

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

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

VOLUME III

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JULY 17, 1996

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FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. _____

PETITION BY AT&T FOR
ARBITRATION UNDER THE
TELECOMMUNICATIONS ACT
OF 1996

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

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

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	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

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

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

**OLEC-to-BELLSOUTH
ORDERING
GUIDELINES**

FACILITY BASED

DRAFT

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

FACILITY BASED

PREFACE

This document contains ordering guidelines only, and by design does not contain detailed descriptions of network interface requirements, network capabilities, products, services, 911 database update, CLUB billing requirements, procedures for BellSouth initiated service requests, interconnection architecture, etc. (C)

It is presumed that, prior to use of this document, an Other Local Exchange Carrier/Company (OLEC) will (must) have obtained this data via planning or pre-ordering meetings with the appropriate BellSouth organizations. The negotiating contacts, and their designated subject responsibilities, are shown on the next page. (C)

In addition, this document presumes prior familiarity with Access Service Request (ASR) procedures for switched access services. A list of switched access reference documents is included on page six (6) of this guide. Those references are extremely important and contain the majority of information required for ordering local interconnection trunking arrangements. (N)

Due to the complexities of interconnecting switched networks, BellSouth recommends that no services be ordered until completion of the above mentioned planning meetings. In addition, BellSouth recommends that OLECs who are not familiar with switched access ASR procedures contact their BellSouth account team for assistance. Finally, to complete local interconnection arrangements, each OLEC must provide BellSouth with procedures to enable BellSouth to order local interconnection from the OLEC. (N)

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Local Interconnection
Negotiating Process**

Overall Fact Finding Team
Bob Scheye 404-420-8327

Issue	Contact Name	Telephone Number
Network - Trunking - Signaling - Number Portability - Loop	Vic Atherton	205-977-5041
911	Val Sapp	205-321-2109
Unbundled Features & Functions - CMDS and ITORP - Collocation - 800 Data Base - Access to Numbers - Switching and Ports	Jerry Latham	205-977-2213
Operator Services	Barbara Watson	404-529-7466
Directory	Jan Kibler	404-320-5209
Ordering, Provisioning, Repair	Gloria Calhoun	404-529-5579

For issues not described above contact Bob Scheye
or your BellSouth Account Representative.
(See page 8 of this guide.)

(N)

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

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FACILITY BASED

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OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

GENERAL INFORMATION

Introduction

Purpose

This handbook provides guidelines to Other Local Exchange Companies (OLECs) 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 or will be 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.

(C)

(N)

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. (See page 8 of this guide.)

(N)

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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.

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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.)
- LIDB Contract Negotiations
- Enhanced Billing Options Negotiations
- Transport Percentage Negotiations

(N)

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.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Interexchange
Customer
Service Center**

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

(N)

The ICSC provides the following services:

- Service order issuance for interconnection trunking and unbundled services.

(N)

Exceptions: The following order types will be handled by
the Local Carrier Service Center:

(C)

- Service Provider Number Portability (SPNP)
- Listings
- Unbundled Port

(C)

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

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**BELLSOUTH GUIDE TO LOCAL ACCESS
FACILITY BASED**

INTEREXCHANGE CUSTOMER SERVICE CENTER (ICSC)

Contact Telephone Numbers

ACCESS

Specials and Switched Interconnection Trunking and Most Unbundled Services

(N)

	Telephone #	FAX #
Service Rep	770-986-2005	800-872-7059
Manager	770-986-2000	800-872-7059
Director	770-986-2203	770-986-2287
AVP	770-986-2200	770-455-3041

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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:**

- **Service Provider Number Portability (SPNP)**
- **Listings for OLECs' End Users**
- **Unbundled Port**

(C)

(C)

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

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

APPLICATION FOR LOCAL SERVICE REQUIREMENTS

**Summary of Items
Required Prior to
Processing Orders
for Local Service**

This section provides information concerning the items required prior to the Local Service Center Processing of orders.

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
8. Disposition of LIDB Contract Negotiations
(See Master Account Application)
9. Contract (In the absence of an approved local
interconnection state tariff)

(N)

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

Note: In addition to the items provided above, each OLEC should negotiate through the account team for the type of billing records, including format, desired.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Application for Local Service Requirements (cont.)

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	The OLEC must have an Access Customer Name Abbreviation (ACNA) and a Carrier Identification Code (CIC). Procedures for obtaining these BellCore assigned codes are on pages 2-7 thru 2-10 of the "Guide to Access", which is available from your BellSouth Account Team.	(C) (N)
Blanket Letter of Authorization	The OLEC must complete the Blanket Agency Agreement Letter provided in this section prior to the processing by the LCSC of Local Service Requests (LSRs) involving disconnects of existing BellSouth end users.	(N)

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Application for service requirements (cont.)

LIDB Contract BellSouth's Line Information DataBase (LIDB) is described later in this guide under the section 'Service Restrictions'. The LCSC must be notified concerning the disposition of negotiations for LIDB storage agreements. On the Master Account Application, please check the appropriate boxes to indicate that you have received details concerning LIDB and that you are participating or have declined participation. (N)

Contract in the Absence of Approved State Tariffs In the absence of an approved BellSouth state local interconnection tariff for OLECs, a contract (or a Letter of Intent) between the OLEC and BellSouth is required prior to service order processing. A copy of this contract must be provided with the Master Account Application. (N)

The contact for contract negotiations or questions is Bob Scheye at 404-420-8327.

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BELLSOUTH 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 Telephone # (____) - ____ - ____ Last Date of Service / /

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

Other Current BellSouth Service Telephone # (____) - ____ - ____

Yes No Telephone # (____) - ____ - ____

Ownership

Individual Partnership

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

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

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

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

Corporation

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

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

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

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

Have you been informed concerning BellSouth's Line Information DataBase (LIDB) contract? YES NO

Have you signed a LIDB contract? YES NO Note: Checking "NO" indicates that the OLEC is aware of the consequences of declining, i.e., that BellSouth can not guarantee processing or restriction of LIDB handled calls.

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) _____

NECA MUST BE NOTIFIED OF ANY MERGERS/ACQUISITIONS AND/OR NAME CHANGES. (N)

COMPANIES OPERATING IN MORE THAN ONE STATE MAY 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. (C)

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

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

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

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**BLANKET AGENCY AGREEMENT LETTER
for LOCAL SERVICE PROVIDERS**

(N)

I am an official of (Company) _____ and am authorized to commit my company to the conditions stated herein:

1. (Company) _____ will not submit any requests or inquiries for Resale or Facility Based local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company) _____ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company) _____ and the End User provides that the (Company) _____ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company) _____ and the End User holds the End User responsible to (Company) _____ for all charges incurred on the End User's behalf for local service. However, (Company) _____ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company) _____.
4. The End User will deal directly with (Company) _____ on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company) _____.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company) _____ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company) _____ preparation and submission of service requests for which it did not have proper End User authorization.

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7. In the event that the End User challenges billing which resulted from local service requests submitted to BellSouth by (Company) _____ under this Blanket Agency Agreement, then (Company) _____ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, arising from BellSouth provisioning and maintenance of the End User's local service due to errors in the ordering of said service by (Company) _____.

8. In the event that the End User disputes actions taken by BellSouth as a result of a submission by (Company) _____ of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User authorization, then (Company) _____ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.

9. This Agreement shall continue in effect unless canceled by prior written notice by BellSouth or (Company) _____ thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

Signature of Officer

Title of Officer

Company Name

Date

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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.

**Form for Providing
Contact Number and
CNA Number**

A form is on the next 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

Along with the numbers, the name, title, address, and telephone number of the person providing the number should be provided.

000645

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:

() - -

This Information is Provided By:

Name _____

Title _____

Address _____

Telephone Number _____ Date _____

Submit separate forms for each state with different numbers.

000645

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**Local Service Provider
Front Pages Listing
Information**

Business telephone numbers for each Local Service Provider can be listed at no charge on a generic page in the "Front Pages" of BellSouth printed directories. For additional details, contact BellSouth Advertising & Publishing Corporation (BAPCO):

(c)

Jan Kibler
404-320-5209

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** 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.

Deposits for OLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth Services. In addition, separate deposits may be required for CABS billed and for CRIS billed OLEC Services.

(N)

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.

000648

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.

000649

**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.

Note:

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.

(N)

**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.

(N)

**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. (If the OLEC has provided BellSouth with an appropriate number, BellSouth will provide the OLEC contact telephone number to the end user.) On line transfer to an OLEC will not be available.
- BellSouth Repair contact numbers for the OLECs are on page 4-71 of the "Guide to Access."

(C)

Note: OLECs not affiliated with the listed IC families will be serviced by the General Carrier ACAC (Access Customer Advocate Center).

000651

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.

000652

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.

000653

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.

000654

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.

000655

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 on OLEC accounts. If an end user switches from BellSouth to an OLEC, existing line based calling cards will be disabled/discontinued. (C)

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 may prevent receipt of collect and third number toll calls. (C)

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 to ensure that collect and third number tolls will be either processed or blocked, the OLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement. (C)

000656

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

BILLING

**UNBUNDLED
SERVICES**

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 via Service Provider Number Portability (SPNP) to an OLEC, collect & third number tolls and chargeable listings will be billed on a non-CABS account. These charges will be aggregated on a single account per BellSouth Revenue Accounting Office (RAO). (C)

<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)

000657

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)

000659

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

ACNA/OCN: The Company Name Abbreviation and Operating Company Number for the OLEC submitting the Service Provider Number Portability form. (C)

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

VER: The OLEC Version Number or Code may be entered here, if used.

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.

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

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

Implementation Contact: Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems. (N)

Tel #: The telephone number of the implementation contact. (N)

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

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.

000661

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

Note: Without specific Line Information DataBase (LIDB) storage agreement 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 may prevent processing of collect and third number toll calls. (N)

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 to ensure that collect and third number tolls will be either processed or blocked, the OLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement. (N)

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 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.

**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.

Big. 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.

000665

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

ACNA/OCN: The Company Name Abbreviation and Operating Company Number for the OLEC submitting the Service Provider Number Portability form. (C)

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

VER: The OLEC Version Number or Code may be entered here, if used.

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 OLEC's fax number for transmission of the Firm Order Confirmation.

Implementation Contact: Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems. (N)

Tel #: The telephone number of the implementation contact. (N)

000667

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.

000668

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

Service Provider Number Portability - Multiple Accounts

R. - 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.

000663

**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

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.

VER: The OLEC Version Number or Code may be entered here, if used.

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.

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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.

Big 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.

Note: To discuss bulk delivery of directories contact Jan Kibler, BAPCO, at 404-320-5209.

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.

000677

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.

000678

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 Requests (ASRs).

The documents can be submitted:

- via electronic interfaces into EXACT (Exchange Access Control and Tracking System)
- via facsimile to the ICSC (see page 10)

(C)

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

**LOCAL INTERCONNECTION
ACCESS SERVICE REQUEST (ASR) ORDERING REQUIREMENTS**

(C)

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

Detailed 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). Some of these services will also require a Translations Questionnaire which is described in the documents mentioned above. Any questions concerning the ASR or Translations Questionnaire should be referred to the Account Team (page 8).

(C)

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 Interconnection / Trunking Arrangements
- Number Services for OLECs - Operator Services / Directory Assistance
- Unbundled Exchange Access Loop

(C)

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

CCS-SS7 SIGNALING CONNECTIONS
ACCESS LINKS

Description 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.

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

Access 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

Access Order Requirements (cont.)

- | | | | |
|----------------------------------|------|---------|---|
| <u>ASR</u>
<u>Page/Screen</u> | (1) | LUP: | IntraState IntraLata Usage Percentage
-Enter the percent local usage (PLU) for this facility. The PLU will be ratio of local calls to the sum of local plus IntraLata long distance calls multiplied by 100. The PLU will be reported in whole numbers. e.g., PLU = local calls X 100/Local calls + IntraLata long distance. |
| | (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. The last three characters must = XKD. |
| | (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 person to contact for testing. |
| | (10) | TEL NO: | Telephone Number of Maintenance Contact |

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 = YNSF (B Links)
Call Set-Up = YNSE (A Links) or YNSF (B Links) |
| | (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 the 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
- Eleven Character CLLI Code of BST'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

Basis

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

000687

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LINE INFORMATION DATABASE (LIDB)
VALIDATION SERVICE

Description Line Information Database (LIDB) is a CCS-SS7 database system designed to provide for validation of calling card and other billing information stored in LIDB.

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.

Access Order Requirements Customers requesting LIDB access service must currently order service from BST'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 CLLI = ATLNGAWD11W
Birmingham, Alabama	RSTP CLLI = BRHMALEN11W

Refer to the CCS-SS7 Signaling Connection section for Access Service ordering requirements.

000683

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

LINE INFORMATION DATABASE (LIDB)
VALIDATION SERVICE

Access Order Requirements (cont.)

DataBase Services
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 completed and distributed 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.

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 BST'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 service are found in Section E19.1 of the state's 'E' tariff..

000630

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

800 ACCESS TEN DIGIT SCREENING

Description	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.
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.
Access 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.

000691

OLEC-to-BELLSOUTH ORDERING GUIDELINES FACILITY BASED

LOCAL INTERCONNECTION TRUNKING ARRANGEMENTS

(C)

This section assumes that the OLEC has already completed the joint facility planning process with Bellsouth to determine specific network design and trunking requirements.

(N)

Description

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 intraLata toll traffic.
- BellSouth will establish the requested trunk groups for the OLEC at end office or access tandem switches where FGD switching is provided.

(C)

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, or Wireless Service Provider..
- **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
Another OLEC

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**LOCAL INTERCONNECTION
TRUNKING ARRANGEMENTS**

(c)

Application (cont.)

- **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 trunk groups are one way trunk groups.

- **Direct Inward Dial (DID) Trunks**
Direct Inward Dial trunk groups are direct end office only CCSAC groups used for Service Provider Number Portability (SPNP). The former BST seven (7) digit telephone number is delivered to the OLEC who in turn converts these digits to the new telephone number for the end user.

- **CHOKe Trunks**
A terminating trunk group used for the purpose of Choking locally defined CHOKe codes.

Example: Phone numbers with Choke NXXs used to route traffic destined for local Choke codes NXXs used by radio stations to control mass calling.

000693

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**LOCAL INTERCONNECTION
TRUNKING ARRANGEMENTS**

(e)

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
-Enter the percent local usage (PLU) for this facility. The PLU will be ratio of local calls to the sum of local plus IntraLata long distance calls multiplied by 100. The PLU will be reported in whole numbers.
e.g., $PLU = \text{local calls} \times 100 / \text{Local calls} + \text{IntraLata long distance}$.

(2) REQTYP: 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)

(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 point of interface.

000634

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**LOCAL INTERCONNECTION
TRUNKING ARRANGEMENTS**

(C)

- (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>	<u>DID Group</u>
SD-D	SH-D	SDSA
SB-D	SHSA	SBSA
SH-D	SHSC	SDSC
SDSA		
SBSA	<u>CHOKE Group</u>	<u>E911 Group</u>
SHSA	SH-D	SBUC
SDSC	SHSA	SDUC
SHSC	SHSC	

(D)

- (9) NCI: Network Channel Interface Code
(Digital or Analog Code)

- (10) TTT: Transport Trunk Termination Code
ATC: TTT = 2
CMC: TTT = 2 or 3
DID: TTT = 1
CHOKE: TTT = 2
E911: TTT = 2

- (11) TRFTYP: Traffic Type
ATC = LT
CMC = TS
DID = PN
CHOKE = CH
E911 = E9

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

**LOCAL INTERCONNECTION
TRUNKING ARRANGEMENTS**

(C)

(12) SECLOC: Eleven character CLLI Code of one of the following:

ATC = Access Tandem or End Office
CMC = Access Tandem
E911 = E911 Tandem
DID = End Office
CHOKE = Access Tandem

(D)

Intervals

Intervals are based on the quantity of trunks/facilities requested. BST 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 state access tariff for specific rates associated with the billing of:

(C)

- Local Channel
- Switched Transport
- Tandem Switching
- Local Switching
- Interconnection
- Carrier Common Line

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

NUMBER SERVICES FOR OLECs
OPERATOR SERVICE/DIRECTORY ASSISTANCE

Description

Number Services for OLECs is a collection of services that 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.

Application

BST 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. BST 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.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

Operator Service/Directory Assistance (cont.)

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

**Access Order
Requirements**

TRUNK TYPE-Toll & Assist (No DA)

- (1) NC: = SH-D
- (2) TRFTYP: = OP
- (3) TTT: = 4, 5, 6 or 7
- (4) OPS: = Must be requested in remarks until new code of "J" is added to ASR for Toll and Assist 0+ and 0-
- (5) SECLOC: = BST TOPS Tandem
- (6) 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.
- (7) EML: = 6
- (8) TK SIG: = OA-OF
- (9) D.NPA/NXX: = Desired NPA/NXX
- (10) REMARKS: = Branding and branding recording

TRUNK TYPE - DA w/ANI (DACC)

- (1) NC: = SH-J
- (2) TRFTYP: = DC
- (3) TTT: = 2
- (4) OPS: = N/A
- (5) SECLOC: = BST TOPS Tandem
- (6) 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.
- (7) EML: = 6
- (8) TK SIG: = OA-OF
- (9) NPA/NXX: = Desired NPA/NXX
- (10) REMARKS: = Branding and branding recording

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

**NUMBER SERVICES FOR OLECs
OPERATOR SERVICE/DIRECTORY ASSISTANCE**

Access Order Requirements (cont.)

TRUNK TYPE - DA w/o ANI

NC = SH-J
TRFTYP = DA
TTT = 2
OPS = N/A
SECLOC = BST TOPS Tandem
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.
EML = 6
TK SIG = TS
REMARKS

TRUNK TYPE - VERIFY

NC = SBXG or SDXG
TRFTYP = VR
TTT = 1
OPS = N/A
SECLOC = BST TOPS Tandem
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 TOPS Tandem
BRAND = N/A
EML = 6
TK SIG = TS
REMARKS

(C)

000700

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

UNBUNDLED EXCHANGE ACCESS LOOP

Description An Unbundled Exchange Access Loop will be offered to Other Local Exchange Companies (OLECs) to allow connection from the OLEC end user's premises to BellSouth's serving central office. In addition, Voice Grade Interoffice rates will also be offered for use in extending the Unbundled Exchange Access Loop to a different BellSouth Central office. The new service offering is filed in the Access Service Tariff only.

Application The Unbundled Exchange Access Loop provides a means for the OLEC to purchase only the loop portion of basic exchange service. The Unbundled Local Loop service breaks the physical connection to the customer at the Main Distributing Frame (MDF) and reconnects the circuit to the equipment of the OLEC. The OLEC transports the circuit as necessary to the OLEC switching system.

The Unbundled Local Loop provides a dedicated full time path from the OLEC interface to the OLEC end user.

Access Order Requirements Access ordering requirements are consistent with ordering requirements for DSO services. However, the Unbundled Exchange Access Loop does have it's own unique NC/NCI/SECNCI codes. These codes are shown in the chart below.

<u>NC</u>	<u>NCI</u>	<u>SECNCI</u>	<u>Local Channel</u>
LZ-Z	04DS9.15	02LS2	UEA2X

When converting existing basic service (i.e., POTS) to an Unbundled Loop, the OLEC should provide the telephone the customer is disconnecting in the Remarks field on the Access Service Request (ASR). This will alert the ICSC to notify the LCSC to issue a disconnect order in the Customer Records Information System (CRIS). The ICSC will issue a new connect order to bill the Unbundled Exchange Access Loop in the Carrier Access Billing System (CABS) reusing the facilities from the CRIS disconnect order.

