. The customer must be notified that, if the ballot is not returned to the LEC by the date indicated, the customer line(s) will be assigned to the carrier indicated on the ballot. A customer wishing to select a carrier other than the one indicated may do so simply by indicating the preferred carrier on the second ballot and returning it in the enclosed envelope by the ballot deadline. The second ballot must contain the following information:

- 14.1. The same information as the initial ballot. (See para. 8, *supra*.)
- 14.2. A conspicuous notice that the customer will be assigned to the IXC indicated on the conversion date if the second ballot is not returned or if the customer does not make individual arrangements with another IXC.
- 14.3. The assigned IXC, with customer contact telephone numbers.
- 14.4. The ballot deadline.

This ballot should also be accompanied by a letter summarizing the above requirements and describing in detail how the allocation of customers will take place. The LECs should make every effort to inform customers of their options in the equal access process and the importance of exercising their choice of a primary IXC. In addition to the second ballot and letter, NWB also encloses a brochure that contains questions and answers about the process. NWB also provides an 800 number for customers to ask questions that are not answered in the written information. See Appendix C for examples of NWB's second ballot, letter and brochure.

15. *Number of Ballots.* A minimum of two ballots is required. LECs may opt to provide their customers with more than two ballot opportunities to select an IXC if they find it beneficial to do so.

16. *Ballot and Carrier List Process Schedule.* The LEC must process all customer ballots and carrier lists that are received 20 days prior to the conversion. To the extent their processing systems permit, the LECs are urged to process customer ballots as close to the conversion date as possible.

17. *Allocation Process.* The LEC must tabulate the initial ballots and the carrier lists received and determine the percentage of customers that selected each IXC. The LEC must also prepare a list of all customers who did not return an initial ballot. IXCs participating in the allocation process will then have non-presubscribed customers assigned to them, at random, in proportion to the results of the first ballot response for that particular central office. For example: Assume that Carriers A, B, and C appear on the initial ballot. After the ballots and carrier lists are returned, it is determined that Carrier A received 25 percent of all

the customer line responses, Carrier B received 45 percent, and Carrier C received the remaining 30 percent. The LEC will then assign 25 percent of the non-responding customers (lines) to Carrier A, 45 percent to Carrier B, and 30 percent to Carrier C.

18. *Residence and Business Allocation.* Separate allocation processes will be used for residence and business lines. For example: If a carrier receives 20 percent of the business lines and 15 percent of the residence lines through the initial ballot and carrier list process, the carrier will be allocated the same percentages of business and residence customers on the second ballot.

19. *Allocated Customer Conversion Date Flexibility.* This Plan incorporates the 90-day schedule that NWB has implemented. According to this schedule, customers are allocated after the initial ballot deadline and if they do not return a ballot by the specified second ballot due date, they are converted to their assigned primary IXC on the equal access cutover date. The LECs are allowed to extend the period before which allocations are made and are permitted to convert allocated customers to their assigned IXC after the official central office equal access conversion date. The LEC may not, however, send second ballots to its customers any earlier than 40 days prior to the conversion date or any later than 90 days after that date.

20. *Allocation Process Where All IXCs Do Not Participate.* In central offices where one or more of the IXCs appearing on the first ballot have notified the LEC that they do not wish to participate in the allocation, the non-presubscribed customers are allotted in the following manner. The percentage of lines that the nonparticipating IXCs acquired through the initial process are allocated to the remaining IXCs according to their initial results. For example: The initial presubscription results show that Carrier A receives 30 percent of the lines, Carrier B, 30 percent, Carrier C, 15 percent, Carrier D, 15 percent and Carrier E, 10 percent. Carriers D and E have stated that they will not participate in allocation. The non-presubscribed customers will be allocated by giving both Carriers A and B 40 percent of the lines, and Carrier C, 20 percent.

21. *Late Ballots.* If a ballot or Letter of Agency is not received by the LEC by the second ballot deadline, the customer will be allocated to the IXC listed on the second ballot as the assigned carrier. Ballots received between the second ballot deadline and the conversion date must be honored as soon as possible by the LEC. Late ballots may be given to the LEC's Business Office and handled under normal procedures for changing an IXC selection. Allocated customers must also be allowed to make a free primary IXC choice during the six-month period after the conversion date by contacting the LEC Business Office.

22. *Customer Initiated Changes In Service.* If a customer moves or disconnects during the balloting process, he is handled by the LEC Business Office and normal service order procedures apply. If a customer only wishes to change his primary IXC, the Business Office will initiate the change and charge the customer the appropriate presubscription change fee. New customers are to be handled by the Business Office according to the LEC's new customer presubscription procedures. These procedures should provide new customers with an opportunity to obtain a ballot and make an interexchange carrier selection.

