

BellSouth Telecommunications, Inc.
Docket No. 960786-TL
Scheye Hearing Exhibit
September 5, 1997
Item No. 40
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PROPRIETARY

REQUEST: Please provide copies of the CLEC evaluation, August 15 to date referenced on page 4 of 9. Phase III, paragraph 3 of the August 15, 1997 Executive update.

RESPONSE: Please see the attached proprietary information.

INFORMATION PROVIDED BY: Robert C. Scheye
Senior Director
BellSouth Corporation
675 W. Peachtree Street, N. E.
Atlanta, Ga. 30375

DOCUMENT NUMBER-DATE

09067 SEP 10 6

FPSC-RECORDS/REPORTING

LCSC WEEKLY OPERATIONS REPORT

ATLANTA		SERVICE REP'S			HOURS WORKED			LSR'S					COST			QUALITY	
GROUP	@ WORK	TRAIN	ABS	REG	O.T.	TOTAL	REC	PROC	CXL'D	HOPPER	BKLG	CLARIFY	PLAN % EFFICIENCY	PLAN LSR'S / HOUR	ACTUAL LSR'S / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
Linda AT&T	4.3	1.1	1.7	211.0	45.3	256.3	726	501	(115)	0	375	346		4.00	1.95		39
Rhonda AT&T	3.7	1.1	1.1	216.5	0.0	216.5	497	508	(25)	0	286	272		4.00	2.35		25.2
Joe AT&T	4.9	1.1	0.4	229.8	18.8	248.6	510	397	(198)	0	221	205		4.00	1.60		66
Paula UNE	2.4	1.3	0.3	117.0	30.0	147.0	99	81	(13)	25	30	17		1.50	0.72		40.4
Mildred UNE	2.0	2.4	0.6	101.0	34.0	135.0	54	42	(3)	0	54	44		4.00	0.31		83.6
Scott MCI	4.0	0.4	1.3	196.5	9.0	205.5	464	385	(84)	28	95	77		4.00	2.01		50.8
Diane MCI	3.6	1.3	2.3	169.5	38.3	207.8	358	311	(53)	60	93	70		4.00	1.79		19
TOTAL CENTER	24.9	8.7	7.7	1241.3	175.4	1416.7	2708	2225	(491)	113	1154	1031			1.65		324

BIRMINGHAM

Shonda Resident	4.8	2.6	1.4	168.0	54.0	222.0	462	486	(102)	0	203	203		4.00	2.19		11
Tanya	8.4	2.4	0.8	311.0	50.0	361.0	323	538	286	0	194	194					33
Casi	12.7	0.6	1.0	298.3	312.0	610.3	1419	1513	(173)	0	48	48		4.00	2.48		16
Theresia Small Bus	10.4	1.1	1.5	399.5	139.5	539.0	693	656	(177)	0	73	73		1.50	1.22		69
Tiffany UNE's	4.2	0.0	1.0	152.5	60.5	213.0	481	379	(113)	0	95	95		1.50	1.78		44
Diane UNE's	11.2	0.0	0.4	389.9	128.5	518.4	914	771	(217)	0	98	98		1.50	1.49		92
TOTAL CENTER	51.7	6.7	6.1	1719.2	744.5	2463.7	4292	4343	(496)	0	711	711			1.76		265

TOTAL LCSC

TOTAL LCSC	76.6	15.4	13.8	2960.5	919.9	3880.4	7000	6568	(987)	113	1865	1742			1.72		589
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SERVICE

