

Law Offices
Messer, Caparello & Self
A Professional Association

215 South Monroe Street, Suite 701
Post Office Box 1876
Tallahassee, Florida 32302-1876
Telephone: (850) 222-0720
Telecopiers: (850) 224-4359; (850) 425-1942
Internet: www.lawfla.com

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RECORDS AND
REPORTING

August 2, 1999

BY HAND DELIVERY

Ms. Blanca Bayo, Director
Division of Records and Reporting
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Docket No. 990970-TP

Dear Ms. Bayo:

Enclosed for filing are an original and fifteen copies of Attachments 1 and 2 to the Complaint filed in this docket. These attachments were inadvertently left off of the complaint when filed.

By copy of this letter I am providing copies of the attachments to BellSouth Telecommunications, Inc. and all parties.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely,

Norman H. Horton, Jr.
Norman H. Horton, Jr.

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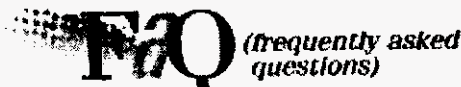
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FPSC-RECORDS/REPORTING









Q. What exactly is the BellSouth.net service?

A. BellSouth.net is a full-featured Internet access service from BellSouth that offers subscribers a variety of on-line connections, communication features and information, all in one convenient package.

Q. How much does it cost and what is the usage charge structure?

A. For regular analog connections, and 64K ISDN, the cost is \$19.95 per month for unlimited access or \$9.95 per month for 10 hours, then \$1.00 per hour after. Also, Value Term Pricing is now available - save 10% when you pay for one year in advance (\$215.40). Users subscribing to the "unlimited access" plan may make reasonable use of the service without paying more based on hourly usage, but this is not intended to be a full-time connection. A one-time set-up fee applies to all monthly bill plans. This fee is waived for customers who download the software and register online, register online using an existing set of software, or choose the term pricing option.

Q. How does the 30-Day Money-Back Guarantee Program work?

A. If you are not completely satisfied with your BellSouth.net service within the first 30 days, we will gladly credit your telephone bill or credit card for the basic monthly and set-up fees for your chosen payment plan. The Money-Back Guarantee is available only if:

- within 30 days after establishing your BellSouth.net account, you call 1 (800) 4DOTNET to request the credit and cancel your account;
- you have not violated the Service Agreement or Acceptable Use Policy; and
- you or someone else in your household has not previously received a credit from this Money-Back Guarantee offer or cancelled a BellSouth.net account during any previous free trial or other promotional service period.

This Money-Back Guarantee applies only to the standard monthly fees for basic Internet access service for the payment plan chosen, and does not apply to any additional-cost features or services ordered from BellSouth or any other party, or (for limited access plan users) to additional hours of usage beyond the 10 hours included in the standard rate for such plan. You will remain liable for any such additional charges incurred through your use of the service.

Q. How big is the e-mail box that comes with my subscription?

A. BellSouth.net e-mail boxes are limited to 3MB of capacity.

Q. Does BellSouth.net offer Additional E-mail boxes?

A. Yes, additional standard mailboxes are \$2.95 per box per month, with 3MB of space. Web based e-mail boxes are available for free.

Q. Does the unlimited access plan mean I can maintain a full-time connection?

A. Subscribers to "unlimited access" plans for dial users may make reasonable use of the Service without paying more based on hourly usage. These plans are not intended to provide full-time connections, however, and

Attachment 1

the Service may be disconnected after a significant period of inactivity or after sessions of excessive length. Subscribers should keep the connection open only when actively using it, and may not use any automatic method to avoid inactivity disconnect. Subscribers may not provide public or commercial information over such dial connections. BellSouth does offer dedicated connection services for such purposes. More information on full-time connection services from BellSouth can be found at the [BellSouth Business Services](#) home page.

Q. Does BellSouth.net offer 56K* modem access?

A. Yes, V.90 modem access is available for no additional charge in all BellSouth.net cities.

Q. What is the highest connection speed supported?

A. BellSouth.netSM supports 56K modem access in all cities with the new V.90 standard. 64K ISDN is also available in all areas at no additional charge above the current dial-up pricing plans (64K ISDN is currently not available in Georgetown). 128K ISDN is available in select cities for an additional charge. For more information on ISDN click [here](#). FastAccessTM ADSL is scheduled to be available in select cities, beginning late summer '98. More information about BellSouth.net [FastAccess](#).

Q. Does BellSouth.net offer ADSL service?

A. BellSouth.net will be offering FastAccessTM ADSL service in select cities, beginning late summer, 1998. Find out how you can [prequalify](#).