23. *Customer Choice Discrepancy.* When customers indicate more than one carrier choice per line on the ballot, or return an illegible ballot, the LEC must contact the customer for clarification. When both a ballot and Letter of Agency are received for one customer and the designated primary IXC does not match on both documents, the ballot takes precedence and the LEC must process the customer's choice shown on the ballot. In the event that two or more IXCs provide to the LEC a customer list indicating that a particular customer has designated them as the primary IXC, the customer in question must be allocated along with the non-respondents to the initial ballot. In this instance, the letter accompanying the second ballot for that particular customer must mention that the customer is involved in a conflict between two or more IXCs and that a selection must be made by the specified deadline unless the assigned carrier indicated on the ballot is the customer's choice. A list of these customers

in conflict must be sent to the affected IXCs by the LEC. Those IXCs not involved in any customer conflicts should receive a zero conflict report from the LEC. See Appendix C for examples of documents used in conjunction with customer choice discrepancies.

24. *Special Handling of Certain Accounts.* In addition to providing major accounts with ballots, the LEC should contact those customers directly and encourage them to presubscribe when an initial ballot is not received. The LEC is responsible for defining a major account but must include large business customers, federal, local and state governments, and colleges and universities in this classification. The LECs must also determine presubscription procedures for special accounts such as WATS lines, public and semi-public coin telephones, charge-a-call telephones and customer-owned coin telephones and inform the IXCs of their decision.

25. *Retroactive Balloting Procedure.* LECs must provide another opportunity for non-presubscribed customers to select a primary IXC where end offices were converted to equal access prior to May 31, 1985. This provision only applies to LECs that were not using a balloting/allocation process prior to that date. The LECs must send a ballot to each non-presubscribed customer and allow 30 days for return. The LEC should determine which customers have not presubscribed a short time prior to the mailing out of the ballots. Customers who presubscribed after their equal access conversion date but prior to the balloting procedure should not receive ballots. If the customer does not return the ballot and select a primary IXC by the ballot deadline, the LEC will take no action and allow the customer to remain with his current 1+ long distance carrier. If the customer does return the ballot within the 30 days, the LEC should process the change in the central office at no charge and notify the IXC. A letter should accompany this ballot explaining that the customer is being given the opportunity to select a primary carrier but that no change will occur unless the ballot is returned within the specified time. No second balloting or allocation is required for those customers that were subject to equal access conversion dates prior to May 31, 1985.

26. *Retroactive Balloting Schedule.* The LECs must begin this retroactive balloting procedure within 90 days of the effective date of this Order and complete this process for all affected central offices no later than June 1, 1986.

27. *Presubscription Charges.* Customers making carrier selections either by returning the ballot to the LEC or by contacting the IXC directly during the 90 day period prior to the equal access conversion date or during the six months following the conversion date are entitled to do so free of charge. These customers, however, will incur a presubscription change charge for any subsequent changes. Any allocated customer may use the second ballot or may contact the LEC Business Office to make a carrier selection even after allocation has taken place. There will be no charge for this selection, if it is done within six months after the office conversion. A customer will not incur a presubscription change charge if he selects a primary carrier as part of the retroactive balloting process.

28. *Local Exchange Company Responsibility.* The LEC must establish the necessary mechanisms in order to provide the following information to its customers and the interexchange carriers.

- 28.1. Inform IXCs of ordering procedures, terms and conditions for the provision of Feature Group D Switched Access Service and provide any necessary forms for this ordering process.
- 28.2. Provide IXCs with central office equal access conversion schedules six months prior to the cutover date.⁶
- 28.3. Provide documents for IXCs to confirm their participation in the allocation process.

⁶ This requirement is a result of the Modification of Final Judgment. See n. 1 *supra*.

- 28.4. Provide schedules to IXCs for the balloting and allocation process. These schedules should specify firm dates and times for all IXC and LEC activities. The LEC must promptly notify the IXCs of any changes that occur in these schedules.
- 28.5. Create ballots, accompanying explanatory letters and ballot return envelopes.
- 28.6. Provide necessary interim and final reports of allocated customers to IXCs. The LEC must provide a minimum of three reports to each IXC of its customers during the balloting process. All three reports will reflect customer designation of the IXC as its primary long distance carrier as indicated both by the ballot process and the Letter of Agency procedure. The first customer reports must be made available to the IXC halfway between the initial ballot mailing date and the initial ballot deadline. The second report should be sent to the IXCs after the initial ballot deadline and the final report should be sent at the end of the process for a central office equal access conversion. The LEC may decide to provide additional reports as it deems necessary.