(N)

(C)

000701

OLEC-to-BELLSOUTH ORDERING GUIDELINES
FACILITY BASED

UNBUNDLED EXCHANGE ACCESS LOOP

**Service Specific
Billing**

Month-to-month rates are being offered on a non-distance sensitive basis consistent with other Voice Grade Special Access Services. For situations where the OLEC wishes to extend the local loop to a different central office for multiplexing or switching purposes, interoffice channel rates will be available on a Fixed and Per Mile basis at the same month-to-month rates currently offered for Voice Grade Special Access Service.

000702

**OLEC-to-BELLSOUTH
ORDERING
GUIDELINES**

RESALE

DRAFT

000703

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

GENERAL INFORMATION

Introduction

Purpose

This handbook provides guidelines to Other Local Exchange Companies (OLECs) 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 or will be 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.

(C)

(N)

**Key
Acronyms**

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

000705

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Updates to the Handbook

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

Update Form

CHECK ONE:

MAILING ADDRESS FOR UPDATES

CHANGE MAILING ADDRESS

COMPANY: _____

ADDRESS: _____

CITY, STATE: _____

ZIP CODE: _____

NAME: _____ DATE: _____

TELEPHONE: (_____) - _____ - _____

Mailing Address

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

Facsimile Number

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

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Account Team

Purpose

The OLEC account team provides the following services:

- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Major Project Coordination
- Customer Notification Letters (i.e., new services, BellSouth re-arrangements, such as NPA splits, etc.)
- LIDB Contract Negotiations (N)
- Enhanced Billing Options Negotiations (N)
- Transport Percentage Negotiations (N)
- 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

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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: OLECs 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.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

LOCAL CARRIER SERVICE CENTER (LCSC)

**Telephone
Numbers**

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

Facsimile Number. 800-872-7059
All Forms

Supervisors

Director
Joyce Savage. 770-986-2203

Managers

Beth Craig. 770-451-0883
Barbara Gene Warren. 770-451-0853

(N)

Mailing Address

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

**Hours of
Operation**

8:30 AM to 5:00 PM EST (Hours will be adjusted as required)
Monday - Friday

**Holidays
Observed**

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

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

APPLICATION FOR LOCAL SERVICE REQUIREMENTS

**Summary of Items
Required Prior to
Processing Orders
for Local Service**

This section provides information concerning the items required prior to the Local Service Center Processing of orders.

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) (N)
5. OLEC - Contact Numbers Form
6. Master Account Application
7. Disposition of LIDB Contract Negotiations (N)
(See Master Account Application)
8. Contract (In the absence of an approved local (N)
interconnection state tariff)

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

Note: In addition to the items provided above, each OLEC should negotiate through the account team for the type of billing records, including format, desired.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Application for Local Service Requirements (cont.)

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 <u>Master Account Application</u> (provided in this section). 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	The OLEC must complete the Blanket Agency Agreement Letter provided in this section prior to the processing by the LCSC of Local Service Requests (LSRs) involving disconnects of existing BellSouth end users.	(N)

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Application for Local Service Requirements (cont.)

LIDB Contract

BellSouth's Line Information DataBase (LIDB) is described later in this guide under the section 'Service Restrictions'. The LCSC must be notified concerning the disposition of negotiations for LIDB storage agreements. On the Master Account Application, please check the appropriate boxes to indicate that you have received details concerning LIDB and that you are participating or have declined participation.

(N)

**Contract in the
Absence of
Approved State
Tariffs**

In the absence of an approved BellSouth state local interconnection tariff for OLECs, a contract (or a Letter of Intent) between the OLEC and BellSouth is required prior to service order processing. A copy of this contract must be provided with the Master Account Application.

(N)

The contact for contract negotiations or questions is Bob Scheye at 404-420-8327.

000724

BELLSOUTH MASTER ACCOUNT APPLICATION

OTHER LOCAL EXCHANGE COMPANY

ste ___/___/___

ACCOUNT INFORMATION

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

Certificate of Authority Attached Yes No Estimated Average Monthly Bill _____

Company Name/Operating Company Number _____

Local Address _____

City _____ State _____ ZIP _____

Corporate Address _____

City _____ State _____ ZIP _____

Billing Address _____

City _____ State _____ ZIP _____

Contact Name & Telephone # for:

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

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

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

CREDIT INFORMATION

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

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

Ownership

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

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

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

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

Corporation
President _____ Tel # (____)____-____-____ SSN _____

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

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

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

Have you been informed concerning BellSouth's Line Information DataBase (LIDB) contract? YES NO
Have you signed a LIDB contract? YES NO Note: Checking "NO" indicates that the OLEC is aware of the consequences of declining, i.e., that BellSouth can not guarantee processing or restriction of LIDB handled calls.

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)

NECA MUST BE NOTIFIED OF ANY MERGERS/ACQUISITIONS AND/OR NAME CHANGES.

COMPANIES OPERATING IN MORE THAN ONE STATE MAY 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.

(N)
(C)

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

**BLANKET AGENCY AGREEMENT LETTER
for LOCAL SERVICE PROVIDERS**

(N)

I am an official of (Company) _____ and am authorized to commit my company to the conditions stated herein:

1. (Company) _____ will not submit any requests or inquiries for Resale or Facility Based local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company) _____ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company) _____ and the End User provides that the (Company) _____ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company) _____ and the End User holds the End User responsible to (Company) _____ for all charges incurred on the End User's behalf for local service. However, (Company) _____ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company) _____.
4. The End User will deal directly with (Company) _____ on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company) _____.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company) _____ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company) _____ preparation and submission of service requests for which it did not have proper End User authorization.

7. In the event that the End User challenges billing which resulted from local service requests submitted to BellSouth by (Company) _____ under this Blanket Agency Agreement, then (Company) _____ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, arising from BellSouth provisioning and maintenance of the End User's local service due to errors in the ordering of said service by (Company) _____.

8. In the event that the End User disputes actions taken by BellSouth as a result of a submission by (Company) _____ of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User authorization, then (Company) _____ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.

9. This Agreement shall continue in effect unless canceled by prior written notice by BellSouth or (Company) _____ thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

Signature of Officer

Title of Officer

Company Name

Date

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.

**Form for Providing
Contact Number and
CNA Number**

A form is on the next 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

Along with the numbers, the name, title, address, and telephone number of the person providing the number should be provided.

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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:

()-____-_____

This Information is Provided By:

Name _____

Title _____

Address _____

Telephone Number _____ Date _____

Submit separate forms for each state with different numbers.

008720

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Local Service Provider
Front Pages Listing
Information**

Business telephone numbers for each Local Service Provider can be listed at no charge on a generic page in the "Front Pages" of BellSouth printed directories. For additional details, contact BellSouth Advertising & Publishing Corporation (BAPCO):

(C)

Jan Kibler
404-320-5209

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.

Deposits for OLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services.

(N)

Surety Bonds

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

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Forms of Security (cont.)

Bank Letter of Credit

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

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

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

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

**Customer Service
Record Request**

As stated later in 'Service Request Procedures', in certain situations a copy of the existing Customer Service Record will be provided to the OLEC. This will be provided to assist the OLEC in verifying information which has been provided by the end user. If an OLEC desires a copy of a Customer Service Record (CSR) prior to submitting an LSR, the OLEC must provide BellSouth a copy of an end user LOA (Letter of Authorization). A form letter which should be used for this purpose follows this page.

(N)

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FORM - LETTER OF AUTHORIZATION

This letter should be faxed to the LCSC with a request for a
BellSouth Customer Service Record unless it is accompanied by an LSR.

(N)

Date: _____

TO: BellSouth Local Carrier Services Center

The undersigned appoints (Company) _____
as agent to request my private BellSouth Customer Service Record in anticipation of converting
to (Company) _____ for the provision of local service.

BellSouth may deal directly with my Agent and provide the requested records.

FROM: Customer Name: _____

Customer Service Address: _____

Main Account Telephone Number: _____

Authorized Customer Signature: _____

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

LOCAL 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.

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

Facsimile Number 1-800-872-7059.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Residence

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**

Examples - LSRs and SLSRs

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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, the End User Account # (unless a new account is being established), the page numbers, the OLEC PON and the Version Identification 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. (C)

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.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. (N)

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.

Tel #: 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.

Implementation Contact: Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems. (N)

Tel #: The telephone number of the implementation contact. (N)

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

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

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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.

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

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

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

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

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

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

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

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

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

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

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

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

Disconnect Main Acct Tel # - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

Disconnect Additional Line Tel #(s) Only - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - 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.

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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.

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.

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.

Non-Recurring Charges: The installation charges associated with work requested on this LSR.

(N)

Recurring Charges: The monthly rate for the service(s) or feature(s) ordered on this LSR.

(N)

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.

000732

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Residence

D. - Firm Order Confirmation (cont.)

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.

Note: If the Action Requested in Section B is 'Switch as is', 'Switch with changes' or 'Switch with new address', a copy of the current BellSouth Customer Service Record (CSR) will be provided along with the information in Section D, Firm Order Confirmation, of the LSR. (N)

The CSR contains the following information:

- Current billing name and address
- The number of each feature or service the end user subscribes to.
- The monthly recurring charge for each feature or service.
- The USOC code for each feature or service.
- The name/description of the feature or service.

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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 for the main account number 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.

008734

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. You may choose to submit the stand alone directory listing document (Section E of the Business LSR) in place of pages 1 and 2 of the residence LSR. When the end user is a residential account, it is not necessary to complete Columns (7) and (8) on the stand along listing document.

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.

Note: To discuss bulk delivery of directories, contact Jan Kibler, BAPCO, at 404-320-5209.

(N)

000735

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.

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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 under '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.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. (N)

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 SLSRs and LSRs to a specific project.

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

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.

Current Due Date: Provide the current due date on the order you are issuing a supplement for. This will facilitate prioritization of the SLSRs received. (N)

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.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE**

Supplemental Local Service Request - Residence

D. - Firm Order Confirmation (cont.)

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.

Non-Recurring Charges: The installation charges associated with work requested on this SLSR.

(N)

Recurring Charges: The monthly rate for the service(s) or feature(s) ordered on this SLSR.

(N)

000740

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, the End User Account # (unless a new account is being established), the page numbers, the OLEC PON and the Version Identification 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. (C)

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.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. (N)

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.

Tel #: 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.

Implementation Contact: Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems. (N)

Tel #: The telephone number of the implementation contact. (N)

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

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

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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.

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.

000743

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.

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.

000744

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.

Non-Recurring Charges: The installation charges associated with work requested on this LSR. (N)

Recurring Charges: The monthly rate for the service(s) or feature(s) ordered on this LSR. (N)

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.

008745

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Business

D. - Firm Order Confirmation

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.

Note: If the Action Requested in Section B is 'Switch as is', 'Switch with changes' or 'Switch with new address', a copy of the current BellSouth Customer Service Record (CSR) will be provided along with the information in Section D, Firm Order Confirmation, of the LSR. (N)

The CSR contains the following information:

- Current billing name and address
- The number of each feature or service the end user subscribes to.
- The monthly recurring charge for each feature or service.
- The USOC code for each feature or service.
- The name/description of the feature or service.

000746

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.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. (N)

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 OLEC's fax number for transmission of the Firm Order Confirmation.

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.

000767

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.

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.

Non-Recurring Charges: The charges associated with work requested on this LSR.

Recurring Charges: The monthly rate for the service(s) or feature(s) ordered on this LSR.

Blg 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.

Note: To discuss bulk delivery of directories, contact Jan Kibler, BAPCO, at 404-320-5209.

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.

000750

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.

000751

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

Local Service Request - Business

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 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.

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 are 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 under '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.

000753

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.

VER: The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. (N)

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 OLEC's fax number for transmission of the Firm Order Confirmation.

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.

Current Due Date: Provide the current due date on the order you are issuing a supplement for. This will facilitate prioritization of the SLSRs received. (N)

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

000754

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.

000755

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Supplemental Local Service Request - Business

D. - Firm Order Confirmation

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.

Non-Recurring Charges: The installation charges associated with work requested on this SLSR.

(N)

Recurring Charges: The monthly rate for the service(s) or feature(s) ordered on this SLSR.

(N)

000756

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

000757

BELLSOUTH LOCAL SERVICE REQUEST - RESIDENCE

Date ____/____/____

Page 1 of ____
Fax # 1-800-872-7059

Other Local Exchange Company

Co/OCN _____ PON _____ VER _____ RPON _____
Issued By _____ Tel # (____)____-____-____ Project _____
Implementation Contact _____ Tel # (____)____-____-____ Remarks _____
FAX # (____)____-____-____

B. Action Requested

- Establish OLEC Service § New Switch as is Switch with changes Switch with new address
- Existing OLEC Account Change Tel #(s) Change Features/Services Chg Listing/Directory
- Add Telephone Lines Move to New Address - Keep Existing Tel #, if possible (Y/N) _____
- Disconnect Main Acct Tel # Disconnect Additional Line Tel #(s) Only
- Suspend Service - End User Request

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 # (____)____-____-____ Other Line #s (____)____-____-____ (____)____-____-____

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 # 800-872-3116 Remarks _____

Non-Recurring Chgs _____ Recurring Chgs _____

Order Due Date ____/____/____ Premise Visit (Y/N) _____ Time Scheduled _____ Bldg. Acct. _____

§ BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale.
Certain customized billing arrangements may not be applicable. Refer to state tariffs for availability and descriptions.

OLEC Name _____
id User Account # () - -

Page ____ of ____
VER _____
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) _____

000759

If NO, explain

Supplemental Local Service Request - Residence After Firm Order Confirmation

etc ____/____/____

A. Other Local Exchange Company

Co/OCN _____ PON _____ VER _____ RPON _____

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

Remarks _____

FAX # (____)____-____-____

B. Action Requested and Remarks

C. End User

Account Number (____)____-____-____ BellSouth Order # (s) _____ Current Due Date ____/____/____

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 # 800-872-3116 Due Date ____/____/____

Premise Visit (Y/N) _____ Time Scheduled _____ Blg. Acct. _____ Remarks _____

Non-Recurring Chgs _____ Recurring Chgs _____

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

BELLSOUTH LOCAL SERVICE REQUEST - BUSINESS

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

Other Local Exchange Company

Co/OCN, PON, VER, RPON, Issued By, Tel #, Project, Implementation Contact, Tel #, Remarks, FAX #

B. Action Requested

Establish OLEC Service, Existing OLEC Account, Due Date, End User Ready Date, Offered Due Date, Disconnect Date for Old Address

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)

End User Information

Main Account #, Other Line #s, 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

BellSouth Service Rep, Tel # 800-872-3116, Remarks

Non-Recurring Chgs, Recurring Chgs

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 _____ VER _____ 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 _____

Non-recurring Charges _____ Recurring Charges _____
 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
- Type Listing**
- Disconnect Account
 - Delete from Current Acct
 - Correct 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)

000764

§ PRINT the listing exactly as the end user desires it to appear. §§ Listed, Non-Listed or Non-Published

OLEC Name _____
and User Account # () - -

Page ____ of ____
PON _____ VER _____

F. Intercept

The 'Action Requested' in Part B determines the appropriate announcement as explained in the LSR instructions. It is not necessary to designate the intercept announcement unless the end user desires a different standard announcement than would normally be provided for the 'Action Requested'. The available standard announcements and associated codes are included with the LSR instructions. Enter the desired standard intercept announcement code and any remarks desired to explain the request.

Telephone Line Number	Requested Announcement Code and Remarks
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
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() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____
() - - -	_____

Intercept announcements for business lines continue for a maximum of six (6) months.

G. Multi-Line Action Requests

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

If NO, explain _____

OLEC Name _____

End User Main Account # (_____) - _____

PON _____ VER _____

Additional Telephone Line Number (_____) - _____

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 _____

Service Blocking Options (Pg 109)

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

etc ____/____/____

Page 1 of ____
Fax # 800-872-7059

A. Other Local Exchange Company

Co/OCN _____ PON _____ VER _____ RPON _____

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

Remarks _____

FAX # (____)____-____-____

B. Action Requested and Remarks

End User

Account Number (____)____-____-____ BellSouth Order # (s) _____ Current Due Date ____/____/____

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 # 800-872-3116 Due Date ____/____/____

Premise Visit (Y/N) _____ Time Scheduled _____ Big. Acct. _____ Remarks _____

Non-Recurring Chgs _____ Recurring Chgs _____

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 - Example Requirements

This section contains information on LSR requirements. The 'LSR Requirements' shown in the example 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.

Example 1	<p>Switch from BellSouth to an OLEC with No Changes - 'Switch as is'</p> <p>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.</p> <p>A 'Requested Due Date' should not be entered unless the end user desires a specific date for the changes.</p> <p>LSR Requirements: Parts A, B, and C</p>
------------------	--

Example 2	<p>Switch from BellSouth to an OLEC with Feature Changes - 'Switch with changes'</p> <p>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.</p> <p>The end user is entitled to one listing for each RingMaster® number at no additional charge. In addition to the features page, the directory listing page must be included.</p> <p>LSR Requirements: Parts A, B, C, E, and H</p>
------------------	--

Example 3	<p>New Account (No Current Local Service)</p> <p>In addition to Page 1 of the LSR, data must be included for the directory listing, the line features, and any special features desired.</p> <p>LSR Requirements: Parts A, B, C, E, and H</p>
------------------	---

Example 4	<p>Existing OLEC Account - Add an Additional Telephone Line (No Features)</p> <p>LSR Requirements: Parts A, B, C, E, and H</p>
------------------	--

000769

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Local Service Request - Example Requirements

Example 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. Standard intercept recordings information is contained in the LSR procedures section. LSR Requirements: Parts A, B, C, and E
----------------------	--

Example 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 H
----------------------	---

Example 7	SLSR issued after Firm Order Confirmation The end user adds features after the Firm Order Confirmation is received at the OLEC for a new telephone line number. SLSR Requirements: Parts A, B, and C
----------------------	---

Example 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
----------------------	---

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Local Service Request - Example Requirements

Example 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
----------------------	---

000771

OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

Denial and Restoral Procedures

(2)

Requests to Deny, Restore or Disconnect (after a denial only) local service for OLEC end users are processed separately from the LSR. Both Residence and Business telephone numbers can be included on one Denial and Restoral form.

These requests must be received in the LCSC no later than 3:00 PM, Monday - Friday in order to insure that the order can be processed on the same day it is received.

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

These procedures contain the following:

Instructions - BellSouth Denial/Restoral - Residence & Business

Exhibit - BellSouth Denial/Restoral - Residence & Business

Sample - Completed Denial/Restoral Form
(Under development)

Restrictions

Service is not normally denied on:

- Fridays, Saturdays and Sundays
 Additionally, in Alabama, Louisiana, Tennessee and Mississippi, only business lines may be denied on Fridays.
- Holidays or the day before a Holiday

000772

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Denial and Restoral - Residence and Business

The denial, restoral or disconnects after a denial requests are issued separately from the LSRs to facilitate prompt identification of these requests and timely processing of the orders. (N)

Following are definitions for requested data on the BellSouth Denial/Restoral form.

Date : The date the OLEC submits the Denial/Restoral form to the LCSC.

Page 1 of ____ : Enter the appropriate page #s at the top of each page of Denial/Restoral requests submitted.