MTD CLEC	LSR'S				LSR PROCESSING						CSR'S			CSR PROCESSING			
	REC	FOC'd	BKLG	% IN CLARIF	AVG CYCLE	CENTER DURATION	CLARIFY DURATION	<24 HRS	24 TO 48 HOURS	>48 HRS	REC	SENT	BKLG	<24 HRS	24 TO 48 HRS	>48 HRS	AVG CYCLE
AT&T	0	0	0	0%	0:00	0:00	0:00	0%	0%	0%							
MCI	127	89	38	3%	46:37	44:55	47:17	41%	18%	41%							
Sprint Metro	27	26	1	12%	17:45	17:32	1:38	77%	23%	0%							
National Tel	200	185	15	1%	19:34	19:18	46:00	77%	18%	6%							
GA. Comm South	2256	1713	543	0%	30:27	30:24	13:46	55%	26%	18%							
Cellular Holdings	384	318	66	1%	43:16	35:30	43:06	28%	38%	34%							
Intermedia	328	212	116	0%	37:58	37:58	0:00	34%	39%	28%							
ACSI	165	146	19	4%	32:33	25:36	145:40	61%	21%	18%							
Nextlink	319	319	0	2%	44:16	44:11	5:01	22%	51%	26%							
TCCF	163	117	46	9%	43:59	42:41	21:45	31%	46%	23%							
OPC	315	169	146	1%	27:22	27:15	18:30	58%	20%	22%							
TOTAL	11463	8875	2588	2%	37:11	35:29	64:24	46%	30%	24%							

CLARIFICATIONS

CLEC	CLARIFICATIONS AGING							AUTOMATED CALL DISTRIBUTION SYSTEM									
	COUNT	<24 HRS	24 TO 48 HRS	48 TO 120 HRS	>120 HRS	AVG	OLDEST	GROUP	CALLS OFFERED	CALLS HANDLED	CALLS ABANDON	% ABD	SERV < 18 SEC	SERV < 32 SEC	AVG DELAY	LONG DELAY	
AT&T	396	0%	0%	0%	100%	1057:50	7202:00	ATLANTA									
MCI	10	10%	0%	30%	60%	478:11	1642:48	AT&T RESALE	909	807	102	11%	94%	97%	7	156	
Sprint Metro	1	0%	0%	0%	100%	633:32	633:32	MCI RESALE	1269	1170	99	8%	94%	99%	8	184	
National Tel	23	17%	0%	13%	70%	488:41	1833:00	UNE'S	722	565	157	22%	93%	96%	7	146	
GA. Comm South	205	2%	1%	3%	94%	1009:04	1822:00	CSR	152	49	103	68%	73%	83%	77	2894	
Cellular Holdings	12	0%	0%	25%	75%	961:41	1774:35	BILLING	102	95	7	7%	95%	98%	6	56	
Intermedia	12	17%	8%	25%	50%	195:19	670:00										
ACSI	49	0%	0%	2%	98%	853:57	1682:01	BIRMINGHAM									
Nextlink	14	7%	0%	14%	79%	586:13	1448:55	RESIDENT RESALE	2897	2265	632	22%	82%	88%	21	1366	
TCCF	34	3%	0%	6%	91%	1017:25	1775:00	SMALL BUS RESALE	749	656	93	12%	94%	97%	8	220	
OPC	40	15%	5%	0%	80%	821:57	1810:55	UNE'S	910	693	217	24%	92%	96%	9	486	
TOTAL								BILLING	331	240	91	27%	93%	96%	7	152	

LCSC WEEKLY OPERATIONS REPORT

ATLANTA		SERVICE REP'S			HOURS WORKED			LSR'S					COST			QUALITY	
GROUP	@ WORK	TRAIN	ABS	REG	O.T.	TOTAL	REC	PROC	CXL'D	HOPPER	BKLG	CLARIFY	PLAN % EFFICIENCY	PLAN LSR'S / HOUR	ACTUAL LSR'S / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
Rhonda R AT&T	5.0	1.8	3.2	211.0	32.5	243.5	465	326	(188)	14	326	323		4.00	1.40		50.0
Rhonda AT&T	5.4	1.6	1.3	210.0	0.0	210.0	345	321	(27)	0	283	277		4.00	1.53		15.4
Joe AT&T	6.0	2.4	0.6	208.0	27.8	235.8	330	257	(87)	0	207	201		4.00	1.09		61.0
Paula UNE	3.8	1.2	1.1	122.5	66.0	188.5	131	131	(3)	0	27	19		1.50	0.69		41.4
Linda UNE	2.9	3.8	0.3	101.8	12.5	114.3	82	29	(35)	0	68	54		4.00	0.25		102.8
Scott MCI	4.4	0.6	3.0	210.0	18.5	228.5	564	486	(68)	15	78	78		4.00	2.19		43.8
Diane MCI	4.1	1.4	4.6	136.8	22.3	159.0	387	299	(35)	0	143	93		4.00	1.88		21.4
TOTAL CENTER	31.6	12.8	14.1	1200.0	179.5	1379.5	2304	1849	(443)	29	1132	1045			1.36		335.8