See Appendix C for examples of the above information.

29. *Interexchange Carrier Participation Requirements.* In order to be considered eligible to be on an Equal Access Ballot, an IXC must order Feature Group D Switched Access Service from the LEC. The IXC must comply with the Feature Group D ordering procedures of the LEC and a firm order for this service must be received no later than 120 days prior to the central office equal access conversion date. Any IXC that places an order after that time will not be included on that office's ballot. At the time of order placement, the IXC must provide the following information:

- 29.1. The IXC name exactly as it should appear on the ballot.
- 29.2. A customer contact number that will appear on the ballot. The IXC may provide two contact numbers if it wishes to divide business and residence calls.
- 29.3. The name of a person for the LEC to contact if questions arise.
- 29.4. Any other information that the LEC has allowed or required. (Some IXCs have put marketing or service information on the NWB ballot. See Appendix C.)

IXCs must strictly adhere to the schedules provided by the LEC in order to effect successful equal access conversions.

30. *Interexchange Carrier Allocation Choice.* IXCs choosing to be on the ballot may participate in the allocation process. These carriers must notify the LEC of their intention of participating in the allocation process 52 days prior to the conversion date. When IXCs notify the LEC of their participation in allocation, they must state whether they opt for allocation of either business or residential customers, or both. IXCs who wish to receive allocated traffic must meet the following criteria for a two-year period:

- 30.1. The IXC must appear on the initial ballot.
- 30.2. The IXC must have the capability of offering service to any point within the continental United States.
- 30.3. The IXC must not impose any fixed monthly or nonrecurring charges to assigned customers without their consent.

934 *Federal Communications Commission Reports*

- 30.4. The IXC must provide service to the allocated end users that is equal to that provided to the IXC's presubscribed customers.
- 30.5. The IXC must not charge its assigned customers a rate for its service that will exceed the highest price in effect for MTS-type service without their consent.
- 30.6. If an IXC wishes to change any of the above criteria within a two-year period from the conversion date, it must notify its allocated customers of those changes 80 days before these changes are to take place. If the customer decides to change carriers because of the IXC's change in policy, the carrier must pay the charges associated with making that change.

An example of an IXC acceptance form of these criteria is included in Appendix C.

31. *Cancellation of IXC Participation.* If an IXC elects to discontinue its Feature Group D Service offering prior to the conversion date of a central office, the IXC is obligated to notify the LEC of the cancellation. The IXC must contact all end users which selected that IXC and notify them that the IXC is cancelling their service and that they should contact the LEC to select a new primary long distance carrier. The IXC must notify the customer that it will pay the prescription change charge. The cancelling carrier will then be billed by the LEC the appropriate charge for each end user.

32. *Exchange of Information Between IXCs and LECs.* The LEC should establish a standardized format to be used for the flow of information between the LEC and the IXCs during the equal access conversion and balloting process. Formats used by NWB include magnetic tape and paper reports. Report deadlines should be determined in order to insure the accurate and orderly exchange of information between the IXCs and the LEC.

33. *Tariff Update Requirements.* Interstate access tariffs of the local exchange carriers must be revised to reflect the general parameters of the allocation plan within 15 days of the release date of the Order, on 30 days' notice. These revisions must include language providing for:

- 33.1. End user notification and non-exclusive balloting procedure.
- 33.2. Allocation process.
- 33.3. Interexchange carrier customer lists.
- 33.4. Customer Choice Discrepancy.
- 33.5. Retraactive Balloting Procedure.
- 33.6. Presubscription Change Charge Application.

Allocation
Interexchange Service
Presubscription

Common Carrier Bureau clarifies certain sections of the Commission's *Allocation Order*, FCC 85-293, (released June 12, 1985); grants waivers to several local exchange companies to use modified procedures for determining the order of interexchange carriers on Equal Access ballots and for treatment of multi-line customers; and provides guidelines for resolving customer choice disputes and obtaining letters of agency.