A. - Other Local Exchange Company

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

Issued By: The name of the person completing the Denial/Restoral form.

Telephone Number: The telephone number of the person completing the Denial/Restoral form.

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

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

000773

OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

Denial and Restoral - Residence and Business

B. - Action Requested

(N)

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

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

Check Deny or Restore Service: Check the appropriate block to indicate whether the telephone line number should be denied or restored.

Disconnect Service after Denial: Check this block if the telephone service should be disconnected. If the disconnection is not related to denial of service, the LSR for the appropriate service (residence or business) should be completed.

Telephone Number, if Different from Main Account Number: If the number being denied, restored or disconnected is not the main account number, enter the number(s). When the entire account should be denied, restored or disconnected, list all the additional telephone numbers associated with the account.

Requested Due Date: The date the OLEC is requesting the activity be completed.

The next two (2) columns are to be completed by the BellSouth LCSC.

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

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

Note 1: Normal Billing for all end user services will continue while the service is in the denied status.

Note 2: If the order is received in the LCSC before 3:00 PM today, the order will be issued with a due date of today. If the order is issued after 3:00 PM today, the order will be issued with a due date of the next business day.

C. - Firm Order Confirmation

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

Telephone Number: The telephone number of the BellSouth LCSC employee.

Remarks: Available for the BellSouth LCSC employee to provide any additional information required.

000734

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 thereafter.

Note:

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.

(N)

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)

000775

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).

000777

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

Confirmation of Service Request

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

(C)

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.

(N)

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 should be submitted by facsimile. The Supplemental Local Service Request (SLSR) should have specific remarks identifying the desired action and/or changes.

(N)

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.

000773

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 _____

000779

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. (If the OLEC has provided BellSouth with an appropriate number, BellSouth will provide the OLEC contact telephone number to the end user.) 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.

(c)

000780

**BELLSOUTH
PRE-SCREENING REPAIR QUESTIONS
FOR RESELLERS**

1. Telephone # Being Reported: _____
2. Name: _____
3. Address: _____
4. City & State: _____
5. Trouble Reported By: _____
6. Report Received By(OLEC contact) _____
7. OLEC Can Be Reached #: _____
8. Access # (OLEC or End User): _____
9. Do You Consider Yourself Without Telephone Service? YES / NO _____
(Out-of-Service Question - Florida ONLY)
10. Is This a Calling / Called Report? Does the Problem Occur When the End User:
 - a. Is Called by Someone Else
 - b. Is Calling a Telephone NumberIf a., (Called), Provide the Calling Telephone # _____
11. Is the Trouble on All the End User Phones? YES / NO _____
If NO, Which Phone has Trouble _____

12. Trouble Description: _____

13. Date / Time Report Rec'd: _____ - _____ - _____ / _____ : _____ am / pm
14. Remarks: _____

OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

REPAIR CENTER TELEPHONE NUMBERS

State	Residence	Business
ALABAMA	800-538-6277	800-247-2020
NORTH FLORIDA	800-216-5688	800-247-2020
SOUTH FLORIDA	800-432-1424	800-247-2020
GEORGIA	800-867-5662	800-247-2020
KENTUCKY	800-217-5057	800-247-2020
LOUISIANA	800-335-2998	800-247-2020
MISSISSIPPI	800-427-4171	800-247-2020
NORTH CAROLINA	800-642-0544	800-247-2020
SOUTH CAROLINA	800-642-0544	800-247-2020
TENNESSEE	800-873-8846	800-247-2020

000782

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.

000723

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.

000784

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.

009785

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.

009726

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.

000727

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 on OLEC accounts. If an end user switches from BellSouth to an OLEC, existing line based calling cards will be disabled/discontinued. (C)

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 may prevent receipt of collect and third number toll calls. (C)

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 to ensure that collect and third number tolls will be either processed or blocked, the OLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement. (C)

"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: When an OLEC requests a "Switch as is" transfer of service from BellSouth, a grandfathered inside wire maintenance plan will be automatically replaced with the most comparable available maintenance plan. If no inside wiring plan is desired, the OLEC should request a disconnect of the existing plan on the LSR (Local Service Request). (N)

000783

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.

009789

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

000780

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

(D)

000731

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 bear 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.

000792

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®.

000793

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.*

000724

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

008725

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).

000786

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.

000797

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.*

000793

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.

007729

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.

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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.

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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

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

RINGMASTER® I SERVICE



RingMaster® I service allows you to have up to two telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is *from* by providing your additional telephone numbers only to specific parties such as:

- business associates (for business calls received at home)
- friends/relatives
- children's friends



If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:

1. _____
(Main Telephone Number)

RINGING	PHONE TONE (if you have CALL WAITING)
	
One long ring (Normal ring)	One long tone (Normal Call Waiting Tone)

2. _____
(Additional Telephone Number)

RINGING	PHONE TONE (if you have CALL WAITING)
	
Two short rings	Two short tones

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster® service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster® service telephone numbers.

With RingMaster® service, **CALL FORWARDING** can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster® service (if you also have **CALL FORWARDING**). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when **CALL FORWARDING** is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when **CALL FORWARDING** is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

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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.

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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.

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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	_____

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

SPEED CALLING 30

Speed Calling 30 lets you place a local or long distance call simply by dialing a two-digit code. Speed Calling 30 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. First, write down the names and numbers you want on your Speed Calling, list; then begin recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial 75# With touch-tone service telephone (75 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 30 Code (Number 20 through 49) beside the name you wish to record. For example, if you have assigned the code number 20 to your local police, dial 20.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

NOTE: Repeat Steps 1-6 for each Speed Calling 30 code number you record. If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

HOW TO SPEED DIAL:

Dial The Two-Digit Speed Calling Code. With touch-tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

HOW TO CHANGE YOUR SPEED CALLING LIST:

Repeat Steps 1-6 of HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST, taking care to use the code beside the number you want to change.

Write in the names and telephone numbers on your SPEED CALLING 30 LIST below:

Name	Code	Telephone #		Name	Code	Telephone #
	20				35	
	21				36	
	22				37	
	23				38	
	24				39	
	25				40	
	26				41	
	27				42	
	28				43	
	29				44	
	30				45	
	31				46	
	32				47	
	33				48	
	34				49	

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OLEC-to-BELLSOUTH ORDERING GUIDELINES

RESALE

THREE WAY CALLING

Three Way Calling allows connection between three telephones at one time. If you have Call Waiting, you can temporarily control it while a three way call is in progress.

HOW TO USE THREE WAY CALLING.

1. **Get The First Party On The Phone**
2. **Depress The Switchhook** for a second to put the call on hold.
3. **Listen For Short Bursts Of Tone Followed By A Steady Dial Tone**, and dial the second party. You can talk privately with the second party before you bring the first party back on the line with you.
4. **Depress The Switchhook** again for a second to complete the three way connection. Now you have both parties on the line with you.
5. **If You Get A Busy Signal** or no answer when calling the second party, **Depress The Switchhook Twice** -for a second each time to return to the first party. If you wish, you may now dial someone else by starting again at Step 2.

HOW TO END THREE WAY CALLING:

1. **End One Conversation** by waiting for that party to hang up (you'll hear a click). You and the remaining party can continue the conversation. Or, you can establish another three way conversation by repeating Steps 2-4.
2. **End Both Conversations** by hanging up the phone.

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OLEC-to-BELLSOUTH ORDERING GUIDELINES
RESALE

SERVICE BLOCKING OPTIONS

(C)

Individual line numbers may be blocked from dialing certain codes according to the following chart. The selected option should be entered under Service Blocking Options in Section H-1 under Line and Line Features on the residence or business LSR.

Services 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.

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**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 - 5:00 PM Monday - Friday

(c)

000812



Southern Region

March 4, 1996

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

Via Hand-Delivery

F. Duane Ackerman
Vice-Chairman and Chief Operating Officer
BellSouth Communications, Inc.
Atlanta, Georgia

Dear Mr. Ackerman:

Pursuant to Section 252 of the Telecommunications Act of 1996, AT&T Corp. ("AT&T") requests the commencement of negotiations for interconnection to enable AT&T to provide competing telecommunications services, including local service in the State of Georgia. This request includes all interconnection issues identified in Sections 251 and 252 of the Act, including the prices and terms for interexchange access, the resale of services, and the network elements used for the origination and completion of local exchange and interexchange services traffic. It is AT&T's view that, while negotiated agreements must be filed and approved for each State, the vast majority of issues can and should be resolved at the regional level.

I invite you or your designated representatives to meet with me in my capacity as Vice-President-Local Services, Bill West, AT&T Local Interconnection and Access Management Vice-President, and Loretta Cecil, AT&T Law and Government Affairs Vice-President, at 1200 Peachtree Street on March 11, 1996 at 1:00 p.m. to initiate these discussions. At this meeting, we would like to discuss approaches and establish plans for on-going negotiations. I propose we convene the remainder of our negotiations team members for their initial working session no later than March 15, 1996, at a mutually agreeable location here in Atlanta. If you or your team members cannot meet on these dates, please give me a call so we can establish an acceptable schedule for our initial and subsequent meetings.

We realize there are a significant number of issues to resolve. We are confident that with a concerted and cooperative spirit, we can resolve these issues in a mutually agreeable manner. Our companies have worked together in the past to provide world-class service to customers and we hope to enhance and expand this relationship into all telecommunications markets through these efforts.

I look forward to hearing from you at your earliest convenience.

Very truly yours,

William J. Carroll

cc: W. L. West
L. A. Cecil

000213



Southern Region

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

March 4, 1996

Via Hand-Delivery

F. Duane Ackerman
Vice-Chairman and Chief Operating Officer
BellSouth Communications, Inc.
Atlanta, Georgia

Dear Mr. Ackerman:

Pursuant to Section 252 of the Telecommunications Act of 1996, AT&T Corp. ("AT&T") requests the commencement of negotiations for interconnection to enable AT&T to provide competing telecommunications services, including local service in the State of North Carolina. This request includes all interconnection issues identified in Sections 251 and 252 of the Act, including the prices and terms for interexchange access, the resale of services, and the network elements used for the origination and completion of local exchange and interexchange services traffic. It is AT&T's view that, while negotiated agreements must be filed and approved for each State, the vast majority of issues can and should be resolved at the regional level.

I invite you or your designated representatives to meet with me in my capacity as Vice-President-Local Services, Bill West, AT&T Local Interconnection and Access Management Vice-President, and Loretta Cecil, AT&T Law and Government Affairs Vice-President, at 1200 Peachtree Street on March 11, 1996 at 1:00 p.m. to initiate these discussions. At this meeting, we would like to discuss approaches and establish plans for on-going negotiations. I propose we convene the remainder of our negotiations team members for their initial working session no later than March 15, 1996, at a mutually agreeable location here in Atlanta. If you or your team members cannot meet on these dates, please give me a call so we can establish an acceptable schedule for our initial and subsequent meetings.

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I look forward to hearing from you at your earliest convenience.

Very truly yours,

William J. Carroll

cc: W. L. West
L. A. Cecil

000011



Southern Region

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

March 4, 1996

Via Hand-Delivery

F. Duane Ackerman
Vice-Chairman and Chief Operating Officer
BellSouth Communications, Inc.
Atlanta, Georgia

Dear Mr. Ackerman:

Pursuant to Section 252 of the Telecommunications Act of 1996, AT&T Corp. ("AT&T") requests the commencement of negotiations for interconnection to enable AT&T to provide competing telecommunications services, including local service in the State of North Carolina. This request includes all interconnection issues identified in Sections 251 and 252 of the Act, including the prices and terms for interexchange access, the resale of services, and the network elements used for the origination and completion of local exchange and interexchange services traffic. It is AT&T's view that, while negotiated agreements must be filed and approved for each State, the vast majority of issues can and should be resolved at the regional level.

I invite you or your designated representatives to meet with me in my capacity as Vice-President-Local Services, Bill West, AT&T Local Interconnection and Access Management Vice-President, and Loretta Cecil, AT&T Law and Government Affairs Vice-President, at 1200 Peachtree Street on March 11, 1996 at 1:00 p.m. to initiate these discussions. At this meeting, we would like to discuss approaches and establish plans for on-going negotiations. I propose we convene the remainder of our negotiations team members for their initial working session no later than March 15, 1996, at a mutually agreeable location here in Atlanta. If you or your team members cannot meet on these dates, please give me a call so we can establish an acceptable schedule for our initial and subsequent meetings.

We realize there are a significant number of issues to resolve. We are confident that with a concerted and cooperative spirit, we can resolve these issues in a mutually agreeable manner. Our companies have worked together in the past to provide world-class service to customers and we hope to enhance and expand this relationship into all telecommunications markets through these efforts.

I look forward to hearing from you at your earliest convenience.

Very truly yours,


William J. Carroll

cc: W. L. West
L. A. Cecil

000014



Southern Region

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

March 4, 1996

Via Hand-Delivery

F. Duane Ackerman
Vice-Chairman and Chief Operating Officer
BellSouth Communications, Inc.
Atlanta, Georgia

Dear Mr. Ackerman:

Pursuant to Section 252 of the Telecommunications Act of 1996, AT&T Corp. ("AT&T") requests the commencement of negotiations for interconnection to enable AT&T to provide competing telecommunications services, including local service in the State of Tennessee. This request includes all interconnection issues identified in Sections 251 and 252 of the Act, including the prices and terms for interexchange access, the resale of services, and the network elements used for the origination and completion of local exchange and interexchange services traffic. It is AT&T's view that, while negotiated agreements must be filed and approved for each State, the vast majority of issues can and should be resolved at the regional level.

I invite you or your designated representatives to meet with me in my capacity as Vice-President-Local Services, Bill West, AT&T Local Interconnection and Access Management Vice-President, and Loretta Cecil, AT&T Law and Government Affairs Vice-President, at 1200 Peachtree Street on March 11, 1996 at 1:00 p.m. to initiate these discussions. At this meeting, we would like to discuss approaches and establish plans for on-going negotiations. I propose we convene the remainder of our negotiations team members for their initial working session no later than March 15, 1996, at a mutually agreeable location here in Atlanta. If you or your team members cannot meet on these dates, please give me a call so we can establish an acceptable schedule for our initial and subsequent meetings.

We realize there are a significant number of issues to resolve. We are confident that with a concerted and cooperative spirit, we can resolve these issues in a mutually agreeable manner. Our companies have worked together in the past to provide world-class service to customers and we hope to enhance and expand this relationship into all telecommunications markets through these efforts.

I look forward to hearing from you at your earliest convenience.

Very truly yours,


William J. Carroll

cc: W. L. West
L. A. Cecil

000815



Southern Region

March 4, 1996

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

Via Hand-Delivery

F. Duane Ackerman
Vice-Chairman and Chief Operating Officer
BellSouth Communications, Inc.
Atlanta, Georgia

Dear Mr. Ackerman:

Pursuant to Section 252 of the Telecommunications Act of 1996, AT&T Corp. ("AT&T") requests the commencement of negotiations for interconnection to enable AT&T to provide competing telecommunications services, including local service in the State of Florida. This request includes all interconnection issues identified in Sections 251 and 252 of the Act, including the prices and terms for interexchange access, the resale of services, and the network elements used for the origination and completion of local exchange and interexchange services traffic. It is AT&T's view that, while negotiated agreements must be filed and approved for each State, the vast majority of issues can and should be resolved at the regional level.

I invite you or your designated representatives to meet with me in my capacity as Vice-President-Local Services, Bill West, AT&T Local Interconnection and Access Management Vice-President, and Loretta Cecil, AT&T Law and Government Affairs Vice-President, at 1200 Peachtree Street on March 11, 1996 at 1:00 p.m. to initiate these discussions. At this meeting, we would like to discuss approaches and establish plans for on-going negotiations. I propose we convene the remainder of our negotiations team members for their initial working session no later than March 15, 1996, at a mutually agreeable location here in Atlanta. If you or your team members cannot meet on these dates, please give me a call so we can establish an acceptable schedule for our initial and subsequent meetings.

We realize there are a significant number of issues to resolve. We are confident that with a concerted and cooperative spirit, we can resolve these issues in a mutually agreeable manner. Our companies have worked together in the past to provide world-class service to customers and we hope to enhance and expand this relationship into all telecommunications markets through these efforts.

I look forward to hearing from you at your earliest convenience.

Very truly yours,


William J. Carroll

cc: W. L. West
L. A. Cecil

000816

BellSouth Telecommunications, Inc.

Gloria Calhoun
Manager - Strategic Management
Room 11A15
675 W. Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-5579
Fax 404 420-0031

06 March 1996

Jay Bradbury
AT&T
1200 Peachtree St., N.E., Promenade 2
Atlanta, GA 30309

Dear Jay:

Attached is the most recently completed Resale Guide. All pages have been assigned a 3-1-96 Issue Date.

Margin notes for New information (N), Deleted information (D), and Changed information (C) are included. With the next issue, 3-1-96 margin notes will be removed and only the most recent changes will be noted.

We plan to issue updates (if any) to this guide approximately every two weeks.

Yours very truly,



Manager - Strategic Management

009817

F. Duane Ackerman
Vice Chairman and
Chief Operating Officer

BellSouth Corporation
Suite 2010
1155 Peachtree Street, N.E.
Atlanta, Georgia 30309-3610
404 249-4020

March 6, 1996

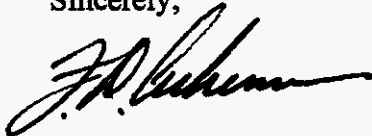
William J. Carroll
Vice-President-Local Services
AT&T
1200 Peachtree Street, N.E.
Atlanta, GA 30309

Dear Mr. Carroll:

Thank you for your letter of March 4, 1996, suggesting a meeting to discuss the interconnection requirements of Sections 251 and 252 of the Telecommunications Act of 1996. As you know, AT&T and BellSouth Telecommunications, Inc. are already engaged in negotiations to facilitate local service competition. Those ongoing negotiations appear to be the most pragmatic and appropriate forum to address any additional issues that arise under the Telecommunications Act of 1996.

I have forwarded your letter to Charlie Coe, with whom you have already spoken. I share your desire to resolve the issues necessary to facilitate local exchange competition in a cooperative manner. BellSouth Telecommunications will negotiate in that spirit.

Sincerely,



cc: Charles B. Coe

000013



Southern Region

1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

March 15, 1996

Mr. D. Ackerman
Vice Chairman & Chief Operating Officer
BellSouth Corporation
1155 Peachtree Street, NE
Suite 2010
Atlanta, GA 30309

Dear Mr. Ackerman:

I did receive a telephone call from Charlie Coe on March 7, designating Richard Robertson, Joe Baker, Bob Scheye, and Quinton Sanders as the representatives authorized to negotiate on behalf of BellSouth in connection with interconnection agreement(s) for the states of Florida, Georgia, North Carolina and Tennessee. We conducted our initial session on March 11, 1996.

Sincerely,

A handwritten signature in black ink, appearing to be "W. J. Carroll". The signature is written over the word "Sincerely," and extends downwards.

William J. Carroll

cc: J. Drummond
C. Coe

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BELLSOUTH

EUROPE

**Comments of BellSouth Europe to the European Commission's Green Paper
on the Liberalisation of Telecommunications Infrastructure and Cable
Television Networks**

March 15, 1995

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Introduction

BellSouth Europe is pleased to provide written comments to the Commission regarding the "Green Paper on the Liberalisation of Telecommunications Infrastructure and Cable Television Networks" (the "Green Paper").