Q. Does BellSouth.net provide server space for subscribers to create their own personal home pages?

A. Yes, a 2MB space is just \$1.95 per month. BellSouth.net subscribers can sign up for the feature online in Member Services.

Q. What are the tech support hours?

A. Knowledgeable customer support is available toll free any time, 24 hours a day, seven days a week at 1-800-4DOTNET (1-800-436-8638).

Q. How many Usenet newsgroups does BellSouth.net carry?

A. Subscribers have access to over 21,000 newsgroups.

Q. Where is the BellSouth.net service available?

A. BellSouth.net is available in 9 southeastern states. [Click here](#) to find out if you live in an area serviced by BellSouth.net.

Q. What equipment do I need in order to use regular BellSouth.net dial-up service?

A. You will need a personal computer that meets or exceeds the following requirements:

Windows 3.x

386SX processor
16 MB of RAM
(recommended)
14.4 kbps Hayes or
Hayes-compatible
modem (28.8 or higher
recommended)
14 MB of free hard
disk space

Windows 95/NT 4.0

486SX processor
(Pentium for NT 4.0)
16 MB of RAM (24 MB
for NT 4.0)
14.4 kbps Hayes or
Hayes-compatible
modem (28.8 or higher
recommended)
45 MB of free hard
disk space

Macintosh

System 7.1 or higher
16 MB of RAM
(recommended)
14.4 kbps Hayes or
Hayes-compatible
modem (28.8 or higher
recommended)
14 MB of free disk
space

Q. Can I use my Macintosh to connect to the service?

A. Macintosh software is now available from BellSouth.net. Go to the [Become a Member](#) page to download the customized Netscape Navigator 3.01

Browser for Macintosh. A customized version of Netscape Communicator 4.04 will be available soon.

Q. What browser is used with the BellSouth.net service?

A. A customized version of Netscape Communicator 4.04 for Windows 95/NT, and a customized version of Netscape Navigator 3.01 for Windows 3.x and Macintosh. Windows 3.x and Macintosh versions of Communicator are available for download after you sign up for service.

Q. What if I already have Netscape software on my computer?

A. Netscape software will allow more than one copy of the software to run on a PC. However, the BellSouth.net version will provide you with customized features not available on any other Netscape browser.

Q. Can I use a different browser than Netscape with the BellSouth.net service?

A. If you already have a different browser and dialer that you prefer to use, you can sign up for BellSouth.net service and configure your own system by going to the Become a Member page in this site and selecting Option 2. However, the BellSouth.net Help Desk does not currently provide technical support for other browsers. Right now, in order to register for our Internet service, you must use the customized Netscape browser that comes with the service. After you have registered for the BellSouth.net service, you can use other browsers to surf the Internet if you prefer.

Soon, BellSouth.net will be providing customized versions of other leading browsers that can be used to register and surf the Internet. At that time, we will provide technical support for those browsers. An announcement will appear on the BellSouth.net home page when they are available.

Q. Is the software hard to install?

A. We hope that we have made it easy for you. The physical software consists of either one CD-ROM or five disks with easy-to-follow off-line and on-line instructions. Or, you can download it with a touch of a button from this site. Plus, the help desk is available 24 hours a day, seven days a week to answer your questions.

Q. Do I need a separate phone line to go on-line?

A. A separate line is only necessary if you want to keep your original phone line clear during on-line sessions, for incoming and outgoing calls.

Q. Do you provide access to Newsgroups?

A. Yes. The BellSouth.net service is a one-stop resource for Web and Newsgroup information in your town and around the world.

Q. How is the BellSouth.net service customized to my local area?

A. The BellSouth.net home page gives you fast access to local and global information such as events, sports, directions, restaurants, weather, and more. You can also easily access this information about other geographic areas of interest.

Q. What does the BellSouth.net service do to help parents control children's access to objectionable material on the Internet?

A. BellSouth.net helps direct customers to some of the best site blocking resources on the Internet. BellSouth.net customers also have the opportunity to purchase popular site blocking software at significantly reduced prices.

Q. Does BellSouth.net offer ISDN service?

A. 64K (also known as single channel) ISDN is available at no additional charge above the current dial-up pricing plans in all cities except Georgetown. 128K (also known as dual channel) ISDN is currently available in the following cities:

- Atlanta, GA
- Birmingham, AL
- Charlotte, NC
- Chattanooga, TN
- Ft. Lauderdale, FL
- Jacksonville, FL
- Knoxville, TN
- Louisville, KY
- Memphis, TN
- Miami, FL
- New Orleans, LA
- Orlando, FL
- Raleigh, NC
- West Palm Beach, FL

At this time, ISDN customers can initiate the registration process by calling 1-800-4DOTNET or through automatic registration with BellSouth.net service software. Interested subscribers are responsible for hardware and monthly ISDN line connectivity separately on their end.