BIRMINGHAM																	
Shonda Resident	8.0	0.0	1.0	136.0	137.5	273.5	983	567	(316)	0	303	303		4.00	2.07		17.0
Tanya Residence	6.7	1.0	0.7	228.0	70.0	298.0	728	598	(97)	0	227	212		4.00	2.01		33.0
Casi Residence	8.3	0.7	0.3	256.3	96.0	352.3	945	723	(560)	0	127	121		4.00	2.05		34.0
Theresia Small Bus	10.6	3.1	0.0	392.0	168.0	560.0	1135	896	(182)	0	130	130		1.50	1.60		41.0
Tiffany UNE's	3.7	0.3	0.4	91.5	0.0	91.5	417	161	(256)	0	95	95		1.50	1.76		25.0
Diane UNE's	11.5	0.0	0.2	284.3	3.0	287.3	481	319	(166)	14	94	66		1.50	1.16		86.0
TOTAL CENTER	48.8	5.1	2.6	1388.0	474.5	1862.5	4689	3264	(1,577)	14	976	927			1.76		236.0
TOTAL LCSC	80.4	17.9	16.7	2588.0	654.0	3242.0	6993	5113	(2,020)	43	2108	1972			1.59		571.8

SERVICE											CLARIFICATIONS					
CLEC	LSR'S				LSR PROCESSING						CLEC	CLARIFICATIONS AGING				
	REC	FOC'd	BKLG	% IN CLARIF	AVG CYCLE	CENTER DURATION	CLARIFY DURATION	<24 HRS	24 TO 48 HOURS	>48 HRS		COUNT	<24 HRS	24 TO 120 HRS	>120 HRS	AVG
AT&T	1137	624	513	3%	22:48	19:53	103:30	72%	23%	5%	AT&T	741	9%	14%	77%	612:54
MCI	221	115	106	14%	67:40	47:48	144:38	37%	22%	40%	MCI	32	16%	19%	66%	17869:09
Sprint Metro	101	90	11	5%	14:55	14:50	1:38	84%	14%	2%	Sprint Metro	1	0%	0%	100%	753:33
National Tel	285	224	61	3%	19:19	18:02	45:01	80%	15%	5%	National Tel	23	26%	9%	65%	308:13
GA. Comm South	3239	2713	526	1%	28:38	28:10	41:08	59%	26%	15%	GA. Comm South	206	4%	14%	82%	966:04
Cellular Holdings	592	503	89	1%	38:46	38:20	72:22	33%	40%	27%	Cellular Holdings	14	14%	7%	79%	922:24
Intermedia	494	323	171	1%	40:57	39:10	182:17	40%	33%	27%	Intermedia	36	33%	25%	42%	140:27
ACSI - 7675	248	199	49	5%	32:19	24:43	145:00	62%	23%	15%	ACSI	51	0%	20%	80%	784:17
Nextlink	422	349	73	6%	50:29	48:58	26:30	22%	47%	31%	Nextlink	2	50%	50%	0%	43:43
TCCF	222	149	73	8%	42:08	39:37	31:53	33%	45%	21%	TCCF	27	4%	7%	89%	2369:29
OPC - 7452	424	341	83	3%	33:07	31:46	40:14	47%	32%	21%	OPC	26	12%	8%	81%	450:11
MS Cellular	218	182	36	1%	29:50	28:30	93:01	55%	28%	17%						
Supra	455	362	93	0%	10:50	10:50	0:00	85%	11%	4%	TOTAL	2883	9%	13%	78%	1188:30
DialTone, Inc	364	277	87	10%	45:21	36:03	96:46	51%	30%	20%						
LCI	169	134	35	1%	31:20	31:02	53:30	54%	32%	14%						
WinStar	261	184	77	6%	27:39	25:54	29:03	63%	26%	12%						
Interlink	1322	886	436	11%	58:12	46:25	108:45	33%	31%	36%						
TriComm	124	96	28	10%	47:12	39:55	72:54	47%	21%	32%	ATLANTA					
Easy Cellular	1138	814	324	7%	44:40	36:35	115:32	48%	28%	24%	AT&T RESALE	1074	165	13%	89%	11
Preferred Carrier	213	159	54	7%	51:55	47:48	58:56	41%	20%	40%	MCI RESALE	1049	180	15%	88%	9
Now Comm	702	548	154	5%	40:41	34:21	119:09	50%	27%	23%	UNE'S	500	135	21%	94%	7
Tel-Link	1694	1313	381	3%	44:02	40:39	120:44	39%	31%	30%	CSR	43	45	51%	79%	13
Jel Comm	513	330	183	6%	47:14	41:52	89:31	37%	30%	33%	BILLING	69	29	30%	91%	9
World Link	89	67	22	17%	40:34	30:35	58:02	16%	36%	17%	BIRMINGHAM					
Reconex	321	234	87	5%	42:14	36:55	99:33	45%	28%	28%	RESIDENT RESALE	2613	591	18%	71%	40
PPI - 7864	1002	685	317	7%	38:15	30:12	118:57	55%	31%	15%	SMALL BUS RESALE	627	92	13%	92%	9
ACSI - 7280	525	242	283	4%	41:12	37:39	97:35	51%	24%	25%	UNE'S	671	231	26%	85%	16
TOTAL	18136	13228	4908	5%	38:28	34:23	88:39	50%	29%	22%	BILLING	209	45	18%	92%	7