BellSouth, one of the world's leading telecommunications companies, has a long-standing commitment to Europe and maintains a headquarters office in Brussels. By following its strategy to develop business projects in the EU in partnership with strong local partners, BellSouth is participating in cellular operations in Denmark (Sonofon) and Germany (E-Plus), and mobile data operations in Belgium, Germany, France, The Netherlands and the U.K.

BellSouth has also gained considerable experience in the area of competitive networks through its operations in the United States, as well as its leadership as the key operator in Optus, the second carrier in Australia, and BellSouth Chile, a long-distance carrier in South America. With its wireless operations in Europe as a base, BellSouth is now transferring its capabilities in the competitive network area to support the Commission's initiatives to bring the benefits of competition to Europe. The initial result of this strategy has been the recent selection of BellSouth as the operating partner in the Telecom-2 consortium, which expects to be granted a license to operate a second infrastructure-based wireline network in The Netherlands.

BellSouth endorses the Commission's efforts to liberalize the European telecommunications market and agrees to many of the principles suggested in the Green Paper. BellSouth however wishes to comment on some of the key issues of the paper in this submission, including the industry structure, the framework for interconnection, and the universal service obligation.

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I. The Need for "Constructive Competition"

The expressed intent of the telecommunications liberalization initiatives as framed by the Green Paper is the creation of an environment to allow Europe to compete more effectively in the global economy. This competitive effectiveness will require superior information access, processing and transmission capabilities. Implicit in the "Green Paper" is the premise that these superior capabilities can only be gained via a superior telecommunications infrastructure fabricated from effective competition and significant private funding. The "Green Paper" further notes that significant private funding depends on investment certainty borne of a stable regulatory regime in which "non-commercial political burdens" are removed and reasonable expectations of profitability are inherent. BellSouth Europe emphatically concurs.

From this position, the "Green Paper" concludes that open, unrestricted infrastructure competition and effective competition are synonymous. In many cases, this is true. Open competition drives prices toward marginal costs thereby maximizing social surplus. This makes good economic policy in the majority of sectors wherein marginal (or, incremental) costs exceed average costs. It is not however good economic policy in those sectors in which incremental costs are chronically less than average costs. If prices equal incremental cost and incremental cost is less than average cost, investors cannot possibly recover their capital, much less realize reasonable profitability. Under these conditions rational investors would not invest.

These conditions have been observed in practice. The airline industry is an example of a segment in which incremental costs are significantly less than average fixed costs. The International Telecommunication Union (ITU) has noted the on-going effects of "destructive competition" in this sector with some disturbing implications for the telecommunications sector:

*"... the international airline industry has lost almost US \$16 billion between 1990 and 1992. This is greater than the cumulative profits achieved by the industry in its first 60 years of existence."*¹

Destructive competition in the international airline industry was foreshadowed by proportionate operating losses and market failures in the U. S. where deregulated, open competition has been in effect for over 15 years. The ITU goes on to note that:

*"The telecommunication service industry and the airline industry have much in common."*²

In addition to high fixed cost and relatively low incremental cost similarities,

"Both are undergoing deregulation and are subject to the introduction of competition... But the recent experience of growth and profitability in the two sectors has been markedly different... So why the big difference in the fortunes of the two

¹ World Telecommunication Union Report 1994, International Telecommunication Union, Geneva, Switzerland, 1994, p. 8.

² Ibid.

000022

industries? The main reason appears to be that the process of deregulation and competition has extended much further in the airline industry than in the telecommunications industry. This has been expressed as price wars (in the airline industry)... If the airline industry is to be taken as a model for the future of telecommunications, then there are some important lessons to be learned."³

The fundamental lesson appears to be that open competition is not sustainable in a declining cost industry. Based on US airline experience, the sequence appears to involve a protracted initial phase in which massive amounts of money are lost and market failures are commonplace. The initial phase appears to be followed by a market consolidation phase in which the stronger players acquire their weaker competitors. Ultimately, the market is expected to be rationalized into a relative few survivors capable of sustaining viable competition.

Open competition is supposed to eliminate the incapable and make the capable more capable—but it is questionable whether the public good is truly served by the economic carnage that precedes market consolidation. As exemplified by the US airline industry, price wars produce transitory below-cost prices for consumers. In the short-run, that is good from the consumer's perspective, but it masks concomitant deterioration in service quality as competitors frantically cut costs to attempt to stay afloat. Investors simply will not risk capital under these circumstances to upgrade the industry's productive assets. Ultimately, "economic Darwinism" will rationalize the market as indicated above, but the cost will be high. Europe cannot afford the delay in reaching the same stage of market evolution that some of its international competitors have already reached.

Given the fact that some of Europe's international competitors are years ahead in rationalizing their telecommunications markets, is there some way to leapfrog the market carnage phase of open competition, identify the probable survivors and in effect, consolidate the market ahead of time? Just how hard is it to identify probable survivors? Are their identities so nebulous that we must let the market take 10-20 years to decide the issue? Consider the US. long distance market. The 1978 EXECUNET decision effectively opened that market to competition. Would a 1978 observer have projected MCI and AT&T as the principal market survivors in 1995? BellSouth believes the answer is "yes".⁴

Based on the above, BellSouth Europe recommends that the European Commission adopt the general principle that liberalization of telecommunications infrastructure limit competitive entry to a managed number of entrants until such time as effective competition is achieved (i.e., when no single carrier has dominant market power).

³ Ibid.

⁴ Since it was the product of multiple mergers and acquisitions, it would not have been possible to project Sprint as a survivor in 1978. On the other hand, Sprint holds less than 10% of the U.S. long distance market by most measures and it is therefore questionable whether Sprint is principal market survivor or simply a niche player.

II. The Need for Economically Efficient Interconnection Charges

A. Development of a Framework for Interconnection

It is fairly common for interconnection charges to constitute 40-60% of a typical alternate telecommunications service provider's total operating costs. This emphasizes the importance of reasonable interconnection charges for the creation of sustainable competition. It would not be an overstatement to say that the success or failure of the European Community's telecommunications liberalization initiatives may hinge on the establishment of an appropriate framework for the establishment of these charges.

This framework should include the setting of objectives that promote economic efficiency through effective competition. In other words, interconnection charges should:

- Reflect cost causation
- Stimulate efficiency
- Promote effective competition

BellSouth Europe supports the concept that the cost causation principle is inherent in long-run incremental costs (LRIC). Both the WIK/EAC and Arthur Andersen interconnection studies prepared for the Commission, support the cost causation nature of LRIC. These studies also report the paradox that European regulators universally use Fully Distributed costs (FDC) as the basis for pricing decisions. There is sufficient reason for using FDC for pricing in monopoly markets. By virtue of its basis in the typical PTT's accounting system, FDC is conceptually simple, auditable and "balances to the books" but, unfortunately, it is not consistent with cost causation. It is therefore not useful for pricing decisions in competitive markets. The WIK/EAC study notes that "... reported costs are often not at all reflective of the actual cost causation."⁵ The Arthur Andersen study conclusively demonstrates the fallacy of using FDC for economic decision-making in its graphic "Death Spiral" example.⁶ With convincing evidence that FDC in all its variant forms cannot support the development of cost-based interconnection, BellSouth Europe supports the Green Paper's (Part II, p. 73) position that "Regulatory authorities should have a responsibility ... for ensuring ... cost-oriented pricing structures..." This should be done by insisting on LRIC-based interconnection charges.

*"One of the prime motivations for liberalising the telecommunications sector is that incumbent operators are believed to be inefficient."*⁷ Based on liberalization efforts outside the European Community (U.S., U.K., Australia, etc.), there is ample

⁵ Network Interconnection in the Domain of ONP, Wissenschaftliches Institut für Kommunikationsdienste/European-American Center for Policy Analysis (WIK/EAC), Bad Honaf, Germany, 1994, p. 89.

⁶ Arthur Andersen Study Prepared for the Commission of the European Community DG XIII, 1994, Appendix 3.

⁷ *Ibid.*, p. 63.

evidence this is true. In the U.S., for example, Regional Bell Operating Company; productivity in terms of access lines per employee has more than doubled since divestiture in 1984. Efficiency improvements have a direct impact on international competitiveness and thus a nation's future economic health will be significantly affected by the relative efficiency of its incumbent carrier. In this vein, the Arthur Andersen study notes:

*"As far as interconnect is concerned it involves ... setting interconnect charges which give incentives to the incumbent to improve its efficiency."*⁸

The study goes on to suggest a way to accomplish this goal is to adjust specific components of the interconnection charge:

*"There should be only partial funding of the local access loss. This will incentivise the incumbent to improve efficiency in the provision of local access."*⁹

As indicated above, incumbents have ample room to finance these and other adjustments through efficiency improvements. In Australia, where the new alternate carrier's interconnection charge contains no explicit local access loss component, the incumbent, Telstra, reports record profits as a direct by-product of its efficiency improvements efforts. AT&T's Chief Executive Officer Robert Allen has stated in U.S. congressional committee hearings that competition has made AT&T a more profitable company because of AT&T's greatly increased efficiency. The record is clear--effective competition benefits the incumbent. To date, the record does not present as positive a picture for the newcomers.

After 15-20 years of competition, AT&T still commands 2/3 of its contested US long distance market and BT has only surrendered about 10% of its overall market (while Mercury reports operating losses and becomes more of a niche-player by recently exiting certain markets). The conventional assumption that ex-monopolists are easily attacked by their new, market-hardened competitors has proven wrong for two fundamental reasons:

- Monopoly-bred inefficiency plays into the incumbent's hands by (1) enabling dramatic improvements in operating results through relatively easy "fat-cutting" and (2) justifying high interconnect prices designed to largely recoup the incumbent's past inefficiencies. The combination of high prices and significantly reduced costs virtually guarantee the kind of economic rejuvenation Telstra, Telecom New Zealand, BT and other incumbents have experienced with the onset of competition.
- The incumbent brings enormous structural advantages to the competition in the form of a "paid-for" infrastructure, name recognition, brand loyalty, consumer inertia, preferential access to data regarding the calling habits of its interconnecting competitor's customers, superior access to infrastructure, established regulatory/legislative relationships, etc.

⁸ *Ibid.*, p. 166.

⁹ *Ibid.*, p. 185.

The WIK/EAC study takes note of the incumbent's inherited structural advantages in its executive summary:

*"Even with interconnection charges set as low as marginal or average incremental costs, the incumbent is unlikely to lose its market quickly. Usually there are sunk costs (that entrants have to expend), switching costs by customers, name recognition, brand loyalty and other advantages of the TO over entrants that prevent consumers from switching to entrants even at substantially lower prices. For example, in the UK, Mercury only gained about 10% in its first ten years."*¹⁰

The Arthur Andersen study comes to the same conclusion. It goes on to suggest how this formidable barrier to effective competition can be offset:

*"One practical way to offset such structural advantages is to give the competing new entrants temporary abatements of interconnect charges, expressed in terms of a percentage of the charges paid by the entrant for the interconnect capabilities it receives. This was the approach adopted in the U.S. after the initial divestiture of AT&T."*¹¹

As regards this last point, MCI received interconnection price abatements as high as 65% [the so-called Exchange Network Facilities for Intercity Access (ENFLA) discounts] until the late 1980s—ostensibly to compensate for unequal access. Entrants' unequal access to the local network is second only to high interconnection prices as the most formidable barrier to effective competition. Equal access involves the following principal components:

- Preselection
- Neutral Provisioning
- Ubiquitous end office access
- Unbundled interconnection charges

In short, equal access means the incumbent and the entrant share the same mode of access to their respective customers and, furthermore, their customers have the same mode of access to their carrier of choice. It also means that infrastructure requested by the entrant's and the incumbent's service provision (retail) units receive the same level of priority of provisioning, service and repair:

*"Competitors are disadvantaged if they cannot order and obtain leased lines, circuit rearrangements, and enhanced services on reliable commercial schedules that are equivalent to the service a TO provides to its own departments or subsidiaries. Experience in liberalised markets (U.S., U.K.) suggests that regulators need to establish a requirement for equal provisioning and to monitor TO performance to ensure equal access."*¹²

¹⁰ WIK/EAC, p. 10.

¹¹ Arthur Andersen, p. 172.

¹² WIK/EAC, p. 37.

Possibly the most effective way to ensure equal access and confidential treatment of entrant's commercially-sensitive traffic data is to separate the TO's infrastructure (wholesale) and service provision (retail) units into different organizations under a TO holding company. The creation of such an organization may also lead to significant efficiency gains. Telecommunications infrastructure is characterized by high fixed costs, low marginal costs and overall economies of scale. An infrastructure organization's operating results are thus improved to the extent it is able to spread its fixed costs over a wider circle of paying customers. Such an organization would tend to welcome new business whether it came from an entrant or the incumbent's own service provision unit. The incumbent's service provision unit would naturally take a contrary view. The best ways to ensure neutral treatment for all service providers is to organizationally separate the incumbent's infrastructure and service provision units.

In summary, BellSouth Europe's comments regarding a framework for the development of interconnection charges are:

- Interconnection charges will have a major impact on the potential success of infrastructure liberalization
- Interconnection charges should reflect cost causation and, as such, should be based on long-run incremental costs (LRIC).
- Interconnection charges should motivate incumbent efficiency.
- Rather than handicapping incumbents, past monopoly-bred inefficiencies often greatly advantage these incumbents when competition with new entrants requiring interconnection begins.
- Incumbents bring enormous structural advantages to competitive situations.
- To develop effective competition, interconnection charges must be adjusted to motivate incumbent efficiency and counterbalance the incumbent's considerable structural advantages.
- Effective competition is largely dependent upon equal access to infrastructure by competing parties. This is most easily accomplished by organizationally separating the incumbent's infrastructure and service provision units. Where equal access does not exist, interconnection charges should be adjusted to achieve the same competitive effect (e.g., the AT&T ENFLA discount to MCI).

B. Development of Interconnection Charges

Although not specifically acknowledged in either the WIK/EAC or Arthur Andersen reports, it is nonetheless clear that developing the right set of interconnection charges is not subject to mathematical certainty. The necessary adjustments to interconnection charges cited above can only be subjectively determined. This fact disturbs many regulators since subjective decisions are the most difficult to defend. This does not mean reasonable bounds (so-called "sanity checks") cannot be established for interconnection charges. Enough experience with interconnection charges has been gained over the past several years to establish bounds of reasonableness.

Australia has demonstrated that a busy period composite access charge rate of approximately 0.023 US\$ per minute in concert with partial equal access produced record profits for the incumbent, Telstra. It also enabled the new entrant, Optus, to apparently develop a viable business. This suggests that full equal access and the same composite access charge rate may be within an appropriate range. The Arthur Andersen study cites a recent OVUM study of worldwide interconnection charge experience.¹³ The OVUM study found that whatever the theoretical basis for setting charges, new entrants need to have interconnection charges of less than approximately 0.010 US\$ for a three-minute call to create and maintain a viable business. This correlates fairly well with Australian experience. Regulators should thus be fairly confident that peak period interconnection charges in the range of 0.02 to 0.03 US\$ per minute for essentially equal access are reasonable. In fact, to avoid the long drawn-out, litigious interconnection charge "negotiations" that have occurred in the past, European regulators should initially establish a range of reasonable outcomes. The Australian regulatory agency, AUSTEL, did this with great success as noted by the ITU in its report:

"More often than not interconnection arrangements have been established only after a new market entrant has been licensed and the consequent delays have greatly handicapped the expansion of new services. This has been the case in the United States, the United Kingdom, New Zealand and most recently, Poland. In Australia, the regulatory body, AUSTEL, laid down principles for equitable interconnection from the outset and this has meant that a competitive environment has been established much more quickly than in other countries. Regulators elsewhere in the world looking to license new market entrants would do well to follow AUSTEL's example."¹⁴

Beyond establishing principles, AUSTEL prescribed the 0.023 US\$ composite peak period interconnection charge cited above before Optus and Telstra initiated interconnection negotiations. With this behind them, a workable agreement framework was completed in about six weeks with only minimal need for AUSTEL arbitration.

BellSouth Europe agrees with the ITU that regulators would do well to follow AUSTEL's example in establishing interconnection parameters at the start of the liberalization process. Regarding use of the Australian approach to telecommunications liberalization as a model, the economist Henry Ergas comments:

"Competition is likely to establish itself relatively quickly in significant parts of the Australian market... This is for three primary reasons. The first is that the government has put in place a framework of competitive safeguards which anticipates and solves in advance many of the difficulties which have hindered the establishment of competition in the other markets where liberalisation has been attempted... this framework should significantly reduce the lead time involved in the transition to competition and allow an early move to a fully commercial market. A second reason has to do with the selection of the competing carrier. In the United

¹³ Arthur Andersen, p. 181.

¹⁴ ITU, p. 69.

Kingdom and the United States, the transition to competition involved entry by players with little experience of major common carrier markets and whose financial resources were slight relative to the task they were taking on. In contrast, the winning consortium in Australia involves major foreign carriers which ... have similar or even greater technical resources than the incumbent carrier and ... ready access to finance. It is only natural to expect that this will be reflected in a more rapid erosion of the incumbent's bottleneck control... Finally, the fact is that the Australian market involves relatively powerful and sophisticated major customers, well aware of the range of services and service options available in competitive markets overseas... Taken together, these factors mean that the development of workable competition in Australian telecommunications will be measured in years rather than, as in the United Kingdom and the United States, in decades... This is primarily because the greatest benefits of liberalisation come not from the inroads made by the entrants, but from the improved performance by the incumbent. In no country have the entrants secured more than 15 to 20 percent of the market as a whole, and even in the Australian circumstances they are unlikely to secure much more. What really counts for improved economic performance are, consequently, the efficiency gains made in the remaining 80 percent, that is, the market held by the established carrier."¹⁵

In light of the market liberalization lead established by some of its major trading partners, the European Community should reduce the period required to reach the benefits of effective competition by avoiding the mistakes of these trading partners as Australia has done. This suggests a need for close attention to the Australian model.

¹⁵ Ergas, Henry. "An Alternate View of Australian Telecommunications Reforms," from Implementing Reforms in the Telecommunications Sector--Lessons from Experience, edited by Bjorn Wellenius and Peter A. Stern, The World Bank, Washington, D.C., 1994, p. 250.

III. The Need to Harmonize Public Policy, International Competitiveness and Economic Efficiency

Economic efficiency theory does not address those situations in which there are compelling social reasons for producing designated goods and services at prices which do not cover production costs. Historically, universal telephone service has been one of these designated goods and services. The social costs of universal service have traditionally been recovered via internal cross-subsidies provided by consumers of other telecommunications services including interlocal and international long distance. It is in this context that European Community member states and their global trading partners face the need to reconcile the social impact of growing global economic competition with potential technological expansion of universal service. In concert with the consensus that a society's telecommunications capabilities and its ability to compete in the global economy are tightly correlated, the question becomes to what extent any member state should compromise economic efficiency by significantly expanding universal service.

The "Green Paper" appears to suggest that such a compromise is worthwhile to provide egalitarian access to advanced telecommunications services, possibly including multimedia. BellSouth Europe suggests this may be feasible via some changes in the way universal service is funded; i.e., there may be a means of bridging some of the gap between economic efficiency and expanded universal service.

If expanded universal service is a reasoned response to vital public demand, the discipline imposed by correlating cost causation with cost recovery can be at least partially maintained via public funding. In this way, the expanded cost of universal service can be spread over all economic sectors avoiding disproportionate impact on the telecommunications sector and international competitiveness.