If you do not already have an ISDN line, and you would like one, please call 1-800-858-9413. If you would like a BellSouth representative to contact you please send an e-mail message to webmaster@bellsouth.net containing your name, address, and telephone number.

Additional information about ISDN service is available on the BellSouth home page.

Q. Is there a set-up fee for a PPP account?

A. Yes. However, our set-up fee will be waived if you download the software and register online, register online using your existing browser, or choose the term pricing option.

Q. Can I have my BellSouth.net service charged billed to my BellSouth telephone bill?

A. Yes. Just choose the *telephone billing* option during the registration process. Please make sure to have a copy of your local telephone bill available when you register.

*Actual connect speeds vary.

BellSouth 'Industry First' Sets Pace for Internet Access Packaging

Promotion Offers Unlimited BellSouth.netSM Internet Service for \$12.95 a Month for BellSouth^(R) Complete Choice^(R) Plan Customers

BellSouth (NYSE:BLS) has just made communications for the home simpler and more affordable by combining two of its most popular services - BellSouth.netSM Internet access service and the Complete Choice^(R) plan. The new value package gives consumers unlimited Internet access for \$12.95 a month with the purchase of BellSouth's Complete Choice calling plan, a customized package of up to 20 advanced calling features, such as Caller ID and Call Waiting Deluxe, plus local phone service. The special offer sets a new threshold for packaging of services among major U.S. communications companies.

Beginning April 1 and continuing through June 30, customers who sign up for BellSouth.net service and Complete Choice will receive the reduced price point for unlimited Internet access. BellSouth.net service currently retails for \$19.95 per month; the price for Complete Choice varies by state, averaging about \$30 per month and includes basic dial-tone service and customers' choice of advanced calling features.

"Customers want simple, straightforward packages of communications services from one company, and we're in the position to deliver these combined services to customers at a significant savings," said Sue McLaughlin, president, BellSouth Consumer Services. "No other provider has combined local telecommunications services with discounted Internet access in such a promotion before."

The package pairs two of the company's most successful services: BellSouth.net Internet service and Complete Choice. BellSouth.net service has more than doubled its subscriber base every year since launching nearly three years ago and consistently ranks among top U.S. Internet access services for quality and reliability. Complete Choice has been the most successful service offering in BellSouth's history, attracting nearly four million subscribers and \$2 billion in sales in three years.

The BellSouth.net service/Complete Choice offering will be available to consumers who currently subscribe to either service, but would like to add the additional service, as well as consumers who would like to sign up for both services at once. To qualify for this on-going special rate, which is billed on the BellSouth telephone bill, customers must order the services before midnight on June 30.

"This combination of Internet and telecommunications services positions BellSouth as a leader in offering customers one stop for the most advanced communications services available," according to Ray Smets, president of BellSouth.net Inc. "This package of services is an important part of a comprehensive mass market Internet strategy designed to double BellSouth's Internet subscriber base by the end of 1999. These initiatives along with our reputation as a provider of high quality Internet and communications services are a winning strategy for BellSouth and our customers."

Industry trends indicate that consumers want simplicity, value and a single source communications provider. Research conducted by Forrester Research shows 83 percent of U.S. households already purchase an additional communications service beyond local and long distance telephone services. And research conducted by The Yankee Group indicates 69 percent of households using multiple communications technologies would use one company for all communication and entertainment needs if given the choice.

Customers can sign up for the BellSouth.net service/Complete Choice promotion by calling the BellSouth Service Center at 557-6500 (in Alabama, Kentucky, Louisiana, Mississippi and Tennessee) or 780-2355 (in Florida, Georgia, North Carolina and South Carolina), or by accessing the Complete Choice Web site at www.bellsouth.com/ordering.

BellSouth.net Internet service has more than 450,000 customers in 47 markets across the Southeast. The service provides customers with a free BellSouth-branded Internet browser in both Windows^(R) and Macintosh^(R) versions, electronic mail and free access to expert Help Desk service 24 hours a day, seven days a week. BellSouth.net pricing plans include BellSouth's charges for connection to its local Internet network and the Global Service Provider's charges for connection to the global Internet.

BellSouth (NYSE:BLS) is a \$23 billion communications services company. It provides telecommunications, wireless communications, cable and digital TV, directory advertising and publishing, and Internet and data services to nearly 34 million customers in 19 countries worldwide. For more information on BellSouth, visit the Web site at www.bellsouth.com