LCSC WEEKLY OPERATIONS REPORT

ATLANTA	SERVICE REP'S			HOURS WORKED			LSR'S						COST		QUALITY		
GROUP	@ WORK	TRAIN	ABS	REG	O.T.	TOTAL	REC	PROC	CXL'D	HOPPER	2B Proc	CLARIFY	PLAN % EFFICIENCY	PLAN LSR's / HOUR	ACTUAL LSR's / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
Rhonda R AT&T	6.9	0.4	2.7	244.8	23.5	268.3	416	292	(74)	0	9	416		4.00	1.09		52.4
Rhonda AT&T	4.9	1.8	2.1	146.8	9.0	155.8	337	283	(4)	0	8	361		4.00	1.82		23.0
Joe AT&T	7.1	1.2	1.1	248.8	0.0	248.8	519	423	(137)	0	118	243		4.00	1.70		66.5
Paula UNE	3.8	1.2	1.0	140.0	52.0	192.0	108	112	(3)	0	3	17		1.50	0.58		65.4
Linda UNE	2.4	4.0	0.8	83.0	12.5	95.5	59	27	(25)	0	10	55		4.00	0.28		87.4
Scott MCI	5.4	0.4	2.1	259.0	26.0	285.0	819	698	(138)	0	1	60		4.00	2.45		42.0
Diane MCI	5.6	1.4	3.0	187.5	43.3	230.8	557	402	(155)	0	11	92		4.00	1.74		7.2
TOTAL CENTER	36.1	10.4	12.8	1309.8	166.3	1476.1	2815	2237	(536)	0	160	1244			1.52		343.9

BIRMINGHAM

Shonda Resident	6.6	0.0	1.8	200.0	192.0	392.0	1146	853	(278)	0	34	284		4.00	2.18		20.0
Tanya Residence	7.0	0.0	0.6	264.0	179.5	443.5	1040	834	(51)	0	27	355		4.00	1.88		35.0
Casi Residence	6.6	0.0	1.4	276.8	95.1	371.9	1084	889	(195)	0	27	100		4.00	2.39		19.0
Theresia Small Bus	11.7	0.0	2.4	485.0	106.0	591.0	1185	821	(298)	0	41	155		1.50	1.39		32.0
Tiffany UNE's	4.5	1.2	0.7	127.5	8.5	136.0	323	190	(130)	0	11	87		1.50	1.40		34.0
Diane UNE's	9.2	0.0	1.1	332.0	59.0	391.0	492	527	31	0	4	86		1.50	1.35		70.0
TOTAL CENTER	45.6	1.2	8.0	1685.3	640.1	2325.4	5270	4114	(921)	0	144	1067			1.77		210.0

TOTAL LCSC

TOTAL LCSC	81.7	11.6	20.8	2995.0	806.4	3801.4	8085	6351	(1,457)	0	304	2311			1.67		553.9
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SERVICE