Since most developed countries support the traditional definition of universal service, BellSouth Europe does not see immediate threat to the European Community's relative international competitiveness by continuing to fund universal service via the telecommunications sector alone. There are time constraints, however, on viably maintaining the status quo. Some of Europe's international trading partners are considering measures that would limit the impact of universal service on economic efficiency. These measures include:

- Targeting subsidies to the truly marginal consumer.
- Rebalancing local service and long distance tariffs to better align prices with costs.

Proponents of these measures maintain universal service's fundamental social aims can be realized without unduly compromising economic efficiency:

"The breakup of AT&T in 1984 into a long-distance (and manufacturing) component and seven local-service companies, the Bell operating companies, created the opportunity for billions of dollars of annual economic efficiency gains for the U.S. economy. These potential annual efficiency gains arise in part from the

establishment of a rational price system for telephone services. At the time of the breakup (and to a lesser extent today) basic access to the telephone network received a large cross subsidy from other telephone services; that is, the price of basic access was well below its incremental (or marginal) cost. The largest component of this cross subsidy arises from the prices of long-distance services which are well in excess of their incremental cost.

... Economists were aware of this problem and in the 1970s recommended that long distance prices be decreased and basic (local) access prices be increased, which eliminates the loss in economic efficiency. Income-distribution problems arise, but these problems can be solved by a targeted subsidy to low-income households...

Our (price elasticity) estimates also find an important effect of long distance prices on the demand for basic (local) access. Indeed, the effect of long distance prices is sufficiently large that a revenue-neutral rebalancing of telephone prices, which would reduce the subsidy for basic (local) access and lower long-distance prices would lead to large gains both in economic efficiency and increased telephone penetration in the United States. Thus, the perceived trade-off between economic efficiency and telephone penetration (universal service) is unlikely to exist anymore."¹⁶ (Emphasis and parenthetical remarks added)

In fact, telephone penetration increased from 91.4 percent to 93.3 percent of US households in the 1984-1990 period.¹⁷ During this period, basic local service prices increased about 35 percent. This increase was balanced by long distance decreases of about the same amount. Targeted subsidies in the form of deeply-discounted "lifeline" local service rates were also made available to low-income households during this period. A policy of targeted subsidies and tariff rebalancing in the U.S. has had the dramatic effect of improving both economic efficiency and universal service. The Hausman, et al., study however notes that steps in the United States toward cost-based pricing are well short of the goal:

"... the current combination of federal and state policy toward regulation of telephone service in the United States has an efficiency loss in the billions of dollars and retards the advancement of the "Information Age" which many individuals believe will increase productivity and lead to many new services for telephone consumers."¹⁸

Both the WIK/EAC and Arthur Andersen studies agree that the long-term objective should be to remove from the telecommunications sector the burden of financing social policy (universal service, below-cost local service and geographic averaging). As demonstrated in the U.S., a carefully crafted system of targeted subsidies, tariff balancing and public funding has the potential to realize both important social objectives and improved economic efficiency. The Arthur Andersen study points out that tariff rebalancing alone can reduce appropriate universal service obligations

¹⁶ Hausman, Jerry, Timothy Tardiff, and Alexander Belinfante, "The Effects of the Breakup of AT&T on Telephone Penetration in the United States," Federal Communications Commission, 1990, pp. 178-179.

¹⁷ *Ibid.*, p. 182.

¹⁸ *Ibid.*, pp. 183-184.

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(USO) and local access service deficits to 2% or less of the average European Community incumbent's annual revenues.¹⁹ Achieving the long-term objective is thus possible. BellSouth Europe recommends that infrastructure liberalization utilize appropriate proportions of targeted subsidies, tariff balancing and public funding to harmonize social goals in the short-to-mid-term with the ultimate goal of funding social policy from public sources.

¹⁹ *Ibid.* p. 158.

IV. Summary of Comments from BellSouth Europe

1. Private funding of world-class telecommunications infrastructure depends on investor confidence in receiving acceptable rates of return. Open competition in a declining cost industry such as telecommunications is unlikely to generate sufficient investor confidence since prices tend to approach marginal production costs and cannot therefore recover the investor's capital. This is especially true if the industry is expected to be burdened with significant increases in social costs such as expanded universal service. BellSouth Europe recommends that the Commission adopt the position that competitive entry must be limited to 2 to 3 proven infrastructure providers to ensure constructive competition and the ability to attract long-term private capital.
2. The Commission should establish guidelines that promote the development of interconnection charges that:
 - Reflect cost-causation
 - Stimulate economic efficiency
 - Promote effective competition

To achieve these objectives BellSouth Europe recommends that interconnection charge development be subjected to the following guidelines:

- Interconnection charges should largely reflect long-run incremental costs (LRIC) caused by the interconnection.
- Since the incumbent carrier has ample latitude to rationalize its costs in the short-term, proportionate recovery of joint and common costs should be limited by global "best practice" benchmarks for such costs established by incumbents in other fully competitive markets.
- Interconnection charges should be sufficiently reduced to factor-out the incumbent's structural market advantages and superior access advantages (if any).
- A range of reasonable outcomes from the interconnection charge negotiations between the incumbent and entrant should be established at the start. Based on experience in constructively competitive markets, BellSouth Europe recommends a standard, peak-period, interconnection charge range of 0.02 to 0.03 US\$ per minute under full equal access conditions.
- In recognition of the consensus that telecommunications is a declining cost industry, interconnection charges should be subject to a Consumer Price Index minus X (CPI-X) time gradient where the productivity factor, X, is such that CPI-X is normally negative.

- Local access loss and the universal service obligation should be funded independent of interconnection charges. In both cases, proportionate recovery should only be partially funded to promote incumbent efficiency.
3. Any expansion of universal service beyond its traditional voice telephony basis should be publicly funded to avoid compromising the European Community's global economic competitiveness. Furthermore, the long-term objective should be removal of the burden of funding social policy (universal service, below-cost local service and geographic averaging) from the telecommunications sector beginning with a combination of (1) targeted subsidies, (2) rebalanced tariffs and (3) public funding. Ultimately, social policy as defined above should be reducible to no more than 1-2% of industry revenues based on "best practice" benchmarks. At this level, the transition to full public funding of social policy can probably be effected at minimal political risk.

BellSouth Europe believes Commission adoption of these recommendations in concert with other recommendations of the Green Paper will produce effective and sustainable competition in the telecommunications sector. Such competition will yield benefits in increased economic competitiveness for the member states and increased social benefits for the populations covered.

**MAJOR OBLIGATIONS OF TELECOMMUNICATIONS COMPANIES
THE TELECOMMUNICATIONS ACT OF 1996**

Telecommunications Carriers	All Local Exchange Carriers	Incumbent Local Exchange Carriers
<p>To interconnect directly or indirectly with the facilities and equipment of other telecommunications carriers; and</p> <p>Not to install network features, functions, or capabilities that do not comply with the guidelines and standards established pursuant to section 255 or 256.</p>	<p>Resale - The duty not to prohibit, and not to impose unreasonable or discriminatory conditions or limitations on, the resale of its telecommunications services.</p> <p>Number Portability - The duty to provide, to the extent technically feasible, number of portability in accordance with requirements prescribed by the Commission.</p> <p>Dialing Parity - The duty to provide dialing parity to competing providers of telephone exchange service and telephone toll service, and the duty to permit all such providers to have nondiscriminatory access to telephone numbers, operator services, directory assistance, and directory listing, with no unreasonable dialing delays.</p> <p>Access to Rights-Of-Way - The duty to afford access to the poles, ducts, conduits, and rights-of-way of such carrier to competing providers of telecommunications services on rates, terms, and conditions that are consistent with section 224.</p> <p>Reciprocal Compensation - The duty to establish reciprocal compensation arrangements for the transport and termination of telecommunications.</p>	<p>Duty to Negotiate - The duty to negotiate in good faith in accordance with section 252 the particular terms and conditions of agreements to fulfill the duties described in paragraphs (1) through (5) of subsection (b) and this subsection. The requesting telecommunications carrier also has the duty to negotiate in good faith the terms and conditions of such agreements.</p> <p>Interconnection - The duty to provide, for the facilities and equipment of any requesting telecommunications carrier, interconnection with the local exchange carrier's network for the transmission and routing of telephone exchange service and exchange access; at any technically feasible point within the carrier's network; that is at least equal in quality to that provided by the local exchange carrier to itself or to any subsidiary, affiliate, or any other party to which the carrier provides interconnection; and on rates, terms, and conditions that are just, reasonable, and nondiscriminatory, in accordance with the terms and conditions of the agreement and the requirements of this section and section 252.</p> <p>Unbundled Access - The duty to provide, to any requesting telecommunications carrier for the provision of a telecommunications service, nondiscriminatory access to network elements on an unbundled basis at any technically feasible point on rates, terms, and conditions that are just, reasonable, and nondiscriminatory in accordance with the terms and conditions of the agreement and the requirements of this section and section 252. An incumbent local exchange carrier shall provide such unbundled network elements in a manner that allows requesting carriers to combine such elements in order to provide such telecommunications service.</p> <p>Resale - The duty to offer for resale at wholesale rates any telecommunications service that the carrier provides at retail to subscribers who are not telecommunications carriers; and not to prohibit, and not to impose unreasonable or discriminatory conditions or limitations on, the resale of such telecommunications service, except that a State commission may, consistent with regulations prescribed by the Commission under this section, prohibit a reseller that obtains at wholesale rates a telecommunications service that is available at retail only to a category of subscribers from offering such service to a different category of subscribers.</p> <p>Notice of Changes - The duty to provide reasonable public notice of changes in the information necessary for the transmission and routing of services using that local exchange carrier's facilities or networks, as well as of any other changes that would affect the interoperability of those facilities and networks.</p> <p>Collocation - The duty to provide, on rates, terms, and conditions that are just, reasonable, and nondiscriminatory, for physical collocation of equipment necessary for interconnection or access to unbundled network elements at the premises of the local exchange carrier, except that the carrier may provide for virtual collocation if the local exchange carrier demonstrates to the State commission that physical collocation is not practical for technical reasons or because of space limitations.</p>

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William J. Carroll
Vice President, LSO-Southern Region

March 19, 1996

TO: A. Mule'

FYI.

Jim

Attachment

1200 Peachtree Street, NE
Room 4170
Atlanta, GA 30309
PHONE 404-810-7262

FAX 404-810-7840
STARMAIL

000836

PRIVILEGED AND CONFIDENTIAL

March 19, 1996

MEMORANDUM TO FILE

Subject: Meeting with Charlie Coe, Harry Bennett, Tom Herr and Jim Carroll icw Negotiations with BellSouth under Federal Legislation

I covered with Charlie, as a follow-up to our initial negotiation sessions with his team on March 11, 1996, the Scope Of Our Negotiations. I covered the six areas shown in the attached charts both orally and visually. I told Charlie we need to approach price and Network Interconnections and Operations in parallel. In addition, we need to have teams work areas within each of these in parallel. In short, significant resources would need to be added to our negotiations teams to accomplish an agreement as soon as possible or no later than mid July. I told him, for example, that we had been negotiating on just one of these six areas since August 1995 and have made limited progress. This area was Network Operations and Interconnection icw total services resale. During this time we had agreed to only approximately 50 of 200 items. He indicated he would talk with his team icw resources. The resources and urgency issue was further emphasized at the end of our session as a critical priority by Harry Bennett.

Other general comments made by Charlie as it relates to negotiations, are as follows:

- 1) BellSouth operates a retail business and has no intention of moving into a wholesale business.
- 2) He requested that sticky issues be escalated quickly.
- 3) He indicated that they (BellSouth) had reached agreement with others and are currently processing resale orders in Georgia and Florida.
- 4) He stated that the electronic communication Interface could be a problem and wondered who would bear the cost?
- 5) In connection with price, he indicated this could be a stalemate area. He stated they had filed their statement of avoidable cost in Kentucky and that the discount would be approximately 10% on the consumer side and approximately 8% on the business side.

My dialogue icw these items was as follows:

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- 1) No comment
- 2) We would certainly do that and encourage his team to do the same. I pointed out that we had been stuck on one item in a catch 22 loop because they wanted to wait on the OBF Forum to issue a statement. This was the kind of item issue we must push through. He said he would look into it.
- 3) I told Charlie we would be interested in seeing these agreements and we had talked with his team about this on March 11.
- 4) Tom Herr pointed out that Pacific Bell had made significant progress in this area and we were close to offering service. Additionally, Pacific Bell felt that their costs were lower in using electronic Interfaces instead of manual Interfaces. Charlie stated that he would follow-up with Pacific Bell
- 5) I asked Charlie for clarity. In Georgia we had requested a 38% discount which was a combination of avoided cost discount penalties associated with the lack of parity icw operations and incentives. I asked Charlie specifically if he was open to negotiate a win-win or if the answer is 10%, let's arbitrate. He stated, after thought, that he was open to a win-win negotiation however, the answer was not 38%.

Harry asked Charlie if they were going to allow us to resale all services, particularly Centrex. Charlie said yes. The only service we are not allowing to be resold is our CSB Filing, sort-of-like your Tariff 12's.

In connection with access, Charlie used the attached three charts to cover their progress in access and to dialogue on the illustrative progress going forward. He used the first chart to give a historical perspective of BellSouth's view of how they have cumulatively reduced their access charges to the industry during the period of 7/94 to 7/97. The second and third charts were utilized by Charlie to give their perception of how access charges would change in the year 1997 through 2000 under several scenarios: 1) "Business as usual" approach (baseline scenario); 2) Scenario B where USF funding of \$600M was removed from access charges and replaced by SLC charges of \$600M which would be paid for directly by subscribers; and 3) Scenario A where USF funding of \$800M was removed from access charges and replaced by SLC charges of \$800M which would be paid for directly by subscribers.

cc: L. Cecil
P. Nelson
N. Brown

000923

03-25-96 11:13AM FROM 404 658 9022 TO 8108629

PO91/008

3/31/96 A-Mule
RECEIVED

A71

MAR 25 1996

BELLSOUTH TELECOMMUNICATIONS, INC.
LEGAL DEPARTMENT
4300 Southern Bell Center
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375
FAX: (404) 658-9022, 688-3988, or 614-4054

AT&T
LAW DIVISION

3/25/96
cc: Royce B...
Ajk

DATE: 3/25/96

TO: Sylvia Anderson

FAX: _____

PHONE: _____

NUMBER OF PAGES (INCLUDING COVER) 8

FROM: Mary Jo Peed

PHONE: 404-335-~~0705~~ 0705

MESSAGE: _____

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000829

(6)

AT&T CORPORATE LAW DEPARTMENT
1200 PEACHTREE ST., NE
ATLANTA, GEORGIA 30309

FACSIMILE TRANSMISSION

3/20/96

TO: Ms. Mary Jo Peed
BellSouth Telecommunications, Inc.

FAX: 404-614-4054

PHONE: 404-335-0705

FROM: Sylvia E. Anderson

FAX: 404-810-8629

PHONE: 404-810-8070

NUMBER OF PAGES INCLUDING COVER: 6

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COMMENTS:

Re: AT&T Confidentiality Agreement

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03-25-96

11:18AM

FROM 404 658 9022

404 658 9022

TO 8108629

P003/008



Sylvia E. Anderson
Chief Commercial Counsel
Southern Region

Promenade I
1200 Peachtree Street, N.E.
Atlanta, GA 30308
404 810-8070
FAX: 404 810-8629

March 20, 1996

**SENT VIA FAX
ORIGINAL U.S. MAIL**

Ms. Mary Jo Peed
General Attorney
BellSouth Telecommunications, Inc.
675 West Peachtree Street, Suite 4300
Atlanta, GA 30375-0001

Dear Ms. Peed:

Attached, for your review and consideration, is a draft Confidentiality Agreement to cover confidential information provided by AT&T or BellSouth in connection with AT&T's request for negotiation of interconnection agreements under the Telecommunications Act of 1996.

Please call me at your earliest convenience to discuss the attached draft so that we may reach closure on the Confidentiality Agreement by Friday, March 22, 1996.

Sincerely,

Sylvia E. Anderson

Attachment

000000

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DRAFT

NON-DISCLOSURE AGREEMENT

This AGREEMENT is entered into between BellSouth Corporation, on behalf of itself and its affiliated companies ("BellSouth"), and AT&T Corp., on behalf of itself and its affiliated companies ("AT&T") (collectively "the Parties") in connection with AT&T's request for negotiation of interconnection arrangements, services, and network elements under the Telecommunications Act of 1996 (the "Negotiations"), and any proceeding under the Telecommunications Act of 1996 before a State Commission, the Federal Communications Commission, any State or Federal Court, or the United States Department of Justice, or in any other proceeding arising from such request or proceeding (collectively the "Related Proceedings").

Telecommunications, Inc. on behalf of itself and its affiliated companies

STET

AT&T and BellSouth may provide to each other confidential, proprietary or trade secret information for the purposes of the Negotiations or any Related Proceedings. This AGREEMENT is intended to facilitate production of the foregoing without jeopardizing its confidential or proprietary status.

1. "Confidential Information" means all information or data, regardless of the form of media in which it is provided, that is stamped, labeled, or otherwise designated as confidential, proprietary or trade secret information, or which contains other words or symbols clearly indicating that the information is intended to be secure from public disclosure. Confidential Information also includes information that is provided orally or visually if it is identified as being confidential, proprietary or trade secret information when disclosed and is summarized in a writing so marked and delivered to the receiving Party within ten (10) days following such disclosure.

2. All Confidential Information disclosed by the Parties or made available for inspection shall be treated as confidential (unless such status is specifically waived by the disclosing Party) and shall be held in confidence and used only in the Negotiations and Related Proceedings, and shall be treated in accordance with the restrictions in this AGREEMENT. Each Party shall treat the other Party's Confidential Information as it treats its own similarly-classified materials.

pursuant to paragraph 15(e), infra

STET

3. See Insert

4. Confidential Information and any summaries or compilations of the whole, or any part thereof, shall not be revealed or distributed to anyone other than the employees or representatives of the Parties to this AGREEMENT who have a "need to know." When requested, a Party shall provide a non-confidential description of the Confidential Information to enable the other Party to determine whether to accept such Confidential Information. Each Party has the right to refuse to accept any Confidential Information under this AGREEMENT, and nothing in this AGREEMENT obligates either Party to disclose to the other Party any particular information.

and to the extent feasible

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4. All copies of Confidential Information shall be destroyed or returned at the request of the disclosing Party at the end of Negotiations or at the conclusion of the Related Proceedings whichever is later, as outlined in paragraph 10 below. Notes, memoranda, or other written or recorded materials of any kind (including summaries) which contain Confidential Information shall likewise be destroyed except as necessary for implementation or enforcement of an agreement resulting from these Negotiations.

5. Each Party agrees not to reveal any Confidential Information to its employees or representatives unless such employee or representative first has read this AGREEMENT; to utilize any Confidential Information solely for purposes of preparation for and conduct of the Negotiations and Related Proceedings, if any, and not for any other purpose; and to keep all Confidential Information secure at all times in accordance with the purpose and intent of this AGREEMENT. ~~In order to facilitate the disclosure of Confidential Information in any Related Proceedings, the Parties agree to execute a protective order (or similar order) providing for the confidentiality of the Confidential Information disclosed under this AGREEMENT.~~ *SEE*

6. This AGREEMENT is intended to establish a procedure for facilitating Negotiations and shall not be construed as an agreement by the Parties that any document, data or information provided under the terms of this AGREEMENT is in fact confidential, proprietary or trade secret information. Both Parties reserve the right to contest at any time whether any particular document, data or information is confidential, proprietary or trade secret information.