—*Access And Divestiture Tariffs*
CC Docket No. 83-1145

000616

AT&T Recommendations for Connecticut Local Slamming Rules

AT&T recommends the following local slamming rules for Connecticut:

Category: Local Primary Intrastate Carrier Change (PICC) Verification Procedures

For telemarketing initiated calls, and follow the FCC rules which would allow for four (4) verification before submitting local PICC orders generated by telemarketing. They are as follows:

- (1) Obtain the consumer's written authorization (LOA);
- (2) Obtain the consumer's electronic authorization by use of an 800 number;
- (3) Have the consumer's oral authorization verified by an independent third party; or
- (4) Send an information package, including a pre-paid, returnable postcard, within three (3) days of the consumer's request for a PIC change, and wait 14 days before submitting the consumer's order to the LEC, so that the consumer has sufficient time to return the postcard denying, canceling, or confirming the change order.

Carriers should only be required to produce documentation of the above in cases of dispute.

For customer-initiated (inbound) calls, no formal rules, no formal verification procedures should apply. Carriers should be required, however, to have "implemented procedures to obtain an LOA" from the customer and have documented evidence of the customer contact during which the customer agreed to change carriers.

Carriers should only be required to produce documentation of the above in cases of dispute.

000617

Category: Consumer Liability Issues

For charges billed by the unauthorized carrier, adopt the FCC's "make whole" approach. This rule would allow the unauthorized carrier to collect from the consumer the amount(s) that the consumer would have paid if the local PIIC had not been changed.

Regarding Optional Calling Plan (OCP) issues, adopt the FCC's "prior notice rule". This would strike the appropriate balance by prohibiting carriers from collecting OCP premiums from slammed consumers unless the carrier has given prior notice of its policy to do so through its tariffs and customer service materials.

Category: Dispute Resolution Process

The rules should allow carriers to enter into no-fault switchback agreements. See Tab 6 for illustrative document covering no-fault switchback procedures.

In the case of repeated violations not rising to regulatory threshold level, reasonable attempts to resolve should first be made between the carriers.

If unsuccessful at the carrier level, the CPUC should be notified via the complaint process and a regulatory proceeding convened, with notice and opportunity to be heard afforded all impacted parties.

The CPUC should, upon its finding and order, implement the appropriate penalties upon the offending parties and order the necessary changes in its activities as appropriate.

Category: Carrier Change Charges

Carrier change charges should be cost based and approved by the CPUC. Efforts should be made to keep customer transactional costs, such as carrier change charges, reasonably low in order not to disincent customers from changing carriers.

000618

**SUGGESTED LANGUAGE FOR VERIFICATION PROCEDURES
FOR PRIMARY INTRASTATE CHANGE ORDERS**

LOCAL CARRIER CHANGE ORDERS - FROM OUTBOUND CALLS

Before a local carrier change order generated from outbound telemarketing is processed, the change order must be verified by one of the following four verifiable procedures:

1. written authorization or Letter of Agency (LOA) from the customer in a form that meets the requirements of 47 C.F.R. Part 64, Subpart K, Section 64.1150, which describes the F.C.C.'s precise rules for Letter of Agency Form and Content for the interstate market; or
2. the local carrier initiating the change order has obtained the customer's electronic verification, placed from the telephone number(s) which is (are) the subject of the change order(s). Local carriers electing to confirm change orders electronically shall establish one or more toll-free telephone numbers exclusively for that purpose. Calls to the number(s) will connect a customer to a voice response unit, or similar mechanism, that records the required information regarding the local carrier change, including automatically recording the originating ANI; or
3. an appropriately qualified and independent third party operating in a location physically separate from the telemarketing representative has obtained the customer's oral authorization to submit the change order that confirms and includes appropriate verification data (e.g. the customer's date of birth or social security number); or
4. within 3-5- business days of the customer's request for a local carrier change, the soliciting local carrier must send the new customer an information package via first class mail containing at least the information concerning the requested change as specified in 47 C.F.R. Part 64, Subpart K, Section 64.1100 (d), and wait at least 14 days after mailing said package before submitting the change order for processing. In the event the customer cancels the change order during the waiting period, no customer change order can be submitted for processing.

000619

LOCAL CARRIER CHANGE ORDERS - FROM INBOUND CALLS

Before a local carrier change order generated from an inbound call is processed, the carrier must have instituted steps to have obtained an Letter of Agency from the customer. The carrier is also required to retain adequate documentation of the customer contact during which the customer agreed to change carriers for a period of ___ months. Carriers are required to produce said documentation in the case of a dispute.

000620

Status of Slamming Activities at the State Level

At the time of this writing, we are aware of two states where formal proceedings which examine local slamming rules are underway. Those states are New York and Texas.