CLARIFICATIONS

MTD CLEC	LSR'S			LSR PROCESSING							CLEC	CLARIFICATIONS AGING				
	REC	FOC'd	BKLG	% IN CLARIF	AVG CYCLE	CENTER DURATION	CLARIFY DURATION	<24 HRS	24 TO 48 HOURS	>48 HRS		COUNT	<24 HRS	24 TO 120 HRS	>120 HRS	AVG
AT&T	2410	1631	779	6%	32:25	26:03	101:15	58%	35%	7%	AT&T	918	6%	19%	76%	596:21
MCI	351	174	177	25%	79:45	51:56	110:48	40%	23%	38%	MCI	46	17%	22%	61%	12506:37
Sprint Metro	178	165	13	6%	20:53	16:58	65:45	81%	15%	4%	Sprint Metro	3	0%	67%	33%	346:17
National Tel	406	316	90	4%	18:30	17:04	34:17	81%	13%	6%	National Tel	43	14%	28%	58%	275:22
GA. Comm South	4225	3711	514	2%	28:04	27:18	41:07	60%	24%	16%	GA. Comm South	290	5%	22%	73%	790:21
Cellular Holdings	885	772	113	1%	33:35	33:12	58:24	48%	34%	19%	Cellular Holdings	15	13%	20%	67%	270:59
Intermedia	703	492	211	1%	42:20	40:44	107:11	41%	33%	26%	Intermedia	77	4%	45%	51%	152:00
ACSI - 7675	360	310	50	7%	34:46	24:56	145:24	65%	23%	11%	ACSI	19	16%	21%	63%	574:18
Nextlink	495	435	60	7%	52:08	50:40	21:53	24%	43%	33%	Nextlink	5	60%	20%	20%	68:23
TCCF	276	201	75	15%	43:39	36:40	47:01	43%	40%	17%	TCCF	26	12%	12%	77%	983:40
OPC - 7452	448	373	75	3%	33:43	32:24	38:13	47%	32%	21%	OPC	12	0%	17%	83%	226:04
MS Cellular	293	248	45	2%	30:26	27:06	167:17	64%	23%	14%						
Supra	965	755	210	0%	16:59	16:57	19:09	75%	17%	8%	TOTAL	2874	10%	22%	68%	9357:04
DialTone, Inc	467	370	97	14%	51:48	33:50	130:40	54%	28%	18%						
LCI	191	148	43	3%	33:29	31:14	89:36	57%	30%	13%						
WinStar	318	241	77	8%	27:18	24:22	37:38	64%	25%	11%						
Interlink	1566	1154	412	13%	61:09	44:30	129:02	36%	31%	34%						
TriComm	124	96	28	11%	47:12	39:39	68:01	48%	20%	32%	ATLANTA					
Easy Cellular	1464	1106	358	9%	51:55	36:47	171:33	48%	29%	23%	AT&T RESALE	1201	380	24%	72%	37
Preferred Carrier	321	247	74	9%	52:42	42:16	117:46	48%	18%	34%	MCI RESALE	702	340	33%	69%	29
Now Comm	944	778	166	7%	39:49	31:57	109:57	56%	25%	20%	UNE'S	566	153	21%	87%	9
Tel-Link	2326	1928	398	3%	41:21	37:11	133:38	45%	31%	24%	CSR	28	43	61%	82%	9
Jet Comm	664	465	199	10%	49:52	39:43	106:33	41%	30%	29%	BILLING	96	16	14%	92%	7
World Link	128	101	27	17%	42:04	27:38	82:45	49%	35%	16%	BIRMINGHAM					
Reconex	464	369	95	6%	39:00	33:13	96:13	49%	30%	22%	RESIDENT RESALE	2077	569	22%	70%	40
PPI - 7864	1291	925	366	8%	42:14	29:37	162:31	58%	28%	14%	SMALL BUS RESALE	578	55	9%	96%	8
ACSI - 7280	707	417	290	11%	42:56	35:13	70:11	53%	26%	21%	UNE'S	561	119	18%	94%	8
TOTAL	25127	19466	5661	6%	39:21	33:03	100:59	52%	28%	19%	BILLING	184	48	21%	90%	7