7. Mere disclosure by a Party shall not be deemed as a waiver by that Party to the relevancy, materiality, or admissibility of the Confidential Information furnished under this AGREEMENT during the Negotiations or in any Related Proceedings.

8. If a disclosing Party inadvertently fails to properly identify or mark proprietary, confidential or trade secret information for which it desires Confidential Information treatment, it shall so inform the receiving Party in writing within ten (10) days of such discovery. The receiving Party thereupon shall return the unmarked written information and the disclosing Party shall provide properly marked information. The receiving Party's obligations under this AGREEMENT in connection with Confidential Information shall commence upon notice from the disclosing Party of the failure to properly mark or identify the information.

9. Each Party shall comply with applicable export laws and regulations with respect to any Confidential Information received under this AGREEMENT.

10. Confidential Information, including permitted copies, shall be deemed the property of the disclosing Party. The receiving Party, if requested in writing by the disclosing Party at the end of Negotiations or conclusion of any Related

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? unclear as to relevancy

Proceedings, whichever is later, shall return or destroy all Confidential Information (or any designated portion thereof), including all copies thereof, to the disclosing Party. If requested, the receiving Party, within twenty (20) days of the return or destruction of the Confidential Information, also shall certify in writing that it has satisfied its obligations under this Paragraph.

11. The period of non-disclosure provided for in this AGREEMENT shall automatically cease two years from either the end of Negotiations or the conclusion of any Related Proceedings, whichever is later. The Parties shall have the right to extend this period by mutual written agreement.

12. Neither this AGREEMENT nor any discussions or disclosures hereunder shall (a) be deemed a commitment to any business relationship, contract or future dealing with the other Party, or (b) prevent either Party from conducting similar discussions or performing similar work to that hereunder, so long as such discussions or work do not violate this AGREEMENT.

13. No patent, copyright, trademark or other proprietary right is licensed, granted or otherwise transferred by this AGREEMENT or any disclosure hereunder, except for the right to use Confidential Information in accordance with this AGREEMENT. No warranties of any kind are given with respect to the Confidential Information disclosed under this AGREEMENT or any use thereof, except that the discloser of Confidential Information warrants that it has the authority to make the disclosures contemplated hereunder.

14. This AGREEMENT may not be assigned by either Party without the prior written consent of the other Party which consent may be withheld for any reason or no reason at all. No permitted assignment shall relieve the receiving Party of its obligations hereunder with respect to Confidential Information disclosed to it prior to the assignment. Any assignment in violation of this Paragraph shall be void. This AGREEMENT shall be binding upon the Parties' respective successors and assigns.

15. The obligations of this AGREEMENT shall not apply to any Confidential Information which the receiving Party can demonstrate:

- (a) is or becomes available to the public through no breach of this AGREEMENT;
- (b) was previously known by the receiving Party without any obligation to hold it in confidence;
- (c) is received by the receiving Party from a third party free of any obligation to restrict disclosure of such information;
- (d) is independently developed by the receiving Party without the use of the Confidential Information;

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(e) is approved for release by written authorization of the disclosing Party, but only to the extent of such authorization;

(f) is disclosed in response to valid order of a court of competent jurisdiction or governmental body, but only to the extent of and for the purposes of such order, and only if the receiving Party first notifies the disclosing Party of the order within 48 hours of notice of such order and permits the disclosing Party of the Confidential Information to seek an appropriate protective order.

16. If any provision of this AGREEMENT shall be held invalid or unenforceable, such provision shall be deemed deleted from this AGREEMENT and replaced by a valid and enforceable provision which so far as possible achieves the Parties' intent in agreeing to the original provision. The remaining provisions of this AGREEMENT shall continue in full force and effect.

17. Each Party warrants that it has the authority to enter into this AGREEMENT for itself and its corporate affiliates.

18. This AGREEMENT represents the entire understanding between the Parties with respect to the subject matter hereof and supersedes all prior and contemporaneous communications, agreement and understandings relating thereto. The provisions of this AGREEMENT may not be modified, amended, or waived, except by a written instrument duly executed by both Parties. This AGREEMENT shall be governed in all respects by the domestic laws of the State of Georgia.

Bellsouth Telecommunications, Inc.

~~BELLSOUTH CORPORATION~~

AT&T CORP.

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

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(12)

The information exchanged pursuant to this Agreement is to be used solely for the purpose, and for no other purpose, of negotiations under section 251 of the Telecommunications Act of 1996. Said negotiations shall be considered confidential and in the context of a settlement of a disputed claim and thus inadmissible in any Related Proceeding. Any information sought thru discovery or otherwise, in any Related Proceeding shall be governed by the statutes, rules or regulations, relating to discovery and the use of confidential information, of the appropriate administrative or judicial body involved in the Related Proceeding.

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(13)

BELLSOUTH TELECOMMUNICATIONS, INC.
LEGAL DEPARTMENT
4300 Southern Bell Center
675 W. Peachtree Street
Atlanta, Georgia 30375

3/31/96
cc. A. mule

RECEIVED

A84
MAR 27 1996

FAX: (404) 614-4054

AT&T
LAW DIVISION

TO: Sylvia Anderson

NO. PAGES: _____
(Incl. cover)

PHONE NO: 404 810 - 8070

FAX NO: 404-810-8629

FROM: Mary Jo Reed

PHONE NO: 404 335 0705

URGENT []

NORMAL []

MESSAGE	
Pls deliver to Sylvia	

This facsimile contains privileged and confidential information intended only for the use of the Addressee(s) named above. If you are not the intended recipient of this facsimile, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination or copying of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the above address via the U.S. Postal Service. Thank you.

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Mary Jo Peed
General Attorney

BellSouth Telecommunications, Inc.
Legal Department - Suite 4300
675 West Peachtree Street
Atlanta, Georgia 30375-0001
Telephone: 404-335-0705
Facsimile: 404-688-3988

March 27, 1996
VIA FACSIMILE

Sylvia E. Anderson
Promenade I
1200 Peachtree Street, N.E.
Atlanta, GA 30309

Re: The Confidentiality Agreement

Dear Sylvia:

I am sorry that you and I have come to an apparent impasse regarding the appropriate confidentiality agreement for the negotiations between BellSouth and AT&T. As I stated in our conversations, the confidentiality agreement, as proposed by AT&T, would impede the negotiations by greatly slowing the process of exchanging documents between the parties. Because AT&T's proposal would allow AT&T to include whatever BellSouth documents it received in any filing in any related proceeding, BellSouth would have to make all decisions regarding any discovery related legal objections prior to providing AT&T with any requested documentation. AT&T's proposal is, in fact, no confidentiality agreement at all. Indeed, under AT&T's proposal, this issue would already have arisen. During our March 20, 1996 meeting, Neil Brown requested that BellSouth provide AT&T with the cost study and workpapers regarding BellSouth's avoided costs when providing services for resale in Kentucky. Under the proposed confidentiality agreement without my amendment, BellSouth would not be able to provide that data to AT&T because AT&T has specifically stated that Kentucky is not included scope of the section 251 negotiations.

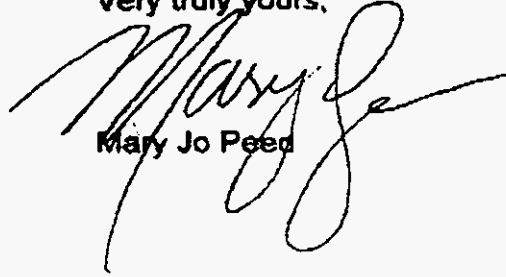
Under my proposed amendment to the AT&T confidentiality agreement, the negotiations and the exchange of documents would be facilitated and swift. BellSouth would not have to be concerned at the point of negotiation with what documentation may find its way into a related proceeding. Under my amendment, the negotiations are clearly separate from any formal involvement with a regulatory or judicial body and thus, the flow of documents will be unimpeded, thereby facilitating the negotiation process itself. Further, AT&T will have the opportunity in any related proceeding to request, through normal discovery, any discoverable BellSouth document it may seek.

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For these reasons, I would urge AT&T to rethink its position regarding the confidentiality agreement.

Very truly yours,



Mary Jo Peed

cc: Susie Lavett
Bob Scheye

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2 (4)

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Individual Line:	
Flat Rate Option: Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A3.4.2B.2
Message Rate Option: (Alternative to Flat Rate)	
Individual Line: Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A.3.5.2
() = Number of rate group.	
PBX TRUNK LINES:	
Flat Rate Option: Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A3.4.2
Message Rate option:	A3.5.2
Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	
() = Number of rate group.	
ROTARY SERVICE:	A3.6
Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	
DIRECT INWARD DIAL TRUNKS:	A12.7
Establish trunk group & first group of 20 #s Each Add'l 20 DID numbers	

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Each DID Trunk Termination Optional signaling (MF or DTMF)	
Basic Optional EAS	A3.7.1
- Option discontinued with implementation of ECS	
Enhanced Optional EAS:	
- Premium Residence Service Unlimited calling from one exchange to one or more specified exchanges; 32 specific routes listed.	A3.7.2
Extended Calling Service (ECS)	A3.7.3
Usage based pricing for customer dialed or operator assisted calls to selected exchanges. Automatic enrollment.	
Optional Measured Service	A3.8.1 - .48
Lower monthly rate, flat minimum usage rate, lower intraLATA toll usage. Probably will no longer be marketed.	
Local Calling Plus	
Flat rated calls to specific exchanges	A3.8.50
Extension Services	A13.1
Dormitory Communications Svc	A13.13
Local Area Conference Service	A13.16
MultiLine Hunt Queuing	A13.53
Per MultiLine Hunt Group per group w/ delay Annncment per hunt grp w/call waiting lamps per grp w/ annc & call wait lamps delay announcement per channel delay announcement per trunk music after annc per channel music after annc per trunk call waiting indic per unique timing	
Local Usage Detail	A3.22

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Custom Code Restriction Option1 Option2 Option3 Option4 Option5 Option6	A13.20
Network Access Registers Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A3.13
Network Access Service Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A3.35
Back Up Line Service	A3.38
Outgoing Only Service Cedar Key (1) Pensacola (6) West Palm Beach (9) Jacksonville (10) Miami (12)	A3.29
Expanded Local WATS Saver 7500 MOU per month 15,000 MOU per month 30,000 MOU per month 45,000 MOU per month 60,000 MOU per month 75,000 MOU per month	A3.14
MEGALINK Service:	B7.1
Digital Local Channel Inter Office Channel MEGALINK CHANNEL SERVICE Central Office(MUX)	B7.1

000053

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
24 Voice Equivalent Channels Feature Activation	
ISDN:	A42
BRI: ACCESS Interoffice circuit 1st mile Interoffice circuit each add'l mile Basic Rate Interface B Channel (max of 2) Flat Rate Permanent High Speed Packet On Demand High Speed Packet D Channel	
Optional ISDN Features	A42.1.5
Features for use w/EKTS CPE: Shared Primary DN Secondary Only DN Shared Secondary Only DN Shared non-ISDN DN Privacy Release per Shared DN Manual Exclusion per Shared DN Intercom Calling-Dial Intercom Calling-Automatic Intercom Calling-Call Appearance Conf, Drop, Hold & Transfer Key Features for use w/non-EKTS CPE: Call Forwarding-Variable Call Forwarding-Variable Feat Button Call Forwarding Busy Line Call Forwarding Busy Line Prgmbl Call Forwarding Don't Answer Call Fwd Don't Answer Prgmbl Call Fwd Multiple Simultaneous Call Pickup Conf, Drop, Hold & Transfer 6-way Conf, Drop, Hold & Transfer Multi-Line Hunt Group-Voice Multi-Line Hunt Group-Data Speed Calling Visual Msg Waiting Indicator Audible Msg Waiting Indicator Addl Call Appearance PDN or DN Call Tracing Call Return Preferred Call Fwd Call Block	

000251

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Call Selector Repeat Dialing Auto Line/Direct Connect Make Set Busy Selective Call Acceptance Stn Restriction-Denied Origination Stn Restriction-Denied Termination Packet Features: X.25 Hunting Intl Closed User Group	
Foreign Exchange Service:	A9
Local Channel Interoffice Channel Exchange Access Line Foreign Central Office: Interoffice Channel	A9.1.6 A9
Installation Charges	A4.3
New residence single line Each additional line Premises work - 1st 15 minutes - Each add'l 15 minutes Secondary service charge Special number assignment charge Search: Search & assign:	
BUSINESS CUSTOM CALLING SERVICES;	A13
TouchTone Call Forwarding Three-Way Calling Call Waiting Speed Calling (8 code) Speed Calling (30 code) Call Forwarding Busy Line Call Forwarding Don't Answer Customer control of call forward Remote Call Forwarding Per feature non-local Per feature local per additional access facility	A13.9.3 A13.11

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Usage Sensitive 3-Way Calling	A13.9.4
Selective Class of Call Screening	A13.12
Local Area Conference	A13.16
TouchStar Service	A13.19
Call Return Repeat Dialing Call Selector Preferred Call Forwarding Call Block Call Tracing Caller ID - Basic Caller ID - Deluxe	
RingMaster Service RingMaster I RingMaster II	A13.34
Discounts for Multiple Features 2 Features 3 Features 4 Features	A13.33
Local Directory Assistance	A3.9
DA Call Completion	A3.24
Operator Assisted Local Calls Calling Card Operator Handled Person-to-Person	A3.10
Coin Calls	A7.1
Public telephone Service Message Charges Inmate Calling Service Semi-Public Telephone Service Message Rate Access Line Service COCOT Access Line Customer Provided Inmate Service Busy Line Verification Busy Line Interruption	A7.2 A7.3 A3.11 A3.11
Directory Listings	A6
Non-Published Listing(Private)	
Non-Listed Listing	

000256

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Additional Listing Alternate Listing Cross Reference Listing Dual Name Listing Foreign Listing Mobile or Cellular listing Special Text Listing Stylist Service Listing Title and Suffixes Designer Listing	
Network Interface	A14.1
Central Office Battery Reversal	A14.2
Break in Rotary Number Group	A14.3
Message Register Service	A14.7
ESSX Premises Attendant Serv	A14.8
WATS	A19.
Emergency Reporting Services	A24
Equip for Disabled Customers	A30
Interconnection of Mobile Services	A35
Abbreviated Dialing (N11 svc)	A39
Tier 1 - Ft. Laud, Miami, Orlando	
Tier 2 -	
Tier 3	
Tier 4	
AIN BASED SERVICES:	A34
Service Mgt System (SMS) Storage	A34.1
ZipCONNECT Wire Center Routing Block Group Routing Zip Code Routing Routing Options Time of Day Day of Week Percent Distribution	

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Point to number	
Ad Watch Service	A34.4
Crisis Link Service	A34.5
MEMORY CALL voice mail	A13.44
Mailbox each	
Electronic White Pages:	A13.51
Per ID	
Per Screen sent	
HOT LINE Service:	A13.56
Business line only	
Warm Line Service	A13.57
Uniform Access Number (UAN):	A13.58
Per UAN	
Per Call delivered	
ANI delivery	A13.59
Per UAN	
Per ANI delivered	
Custom Service Area	A13.60
Per UAN per end office blocked:	
PRESTIGE COMMUNICATION	
SERVICE:	A.12.16
Basic Feature Group:	
User Transfer/Conference	
Call Pickup	
User Transfer/Conference & Pickup	
User Transfer/Conference & call hold	
Transfer/conf., pickup & call hold	
Optional Feature Groups:	
Speed Calling 6/acc. arrangement	
Call waiting	
Call Forwarding Variable	
Call Forwarding Don't Answer	
Call Forwarding Busy Line	
Speed Calling 30/acc. arrangement	
ESSX and Digital ESSX	
ESSX:	A12.1
Service Establishment Charge	A12.1.7

000253

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
VS System S system M System L System Network Access Limiter Network Access Terminal	
ESSX Service - VS and S	
Main Station Lines Terminated as a PBX trunk Main Station Line Intercom Chrg (Flat, Message, Measured) Wire center line charges VS System up to 2.5miles greater than 2.5 miles S System up to 2.5miles greater than 2.5 miles	A12.1.8
VS & S Feature Group A:	
Available Features: 3way callin,consult hold,transfer-individual 3way callin,consult hold,transfer-all calls call forward - BL call forward - DA call forward variable call forward variable outside call hold call pickup call waiting terminating call waiting originating Speed Call (6) Customer changeable	
Bundles of Group A Features	
Any 3 Features Any4 Features Any5 Features Any 6 Features Any 7 Features Any 8 Features Any 9 Features	
Features on a per System Basis	
call forward - BL call pickup	per System per Line per System per Line

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
<p>call waiting terminating per System per Line</p> <p>Speed Call (6) Customer changeable per System per Line</p>	
Features on a Monthly Basis	
<p>3-Way Call, Hold, Xfer-Individ per System per Line</p> <p>3-Way Call, Hold, Xfer-All per System per Line</p> <p>call forward - BL per System per Line</p> <p>call forward - DA per System per Line</p> <p>call forward - Variable per System per Line</p> <p>call forward - Variable Outside per System per Line</p> <p>Call Hold per System per Line</p> <p>Call Pickup per System per Line</p> <p>Call Waiting Terminating per System per Line</p> <p>Call Waiting Originating per System per Line</p> <p>Speed Call (6) Customer changeable per System per Line</p>	
ESSX Service - M	
<p>Main Station Lines Main Station Line Intercom Chrg (Flat, Message, Measured) Wire center line charges up to 2.5 miles greater than 2.5 miles</p>	<p>A12.1.9</p>

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
ESSX - M Feature Group A:	
<p>Available Features: 3way callin,consult hold,transfer-individual 3way callin,consult hold,transfer-all calls call forward - BL call forward - DA call forward variable call forward variable outside call hold call pickup call waiting terminating call waiting originating Speed Call (6) Customer changeable</p>	
Bundles of Group A Features	
<p>Any 3 Features Any4 Features Any5 Features Any 6 Features Any 7 Features Any 8 Features Any 9 Features</p>	
Features on a per System Basis	
<p>call forward - BL per System per Line call pickup per System per Line call waiting terminating per System per Line Speed Call (6) Customer changeable per System per Line</p>	
Features on a Monthly Basis	
<p>3-Way Call, Hold, Xfer-Individ per System per Line 3-Way Call, Hold, Xfer-All per System per Line call forward - BL per System per Line call forward - DA per System</p>	

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
<p>call forward - Variable per Line</p> <p>call forward - Variable Outside per System per Line</p> <p>Call Hold per System per Line</p> <p>Call Pickup per System per Line</p> <p>Call Waiting Terminating per System per Line</p> <p>Call Waiting Originating per System per Line</p> <p>Speed Call (6) Customer changeable per System per Line</p>	
ESSX Service - L	
<p>Main Station Lines</p> <p>Main Station Line</p> <p>Intercom Chrg (Flat, Message, Measured)</p> <p>Wire center line charges up to 2.5miles greater than 2.5 miles</p>	A12.1.10
ESSX - L Feature Group A:	
<p>Available Features:</p> <p>3way callin,consult hold,transfer-individual</p> <p>3way callin,consult hold,transfer-all calls</p> <p>call forward - BL</p> <p>call forward - DA</p> <p>call forward variable</p> <p>call forward variable outside</p> <p>call hold</p> <p>call pickup</p> <p>call waiting terminating</p> <p>call waiting originating</p> <p>Speed Call (6) Customer changeable</p>	
Bundles of Group A Features	
<p>Any 3 Features</p> <p>Any4 Features</p> <p>Any5 Features</p>	