In New York, the NY PSC has initiated case 95-C-0806, In the Matter of the Unauthorized Switching of Telephone Customers from One Telephone Carrier to Another Through the Practice Known as Slamming. In this docket, the NY PSC is considering adopting procedures concerning unauthorized changes of consumers' primary local and presubscribed carriers, including seeking comment as to whether such procedures should be codified into state law.

In this docket, the NY PSC proposed procedures for local slamming rules. The proposed rules were met with mixed reviews. NYNEX has made an alternative proposal to the NY PSC which is included in your briefing material. On the issue of verification procedures, the NYNEX proposal generally recommends following the FCC rules. AT&T supports this aspect of the NYNEX alternative proposal.

In Texas, the Texas PUC is considering local slamming rules as a part of its Interconnection Docket on Local Competition. The Office of Regulatory Affairs (ORA) has gone on record advocating that the FCC's PIC verification procedures be followed. The comments of the Office of Regulatory Affairs, in pertinent part, have been included in this section.

000621

1 MS. CASEY: Thank you.

2 MS. THOMAS: We have one
3 more party to give their comments and then
4 we'll break for lunch.

5

6 COMMENTS ON BEHALF OF
7 OFFICE OF REGULATORY AFFAIRS

8 MS. CLARK: My name is
9 Candice Clark. I'm with the Office of
10 Regulatory Affairs here at the Commission.
11 Since ORA is developing testimony in the
12 loop resale and the local service resale
13 dockets which are closely related to this
14 rulemaking, we have not participated in the
15 rulemaking, and we felt that it would be
16 appropriate for us to make our comments to
17 you in this public forum as the other
18 parties are. So that's a little
19 explanation for our presence here.

20 We have two concerns. I'm going
21 to limit my comments to just one subsection
22 of the rule, subsection (i), competitive
23 safeguards. ORA has two concerns about the
24 competitive safeguard subsection.
25 Specifically, we urge you to modify the

KENNEDY REPORTING SERVICE, INC.

1 language of the rule to clarify that an end
2 user may be a customer of more than one
3 LEC. As we read the language of the rule
4 today, it appears that a customer has a
5 choice. You know, if they want to select
6 or order service from a competitive LEC,
7 they have to give up the service that they
8 currently have, and in this regard we
9 support the comments of Sprint and
10 Southwestern Bell. We urge you to modify
11 the rule to make it clear that an end user
12 may purchase service from an alternative
13 LEC or an incumbent LEC or any combination.

14 MS. THOMAS: Are you saying
15 that if the buyer buys the first line from
16 one carrier and the second line from
17 another carrier?

18 MS. CLARK: Right. The same
19 customer at one premises might be -- might
20 have service from several local exchange
21 carriers. And we wouldn't want the rule to
22 even appear to discourage that sort of
23 arrangement.

24 Secondly, we urge you to
25 eliminate from the rule the requirement of

KENNEDY REPORTING SERVICE, INC.

1 a written letter of agency for a carrier --
2 for an end user to either order or change
3 service. We feel -- first of all, we do
4 feel it's appropriate for the Commission to
5 have a rule addressing carrier selection at
6 the local level now that we have local
7 competition. However, we think that the
8 requirement of a written letter of agency
9 places an undue burden both on the
10 competitors and on the end user. It makes
11 it difficult for end users to order a
12 change of service. Today people can order
13 telephone service over the telephone, both
14 local and long distance. We think it's
15 appropriate for that to continue.

16 So on this point, we support the
17 written comments of Sprint, Southwestern
18 Bell, AT&T, Time Warner, the Texas Cable
19 Association, TEXALTEL, Teleport and MCI.

20 MS. THOMAS: So you're
21 saying that you would support FCC rules --

22 MS. CLARK: That's the very
23 appropriate alternative. Yes, I think that
24 would be an appropriate alternative.

25 Other parties have suggested

KENNEDY REPORTING SERVICE, INC.

1 that -- well, yes, I think it's appropriate
2 to have some safeguards in place. Those
3 are some that have been tested and modified
4 over the years in response to consumer
5 complaints and so we think that's an
6 appropriate -- those would be appropriate
7 provisions for our rule.

8 MS. THOMAS: Okay. Thank
9 you.

10 Well, let's take a lunch break
11 and be back at 1 o'clock and continue with
12 the remaining comments.

13
14 (Whereupon, the proceedings were
15 recessed for lunch, to reconvene at 1:00
16 p.m.)

17
18
19
20
21
22
23
24
25

KENNEDY REPORTING SERVICE, INC.

01/29/98 MON 18:08 [TX/RX NO 6661] 009

000625