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
Any 6 Features Any 7 Features Any 8 Features Any 9 Features	1
Features on a per System Basis	
call forward - BL per System per Line call pickup per System per Line call waiting terminating per System per Line Speed Call (6) Customer changeable per System per Line	
Features on a Monthly Basis	
3-Way Call, Hold, Xfer-Individ per System per Line 3-Way Call, Hold, Xfer-All per System per Line call forward - BL per System per Line call forward - DA per System per Line call forward - Variable per System per Line call forward - Variable Outside per System per Line Call Hold per System per Line Call Pickup per System per Line Call Waiting Terminating per System per Line Call Waiting Originating per System	

Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
<p style="text-align: right;">per Line</p> <p>Speed Call (6) Customer changeable</p> <p style="text-align: right;">per System</p> <p style="text-align: right;">per Line</p>	
Private Line Services	B
Channels	B.3
Voice Grade	B.3.4.1.B
<p style="text-align: right;">Local Channel</p>	
<p style="text-align: right;">Non-Wire Center Conn. Channels</p>	
<p style="text-align: right;">Interoffice Channel</p>	
<p style="text-align: right;">Bridging</p>	
<p style="text-align: right;">Signalling Arrangements</p>	
<p style="text-align: right;">Conditioning</p>	
Wired Music	B.3.4.1.C
<p style="text-align: right;">Local Channel</p>	
<p style="text-align: right;">Non-Wire Center Conn. Channels</p>	
<p style="text-align: right;">Interoffice Channel</p>	
<p style="text-align: right;">Bridging</p>	
Commercial Quality Video	B.3.4.1.D
<p style="text-align: right;">Local Channel</p>	
<p style="text-align: right;">Interoffice Channel</p>	
<p style="text-align: right;">Bridging</p>	
Digital Network Service	B.7
MegaLink Service	B.7.1
<p style="text-align: right;">Digital Local Channel</p>	
<p style="text-align: right;">Interoffice Channel</p>	
<p style="text-align: right;">Clear Channel Capability</p>	
SynchroNet Service	B.7.2
<p style="text-align: right;">Digital Local Channel</p>	
<p style="text-align: right;">Node Channel Termination</p>	
<p style="text-align: right;">Interoffice Channel</p>	
<p style="text-align: right;">Multipoint Service</p>	
<p style="text-align: right;">Secondary Channel Capability</p>	
<p style="text-align: right;">Data Over Voice Channel</p>	
MegaLink Channel Service	B.7.3
<p style="text-align: right;">Basic System Capacity</p>	
<p style="text-align: right;">Feature Activation</p>	
LightGate 1 & 2	B.7.4
<p style="text-align: right;">Basic System</p>	
<p style="text-align: right;">Electrical Interface Equipment</p>	
<p style="text-align: right;">Local Channel Mileage</p>	
<p style="text-align: right;">Interoffice Channels</p>	
<p style="text-align: right;">Channelization Capacity</p>	
<p style="text-align: right;">Feature Activation</p>	
MegaLink ISDN Service	B.7.5
<p style="text-align: right;">Primary Rate Access Line</p>	
<p style="text-align: right;">Interoffice Channels</p>	

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Bell South Services Required for BUSINESS SERVICE Resale in Florida:	BELL SOUTH TARIFF REFERENCE
SmartPath Service Primary Rate B Channels Incoming Call Identification	B.7.8
SmartRing Service Service Area Connection Service Area Junction Primary Rate B Channels Incoming Call Identification	B7
Custom Ntwk Svc Arrangement I	B.8
Integration Plus Management Services Terminal Interface	A.32.1
FlexServ Service	A.32.1.3
Network Usage Info Service	A.32.1.4
Frame Relay Service Customer Connection Service Feature Charges	A.40.1
Native Mode LAN Interconnection Data Channel Port Address Reconfiguration	A.40.2
Connectionless Data Service Customer Connection Service Feature Charges	A.40.4
Broadband Exchange Line	A.40.5
Derived Data Channel Service	A.29.1
Data Transport Access Chnl Svc	A.29.2
PulseLink Public Packet Sw Ntwk	A.29.5
AccuPulse Service	A.29.6

BELL SOUTH FLORIDA LOCAL OFFERS

RESIDENTIAL SERVICES	BellSouth TARIFF REF
Individual Line:	
Flat Rate Option:	
Cedar Key (1)	A3.4.2B.2
Pensacola (6)	
West Palm Beach (9)	
Jacksonville (10)	
Miami (12)	
Message Rate Option:	
(Alternative to Flat Rate)	
Individual Line:	
Cedar Key (1)	A.3.5.2
Pensacola (6)	
West Palm Beach (9)	
Jacksonville (10)	
Miami (12)	
() = Number of rate group.	
ROTARY SERVICE:	A3.6
Cedar Key (1)	
Pensacola (6)	
West Palm Beach (9)	
Jacksonville (10)	
Miami (12)	
Basic Optional EAS	
- Option discontinued with implementation of ECS	
Enhanced Optional EAS:	
- Premium Residence Service	A3.7.2
- Discount	
- Incoming Discount	
- Drop-back rate	
Extended Calling Service (ECS)	A3.7.3
Usage based pricing for customer dialed or operator assisted calls to selected exchanges. Automatic enrollment.	
Local Exceptions	A3.8.1-49

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BELL SOUTH FLORIDA LOCAL OFFERS

	BellSouth
RESIDENTIAL SERVICES	TARIFF REF
Local Calling Plus	A3.8.50
Interstate Subscriber Ln Chrg Waiver and Matching Prog. (Lifeline Assist.)	A3.8.56
Olympic Netwk Srve - Orlando-Miami	A3.8.57
Directory Assistance Service	A3.9
Operator Assisted Local Calls	A3.10
Verification Service	A3.11A
Emergency Interrupt Service	A3.11B
Dedicated Access Services Capable of Using the Local Exchange Network	A3.12
Local Usage Detail	A3.22
Local Dir Assist. Call Completion Svc	A3.24
Outgoing Only Service	A3.29
Cedar Key (1)	
Pensacola (6)	
West Palm Beach (9)	
Jacksonville (10)	
Miami (12)	
Back-up Line Services	A3.38
Installation Charges	A4.3
New residence single line	
Each additional line	
Premises work - 1st 15 minutes	
- Each add'l 15 minutes	
Secondary service charge	
Dual Service	A4.4
Nonrecurring	
Special number assignment charge	A4.6
Search:	
Search & assign:	
Link-up Florida	A4.7
Residency Listing	A6

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BELL SOUTH FLORIDA LOCAL OFFERS

	BellSouth TARIFF REF
RESIDENTIAL SERVICES	
Coin Telephone Service	A7
Foreign Exchange Service	A9
Prestige Communications Service	A12.16
Transfer/Conferencing	
Call pickup	
User Transfer/Conf. and call pickup	
User Transfer/Conf. and call hold	
User Trans/Conf, Call pickup + call hold	
Speed calling 6	
Call waiting	
Call Forwarding Variable	
Call Forwarding Don't Answer	
Call Forwarding Busy Line	
Speed Calling 30	
Interphone Services	A13.3
Install charge	
Monthly rate	
Each apartment connection	
Channel facilities	
Install charge	
RESIDENTIAL CUSTOM CALLING SERVICES;	A13.9.3
TouchTone	
Call Forwarding	
Three-Way Calling	
Call Waiting	
Speed Calling (8 code)	
Speed Calling (30 code)	
Call Forwarding Busy Line	
Call Forwarding Don't Answer	
Customer control of call forward	
Busy Line	
Don't Answer	
Call forwarding busy line multipath	
or/customer control of call forward	
busy line Multipath	
Call forwarding don't ans. Multipath	
customer control of call forward. don't	
answer multipath	
Call forward. variable Multipath	
or remote access - call forward	
variable Multipath	

BELL SOUTH FLORIDA LOCAL OFFERS

	BellSouth
RESIDENTIAL SERVICES	TARIFF REF
Remote access-call forward variable	
Usage Sensitive 3-Way Calling	A13.9.4
Remote Call Forwarding	A13.11
1st fraction/min; add. min.	
Selective Class of Call Screening	A13.12
TouchStar Service	A13.19
Call Return	
Repeat Dialing	
Call Selector	
Preferred Call Forwarding	
Call Block	
Call Tracing	
Caller ID - Basic	
Caller ID - Deluxe	
Anonymous Call Rejection	
Customized Code Restrictions	A13.20
Installation - nonrecurring	
Duplicate Bill Charges	A13.24
Previous month	
3 months or older	
Discounts for Multiple Features	A13.33
2 Features	
3 Features	
RingMaster Service	A13.34
RingMaster I	
RingMaster II	
Call Tracing	A13.36
Exchange Line Data Service	A13.41
Installation	
Msg Waiting Indication - Audible	A13.47
Hot Line Service	A13.56
Nonrecurring	
Warm Line Service	A13.57
Nonrecurring	

Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Individual Line: Flat Rate Option: Jekyll Island (2) Albany (5) Augusta (7) Macon (7) Savannah (7) Atlanta (12) () = Number of rate group. Only valid rate groups: 2,5,7,12</p>	<p>A3.7.2.A</p>
<p>Georgia Community Calling: (Alternative to Flat Rate, message rate to local & measured calling to additional exchanges)</p> <p> Rate Group2 Rate Group5 Rate Group7 Rate Group12</p>	<p>A.3.7.4.D.2</p>
<p>PBX TRUNKS: Flat Rate Service:</p> <p> Rate Group2 Rate Group5 Rate Group7 Rate Group12</p>	<p>A3.7.4</p>
<p>Ga. Community Calling:</p> <p> Rate Group2 Rate Group5 Rate Group7 Rate Group12</p>	
<p>Rotary Lines (Hunting Charges):</p> <p> Group2 Group5 Group7 Group12</p>	<p>A3.7.4.A</p>
<p>Direct Inward Dial: First Group of 20 DID numbers Each Additional group of 20 DID #s DID Trunk termination</p> <p>Signaling Options: MultiFrequency(MF) Dual Tone Multifrequency(DTMF)</p>	<p>A12.7</p>

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Optional EAS:	A3.11
<i>(Alternative to intralata toll)</i>	
Apply to Lines, trunks & NARs	
- Economy	A3.11.1.A.1
- Discount	A3.11.1.A.2
Extension Services	A13.1
Dormitory Communications Svc	A13.13
Local Area Conference Service	A13.16
Visual Director	A13.35
Caller ID Deluxe	
Call Waiting Deluxe	
Call Forwarding Busy Line	
Call Forwarding Don't Answer	
Msg Waiting Indication - Audible	
MultiLine Hunt Queuing	A13.53
Per MultiLine Hunt Group	
per group w/ delay Annncment	
per hunt grp w/call waiting lamps	
per grp w/ annc & call wait lamps	
delay announcement per channel	
delay announcement per trunk	
music after annc per channel	
music after annc per trunk	
call waiting indic per unique timing	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Group2 Group5 Group7 Group12	
Foreign Exchange Service:	A9
Local Channel Interoffice Channel Line and Trunk Foreign Central Office: Interoffice Channel Back-Up Line	A3. A9 A3.38
ISDN:	A42
BRI: ACCESS Interoffice circuit 1st mile Interoffice circuit each add'l mile Basic Rate Interface B Channel (max of 2) Flat Rate Message D Channel	
Optional ISDN Features	A42.1.5
Features for use w/EKTS CPE: Shared Primary DN Secondary Only DN Shared Secondary Only DN Shared non-ISDN DN Privacy Release per Shared DN Manual Exclusion per Shared DN Intercom Calling-Dial Intercom Calling-Automatic Intercom Calling-Call Appearance Conf, Drop, Hold & Transfer Key Features for use w/non-EKTS CPE: Call Forwarding-Variable Call Forwarding-Variable Feat Button Call Forwarding Busy Line Call Forwarding Busy Line Prgmbl Call Forwarding Don't Answer Call Fwd Don't Answer Prgmbl Call Fwd Multiple Simultaneous Call Pickup	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Conf, Drop, Hold & Transfer 6-way Conf, Drop, Hold & Transfer Multi-Line Hunt Group-Voice Multi-Line Hunt Group-Data Speed Calling Visual Msg Waiting Indicator Audible Msg Waiting Indicator Addl Call Appearance PDN or DN Call Tracing Call Return Preferred Call Fwd Call Block Call Selector Repeat Dialing Auto Line/Direct Connect Make Set Busy Selective Call Acceptance Stn Restriction-Denied Origination Stn Restriction-Denied Termination Call Park/Call Retrieve Call Transfer System Exception Dial Call Waiting Make Busy-Intragroup</p> <p>Packet Features:</p> <p>X.25 Hunting Intl Closed User Group</p>	
CUSTOM CALLING SERVICE:	
<p>TouchTone</p> <p>Remote Call Forwarding Per feature non-local Per feature local per additional access facility</p> <p>Call Forwarding Call Forwarding Don't Answer Call Forwarding Busy Line Three-Way Calling Call Waiting Speed Calling (8 code) Speed Calling (30 code) Cust control of call forward - BL Cust control of call forward -DA Call Forwarding Variable - trunk Call Forwarding Variable - line Rem. Acc.- Call For. Variable Per Call 3-Way Calling</p> <p>Custom Code Restriction</p>	<p>A.13.2.3 A13.11</p> <p>A13.9.3</p> <p>A13.9.4</p> <p>A13.20</p>

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Option1 Option2 Option3 Option4 Option6	
Call Block Third Number and Collect Selective class of call screening	? A13.12
TouchStar Service:	A13.19
Call Return Repeat Dialing Call Selector Preferred Call Forwarding Call Block Call Tracing Anon Call Rejection Caller ID - Basic Caller ID - Deluxe Calling # Delivery Blocking, Perm. Calling # Delivery Blocking\call	
RingMaster Service RingMaster I RingMaster II	A13.34 A3 behind table of contents
Disc. for Multiple Features 2 Features 3 Features 20 Features	A13.33
Special Number Assignment: Search Search and Assign	A4.11
Dual Service	A4.8
Telephone Number Change	A4.3
Telephone # Restoration	A4.3
Local Directory Assistance	A3.13
DA Call Completion	A3.24
Oper. Assisted Local Calls	A3.14
Calling Card Operator Handled Person-to-Person Operator Dialed Surcharge Collect&ThirdParty	
Coin Calls	A7.1
Public telephone Service	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Emergency Reporting Services	A24
Equip for Disabled Customers	A30
Interconnection of Mobile Services	A35
Abbreviated Dialing (N11 svc)	A39
Tier 1 - Atlanta	
Tier 2 - Albany, Athens, Augusta Columbus, Macon, Savannah	
Tier 3 - Adairsville, Bremen, Valdosta	
Tier 4 - Americus, Bainbridge, Etc.	
AIN BASED SERVICES:	A34.
Service Mgt System (SMS) Storage	A34.1
ZipCONNECT Wire Center Routing Block Group Routing Zip Code Routing Routing Options Time of Day Day of Week Percent Distribution Point to number	A34.3
Ad Watch Service	A34.4
Crisis Link Service	A34.5
MEMORY CALL voice mail Mailbox each	A13.44
Electronic White Pages: Per ID Per Screen sent	A13.51
HOT LINE Service: Business line only	A13.56
Warm Line Service	A13.57
Uniform Access Number (UAN): Per UAN Per Call delivered	A13.58
ANI delivery Per UAN	A13.59
Per ANI delivered Trunk Side Access Facility	A3.28

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Call Detail</p> <p>Custom Service Area Per UAN per end office blocked:</p> <p>PRE-Paid Calling Card:(Trial) per min. per call handed to IC</p>	<p>A13.62</p> <p>A13.60</p>
<p>PRESTIGE COMMUNICATION SERVICE:</p>	<p>A.12.16</p>
<p>Basic Feature Group: User Transfer/Conference Call Pickup User Transfer/Conference & Pickup User Transfer/Conference & call hold Transfer/conf., pickup & call hold</p> <p>Optional Feature Groups: Speed Calling 6/acc. arrangement Call waiting Call Forwarding Variable Call Forwarding Don't Answer Call Forwarding Busy Line Speed Calling 30/acc. arrangement</p>	<p>A12.1</p>
<p>ESSX and Digital ESSX</p>	<p>A12.1</p>
<p>MULTISERV:</p>	
<p>Service Establishment Charge</p> <p>Bridged Links</p> <p>Misc. Terminations</p> <p>Trunk Side Terminations Misc. Line Terminations 800 Service OutWATS</p> <p>Station Links</p> <p>Flat Rate Message Rate Flat Rate on MegaLink or Equiv Msg Rate on MegaLink or Equiv</p> <p>Feature Groups</p> <p>Non-Electronic Set - Basic</p> <p>DID/DOD Station-to-Station Calling</p>	<p>A12.20.8.B</p> <p>A12.20.8.H A12.20.8.J</p> <p>A12.20.9.A</p> <p>A12.20.10.A A12.20.10.B</p>

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
AIOD Touch Tone Common Recorded Annment Basic Hunting (Optional)	
1AESS Features	A12.20.10.C
Feature Group 1 Capabilities Automatic Line/Direct Connect Touch Tone Feature Group 2 Capabilities Non-Electronic Basic Included Call Block Call Forward Busy Line Fixed Call Forward Don't Answer Fixed Call Forwarding Variable Call Hold Call Pickup Call Return Call Selector Dial Call Waiting Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 3 Capabilities Non-Electronic Basic Included Call Block Call Forwarding Variable Call Hold Call Pickup Call Return Call Selector Dial Call Waiting Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 4 Capabilities Non-Electronic Basic Included Call Forward Busy Line Fixed Call Forward Don't Answer Fixed Stn Restriction-Full Denied Orig Feature Group 5 Capabilities Non-Electronic Basic Included Call Hold Dial Call Waiting Repeat Dialing Speed Calling Short Stn Restriction-Full Denied Orig	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
3 Way, Cons. Hold, Call Transfer Feature Group 6 Capabilities Call Forwarding Variable 3 Way, Cons. Hold, Call Transfer	
DMS-100 Features	A12.20.10.D
Feature Group 1 Capabilities Automatic Line/Direct Connect Touch Tone Feature Group 2 Capabilities Non-Electronic Basic Included Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Hold Call Park/Call Retrieve Call Pickup Call Return Call Selector Call Transfer (System Exception) Dial Call Waiting Directed Call Park/Retrieve Make Line Busy Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 3 Capabilities Non-Electronic Basic Included Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Hold Call Park/Call Retrieve Call Pickup Call Return Call Selector Dial Call Waiting Directed Call Park/Retrieve Make Line Busy Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 4 Capabilities Non-Electronic Basic Included Data Call Protection	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Stn Restriction-Full Denied Orig Feature Group 5 Capabilities Non-Electronic Basic Included Call Transfer (System Exception) Dial Call Waiting Speed Calling Short Stn Restriction-Full Denied Orig 3 Way, Cons. Hold, Call Transfer Feature Group 6 Capabilities Call Forwarding Variable 3 Way, Cons. Hold, Call Transfer Feature Group 7 Capabilities Non-Electronic Basic Included Dial Call Waiting Speed Calling Short Stn Restriction-Full Denied Orig 3 Way, Cons. Hold, Call Transfer Feature Group 8 Capabilities Non-Electronic Basic Included Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Return Data Call Protection Directed Call Park/Retrieve Make Line Busy Repeat Dialing Speed Calling Short ACD Feature Group 1 Non-Electronic Basic Included ACD Activate/Deactivate Not Ready Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Hold Call Park/Call Retrieve Call Pickup Call Return Call Selector Call Transfer (System Exception) Dial Call Waiting Directed Call Park/Retrieve Make Line Busy Preferred Call Forwarding Repeat Dialing Speed Calling Short</p>	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>3 Way, Cons. Hold, Call Transfer ACD Feature Group 2 Non-Electronic Basic Included ACD Activate/Deactivate Not Ready Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Hold Call Park/Call Retrieve Call Pickup Call Return Call Selector Dial Call Waiting Directed Call Park/Retrieve Make Line Busy Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer ACD Feature Group 3 Non-Electronic Basic Included ACD Activate/Deactivate Not Ready Call Block Call Forward Busy Split Dest Prog Call Fwd No Answer Split Dest Prog Call Forwarding Variable Call Return Data Call Protection Directed Call Park/Retrieve Make Line Busy Repeat Dialing Speed Calling Short ACD Feature Group 4 Non-Electronic Basic Included ACD Activate/Deactivate Not Ready Call Forwarding Variable 3 Way, Cons. Hold, Call Transfer Electronic Bus Set Feature Group DID/DOD Station-to-Station Calling AIOD Common Recorded Annment Basic Hunting (Optional) ACD Supv Elec Set Feature Group DID/DOD Station-to-Station Calling AIOD</p>	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Common Recorded Annment Incalls Key ACD Agent Elec Set Feat Group DID/DOD Station-to-Station Calling AIOD Common Recorded Annment Incalls Key	
SESS Features	A12.20.10.E
Feature Group 1 Capabilities Automatic Line/Direct Connect Touch Tone Feature Group 2 Capabilities Non-Electronic Basic Included Call Block Call Forward Busy Line Program Call Forward Don't Answer Program Call Forwarding Variable Call Hold Call Park/Retrieve/Answerback Call Pickup Call Return Call Selector Dial Call Waiting Directed Call Park Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 3 Capabilities Non-Electronic Basic Included Call Block Call Forwarding Variable Call Hold Call Park/Retrieve/Answerback Call Pickup Call Return Call Selector Dial Call Waiting Directed Call Park Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 4 Capabilities Non-Electronic Basic Included Call Forward Busy Line Fixed Call Forward Don't Answer Fixed	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Stn Restriction-Full Denied Orig Feature Group 5 Capabilities Non-Electronic Basic Included Call Hold Dial Call Waiting Speed Calling Short Stn Restriction-Full Denied Orig 3 Way, Cons. Hold, Call Transfer Feature Group 6 Capabilities Call Forwarding Variable 3 Way, Cons. Hold, Call Transfer	
EWSD Feature Group	A12.20.10.F
Feature Group 1 Capabilities Automatic Line/Direct Connect Touch Tone Feature Group 2 Capabilities Non-Electronic Basic Included plus Call Block Call Forward Busy Line Program Call Forward Don't Answer Program Call Forwarding Variable Call Hold Call Pickup Call Return Call Selector Data Call Protection Dial Call Waiting Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 3 Capabilities Non-Electronic Basic Included Call Block Call Forwarding Variable Call Hold Call Pickup Call Return Call Selector Data Call Protection Dial Call Waiting Preferred Call Forwarding Repeat Dialing Speed Calling Short 3 Way, Cons. Hold, Call Transfer Feature Group 4 Capabilities Non-Electronic Basic Included Call Forward Busy Line Fixed	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Call Forward Don't Answer Fixed Stn Restriction-Full Denied Orig Feature Group 5 Capabilities Non-Electronic Basic Included Call Hold Data Call Protection Dial Call Waiting Repeat Dialing Speed Calling Short Stn Restriction-Full Denied Orig 3 Way, Cons. Hold, Call Transfer Feature Group 6 Capabilities Call Forwarding Variable 3 Way, Cons. Hold, Call Transfer	
Tandem Switching Feat. (TSF)	A12.20.11
ARS - Deluxe Network ARS Automatic Alternate Routing (AAR) Travelling Class Mark (TCM) Facilities Restriction Level (FRL) Uniform Numbering Simulated Facilities Group	
Systems Comm. Service (SCS)	A12.20.12
Optional Features	A12.20.13
Additional Common Block Anonymous Call Rejection Assumed Dial 9 Authorization Codes Auto number referral ARS - Basic Call Fwd - Multiple Simultaneous Call Tracing Call Waiting Exempt Call Waiting Originating Call Waiting Term w/Cancel Call Wait Caller ID Deluxe Caller ID Number Only Calling Name Delivery Calling Name Display Intragroup Calling Number Delivery Blocking Code Calling, Answer Code Restriction Conference Arrangements Meet-Me Pre-Set Station Controlled Delay Announcement	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
Denial of Call Tracing Dial 0 Call Transfer Capability Direct Inward System Access Directed Call Pickup Barge-In Barge-In Exempt Non-Barge In Non-Barge In Exempt Distinctive Call Waiting Distinctive Ringing Do Not Disturb Executive Busy Override Group Intercom Hunting Arrangements Distributed Line Hunt Multiline Hunt UCD Loudspeaker Paging, Answer Message Waiting Audible Message Waiting Lamp Indication Music/Announcement On Hold Network Speed Calling (DMS-100) Personal Call Screening Queuing Incoming Selective Call Acceptance Simplified Message Desk Interface Speed Calling Long - Individual Speed Calling Long Stn Controlled Outgoing Restrictions SMDR Station Restriction Toll Restriction Trunk Verification from Station ACD - Basic ACD Network Mgt Reports ACD Remote Load Mgt Switch-Computer Appl Interface	
Electronic Bus Set Service Optional Features	
Customer Control	A12.20.15
MultiServ PLUS	A12.21
MultiServ PLUS requires each Main Station Line to have a NAR in addition to a Station Link. The Station Link prices however, have been reduced which results in lower per station prices for Rate Groups 2, 5 and 7 (between 1.3% and 42%). The net price impact to Rate Group 12 results in a 25% increase over	

000937

Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Impact of Rate Group 12 results in a 25% increase over MultiServ rates. The only other differences are an increase of the minimum number of stations from 2 to 10, slightly higher Svc Estab Charges, significantly higher Cancellation Charges and the capability of a DS-1 Trunk Side Termination.</p>	
Private Line Services	B
Channels	B.3
Voice Grade	B.3.4.1.B
Local Channel Non-Wire Center Conn. Channels Interoffice Channel Bridging Signalling Arrangements Conditioning	
Wired Music	B.3.4.1.C
Local Channel Non-Wire Center Conn. Channels Interoffice Channel Bridging	
Commercial Quality Video	B.3.4.1.D
Local Channel Interoffice Channel Bridging	
Digital Network Service	B.7
MegaLink Service	B.7.1
Digital Local Channel Interoffice Channel Clear Channel Capability	
SynchroNet Service	B.7.2
Digital Local Channel Node Channel Termination Interoffice Channel Multipoint Service Secondary Channel Capability Data Over Voice Channel	
MegaLink Channel Service	B.7.3
Basic System Capacity Feature Activation	
LightGate 1 & 2	B.7.4
Basic System Electrical Interface Equipment Local Channel Mileage Interoffice Channels Channelization Capacity	

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Bell South Services Required for BUSINESS SERVICE Resale in Georgia:	BELL SOUTH TARIFF REFERENCE
<p>Feature Activation MegaLink ISDN Service</p>	B.7.5
<p>Primary Rate Access Line Interoffice Channels Primary Rate B Channels Incoming Call Identification</p>	
<p>SmartPath Service</p> <p>Service Area Connection Service Area Junction Primary Rate B Channels Incoming Call Identification</p>	B.7.8
<p>SmartRing Service</p>	B7
<p>Custom Ntwk Svc Arrangement I</p>	B.8
<p>Integration Plus Management Services Terminal Interface</p>	A.32.1
<p>FlexServ Service</p>	A.32.1.3
<p>Network Usage Info Service</p>	A.32.1.4
<p>Frame Relay Service</p> <p>Customer Connection Service Feature Charges</p>	A.40.1
<p>Native Mode LAN Interconnection</p> <p>Data Channel Port Address Reconfiguration</p>	A.40.2
<p>Connectionless Data Service</p> <p>Customer Connection Service Feature Charges</p>	A.40.4
<p>Broadband Exchange Line</p>	A.40.5
<p>Derived Data Channel Service</p>	A.29.1
<p>Data Transport Access Chnl Svc</p>	A.29.2
<p>PulseLink Public Packet Sw Ntwk</p>	A.29.5
<p>AccuPulse Service</p>	A.29.6

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BellSouth Local Service - Georgia

GEORGIA RESIDENCE	BELL SOUTH TARIFF REF
Individual Line:	
Flat Rate Option:	A3.7.2.A
Jekyll Island (2)	
Albany (5)	
Augusta (7)	
Macon (7)	
Savannah (7)	
Atlanta (12)	
<i>() = Number of rate group.</i>	
Only valid rate groups: 2,5,7,12	
Georgia Community Calling:	A3.7.4.D.2
<i>(Alternative to Flat Rate, message rate to local & measured calling to additional exchanges)</i>	A3.7.2.B
Rate Group2	
Rate Group5	
Rate Group7	
Rate Group12	
Rotary Lines (Hunting Charges):	A3.7.4.A
Group2	A3.7.4.D (GCC)
Group5	
Group7	
Group12	
Optional EAS:	A3.11
<i>(Alternative to intralata toll)</i>	
- Economy	A3.11.2.A
- Discount	A3.11.2.C
Sample Route: Rome - Atlanta	
- Deluxe (Residence Only)	A3.11.2.C
Sample Routes: Athens - Atlanta Rome - Atlanta	

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BellSouth Local Service - Georgia

- Incoming	A3.11.2.C
- Local Expanded Area Plan	A3.11.2.D
Foreign Exchange Service:	A9
Local Channel	
Interoffice Channel	
ISDN	A42
BRI:	
Interoffice Circuits	
Access:	
Interoffice circuit 1st mile	
Interoffice circuit each add'l mile	
Basic Rate Interface:	
B Channel (up to 2) Per DSL	
Flat Rate	
Message	
Perm High Speed Pkt Additive	
On-Dmd High Speed Pkt Additive	
Profile, per channel	
High Speed Packet Data Profile, per channel	
Low Speed Packet Data Profile, per channel	
Optional ISDN Features	A42.2
Features for use w/EKTS CPE:	
Shared Primary DN	
Secondary Only DN	
Shared Secondary Only DN	
Shared non-ISDN DN	
Privacy Release per Shared DN	
Manual Exclusion per Shared DN	
Intercom Calling-Dial	
Intercom Calling-Automatic	
Intercom Calling-Call Appearance	
Conf, Drop, Hold & Transfer Key	
Features for use w/non-EKTS CPE:	
Call Forwarding-Variable	
Call Forwarding-Variable Feat Button	
Call Forwarding Busy Line	
Call Fwd Busy Line - Programmable	

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BellSouth Local Service - Georgia

Call Forwarding Don't Answer	
Call Fwd Don't Answer - Programmable	
Call Fwd Multiple Simultaneous	
Call Pickup	
Conf, Drop, Hold & Transfer	
6-way Conf, Drop, Hold & Transfer	
Speed Calling	
Calling/Called Number Delivery	
Visual Msg Waiting Indicator	
Audible Msg Waiting Indicator	
Addl Call Appearance PDN or DN	
Call Tracing	
Call Return	
Preferred Call Fwd	
Call Block	
Call Selector	
Repeat Dialing	
Auto Line/Direct Connect	
Selective Call Acceptance	
Stn Restriction-Denied Origination	
Stn Restriction-Denied Termination	
Packet Features:	
X.25 Hunting	
Intl Closed User Group	
Feature Function Buttons Programming	
Per Configuration Group	
Per Terminal	
Per Feature Key Maps	
Extension Services	A13.1
Interphone Services	A13.3
CUSTOM CALLING SERVICE:	
TouchTone	A3.7.2.C.1
Remote Call Forwarding	A13.11
Per feature non-local	
Per feature local	
per additional access facility	
Call Forwarding Don't Answer	A13.9.3
Call Forwarding Busy Line	
Three-Way Calling	
Call Waiting	
Call Waiting Deluxe	
Speed Calling (8 code)	
Speed Calling (30 code)	
Cust control of call forward - BL	
Cust control of call forward -DA	

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Call Fwd BL Multiple Simult Calls	
Call Fwd DA Multiple Calls	
Call Fwd Variable Multiple Calls	
Call Forwarding Variable	
Rem. Acc.- Call For. Variable	
Per Call 3-Way Calling	A13.9.4
Flexible Call Forwarding, Plus (Trial Offerings)	A13.9.4
Custom Code Restriction	A13.20
	Option1
	Option2
	Option3
	Option4
	Option6
Call Block Third Number and Collect	
Selective class of call screening	A13.12
TouchStar Service:	A13.19
Call Return	
Repeat Dialing	
Call Selector	
Preferred Call Forwarding	
Call Block	
Call Tracing	
Anonymous Call Rejection	
Caller ID - Basic	
Caller ID - Deluxe	
Calling # Delivery Blocking-Perm	
Calling # Delivery Blocking/call	
Complete Choice Service	A3.41
Area Plus Service	A3.42
Area Plus w/Complete Choice	A3.42.3
RingMaster Service	A13.34
RingMaster I	
RingMaster II	
Multi-Feature Discount Plan	A13.33
2 Features	
3 Features	
20 Features	
Visual Director	A13.35
Local Usage Detail	A3.22
Special Number Assignment:	A4.11

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BellSouth Local Service - Georgia

	Search
	Search and Assign
Dual Service	A4.8
Telephone Number Change	A4.3
Telephone # Restoration	A4.3
Local Directory Assistance	A3.13
DA Call Completion	A3.24
Oper. Assisted Local Calls	A3.14.1
Calling Card	
Operator Handled, including	
Collect, third number, sent-paid, etc.	
Person-to-Person	
Operator Dialed Surcharge	
Coin Calls	A7.1
Busy Line Verification	A3.15.1
Busy Line Interruption	A3.15.1
Installation Charges	A4.3
C.O. Work Charge	
New Line Connection Charge	
Service Order for New Line	
move or change existing svc	
record type orders	
Simple premise work first 15 mins.	
- Each add'l 15 minutes	
Complex premise work first 15 mins.	
- Each add'l 15 minutes	
Link-Up Georgia	A4.10
Directory Listings:	A6
Non-Published Listing(Private)	
Non-Listed Listing	
Additional Listing	
Alternate Listing	
Cross Reference Listing	
Dual Name Listng	
Foreign Listing	
Foreign Cross Reference Listing	
Foreign Alternate Listing	
Mobile or Cellular listing	
Telephone Answering Service	
Stylist (Vanity number) listing	
Title and Suffixes	

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BellSouth Local Service - Georgia

Designer Listing	
Access Service Listing (FX svc)	
Dormitory Communication Svc	A13.13
Long Distance Trunk Svc	A13.14
Key Telephone System (911 Svc)	A13.15
Local Calling Area Conf Svc	A13.16
AIN BASED SERVICES:	A34
Service Mgmt System (SMS) Storage	A34.1
ZipCONNECT service	A34.3
Wire Center Routing	
Block Group Routing	
Zip Code Routing	
Routing Options	
Time of Day	
Day of Week	
Percent Distribution	
Point to number	
AdWatch Service	A34.3
CrisisLink Service	A34.5
MEMORY CALL voice mail	A13.44
Mailbox each	
Message Waiting Indication	A13.47
Audible	
Electronic White Pages:	A13.51
Per ID	
Per Screen sent	
HOT LINE Service:	A13.56
Business line only	
Warm Line Service	A13.57
PRE-Paid Calling Card:(Trial)	
per min.	
per call handed to IC	
Prestige Communication Service	A.12.16
Basic Feature Group:	
User Transfer/Conference	
Call Pickup	
Call Hold	
User Transfer/Conference & Pickup	

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User Transfer/Conf & Call Hold	
Transfer/conf, Pickup & Call Hold	
Optional Feature Groups:	
Speed Calling 6/access arrangmnt	
Call waiting	
Call Forwarding Variable	
Call Forwarding Don't Answer	
Call Forwarding Busy Line	
Speed Calling 30/acc.arrangement	
Wide Area Telecommunications	A19
Service (WATS)	
Equipment for Disabled Customers	A30
Equipment for Outright Sale:	
TDD #1000	
TDD #4225	
TDD #4425	
Volume Control Handsets	
Visual Ring Signallers	
Volume Control Handset-Speech Impaired	
Tone Ringer	
Walker Volume Control Handset	
Walker Clarity Volume Control Telephone Set	
Tel-Ease Telephone Set	
Shoulder Rest	
RINGMAX - Amplified Ringer	
TELETALKER - Amplified Telephone	
Remote Control Speakerphone	
Platronic Headset	
Month to Month Option:	
Walker Clarity Volume Control Telephone Set	
Tel-Ease Telephone Set	
Tone Ringer	
Visual Ring Signaler	
Volume Control Handset-Speech Impaired	
Volume Control Handset	
TDD #1000	
TDD #4225	
TDD #4425	
RINGMAX - Amplified Telephone Ringer	
TELETALKER - Amplified Telephone	
Remote Control Speakerphone	
Plantronic Headset	

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March 28, 1996

Ms. Suzie Lavett
BellSouth
Room E5G 3535 Colonnade Parkway
Birmingham, Alabama 35243

HAND DELIVERED

Dear Suzie:

This letter transmits three documents:

Unbundled Network Elements - Local Platform, Version 1, dated 3/27/96
Total Service Resale Planning Document, Version 5, dated 3/28/96
Loop Unbundled Resale with Interconnection Planning Document, Version 2, dated 3/28/96

The first document, Unbundled Network Elements, provides an overview, including definitions, of the unbundled network elements which AT&T wishes to purchase either individually or in combinations. It also includes illustrative high level operational and technical requirements to support the elements and associated ancillary capabilities.

As an overview, the Unbundled Network Elements document provides a broad framework and guidance for the formulation of negotiations requirements. The second and third documents supplement it and provide the more comprehensive requirements upon which negotiation of our interconnection agreement under the Telecommunications Act of 1996 should be conducted. All three documents are intended to evolve as our understanding of customer requirements and expectations, and public policy requirements under the Act develops.

The evolutionary nature of these documents is already evident. The second document, Total Service Resale, has been the basis of our ongoing negotiations since October 1995. The new release is Version 5. Revision markings have been included. The major changes include replacements for previous requirements associated with Local Account Maintenance (formerly CARE) and Data Transfer. Elsewhere we have attempted to include the required revisions so as to have the least amount of impact on the existing Negotiations Status Database.

The third document, Loop Unbundled Resale with Interconnection, replaces Version 1, dated 1/11/95. Version 2 incorporates requirements revised in light of the Act. AT&T and BellSouth have not conducted any negotiations concerning these requirements. We would like to begin these negotiations on Wednesday, April 3, 1996 with a review of BellSouth's response. You will be contacted by Mr. Robert Oakes to coordinated this initial interconnection negotiations session.

Suzie, we look forward to continuing our total service resale negotiations and to the successful initiation of interconnection negotiations.

Sincerely,

000897