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BELLSOUTH TELECOMMUNICATIONS, INC.
DIRECT TESTIMONY OF RONALD M. PATE
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 000649-TP

August 17, 2000

Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC. AND YOUR BUSINESS ADDRESS.

A. My name is Ronald M. Pate. I am employed by BellSouth Telecommunications, Inc. ("BellSouth") as a Director, Interconnection Services. In this position, I handle certain issues related to local interconnection matters, primarily operations support systems ("OSS"). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I graduated from Georgia Institute of Technology in Atlanta, Georgia, in 1973, with a Bachelor of Science Degree. In 1984, I received a Masters of Business Administration from Georgia State University. My professional career spans over twenty-five years of general management experience in operations, logistics management, human resources, sales and marketing. I joined BellSouth in 1987, and have held various positions of increasing responsibility.

1

2 Q. HAVE YOU TESTIFIED PREVIOUSLY?

3

4 A. Yes. I have testified before the Public Service Commissions in Alabama,
5 Florida, Georgia, Louisiana, South Carolina, the Tennessee Regulatory
6 Authority and the North Carolina Utilities Commission.

7

8 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

9

10 A. The purpose of my testimony is to provide BellSouth's position on Issue Nos.
11 1, 78, 80, 81, 83, 89, 90, 91 and 96A raised by MCImetro Access Transmission
12 Services, LLC ("MCI") in its Petition for Arbitration filed with the Florida
13 Public Commission ("Commission") on May 26, 2000.

14

15 *Issue 1: Should the electronically ordered NRC apply in the event an order is*
16 *submitted manually when electronic interfaces are not available or not*
17 *functioning within specified standards or parameters?*

18

19 Q. WHICH PARTS OF THE ABOVE ISSUE ARE YOU ADDRESSING?

20

21 A. My testimony addresses BellSouth's obligation to provide nondiscriminatory
22 access to BellSouth's OSS. Ms. Cindy Cox provides BellSouth's position on
23 Issue #1 in her testimony.

24

25

1 Q. PAGE 5, PARAGRAPH 10 OF MCI'S PETITION STATES THAT
2 "BELLSOUTH IS UNREASONABLE AND DISCRIMINATORY, 47 U.S.C.
3 251 (c) (3), AND DOES NOT PROVIDE PARITY WHEN IT PROVIDES
4 AND CHARGES ALTERNATIVE LOCAL EXCHANGE CARRIERS
5 ("ALECS") FOR A MANUAL PROCESS, WITHOUT MAKING AN
6 ELECTRONIC PROCESS AVAILABLE, WHEN BELLSOUTH PROVIDES
7 AN ELECTRONIC PROCESS FOR ITS RETAIL BUSINESS." DO YOU
8 AGREE?

9
10 A. No. MCI does not offer any specific information to support its suggestion that
11 BellSouth is acting in a discriminatory manner, and I disagree strongly with
12 this claim. I am not aware of any situation of the type described by MCI on
13 page 5, paragraph 10 of its petition, where BellSouth" does not provide parity
14 when it provides and charges alternative local exchange carriers ("ALECs") for
15 a manual process, without making an electronic process available, when
16 BellSouth provides an electronic process for its retail business." Thus, the
17 issue referenced by MCI is not an issue at all.

18 Q. WHAT IS THE PRIMARY TYPE OF SERVICE REQUESTS THAT MCI
19 SENDS TO BELLSOUTH FOR WHICH THEY PAY MANUAL
20 CHARGES?

21
22 A. At present, it appears that MCI is submitting Local Service Requests ("LSRs")
23 for primarily Unbundled Network Elements ("UNEs") in Florida and choosing
24 to send most of these LSRs manually. Such service requests incur manual
25 ordering charges. It also appears that many of the LSRs that MCI is submitting

1 manually could be submitted electronically through one of the following
2 electronic interfaces offered by BellSouth: Local Exchange Navigation System
3 (“LENS”), Telecommunications Access Gateway (“TAG”), RoboTAG™ and
4 Electronic Data Interchange (“EDI”). LSRs submitted through one of these
5 interfaces would be assessed an electronic ordering charge.

6
7 LSRs for most complex services must be submitted manually. However, the
8 manual processes BellSouth uses for complex resold services offered to MCI
9 are accomplished in substantially the same time and manner as the processes
10 used for BellSouth’s retail complex services. BellSouth retail service orders for
11 similar complex retail services also utilize manual processes. Because the
12 same manual processes are in place for both MCI and BellSouth retail orders,
13 the processes are nondiscriminatory and competitively neutral.

14
15 For certain resale and UNE services that must be submitted manually,
16 BellSouth complies with the FCC requirement expressed in paragraph 87 of its
17 Order on BellSouth's second 271 application for Louisiana, where the FCC
18 reiterated its requirement as it had stated in the Ameritech Michigan Order and
19 in the Local Competition First Report and Order “that a BOC must offer access
20 to competing carriers that is analogous to OSS functions that a BOC provides
21 to itself. Access to OSS functions must be offered in ‘substantially the same
22 time and manner’ as the BOC. For those OSS functions that have no retail
23 analogue . . . a BOC must offer access sufficient to allow an efficient
24 competitor a meaningful opportunity to compete.” Since BellSouth complies
25 with applicable FCC requirements with respect to its OSS, it is not clear why

1 MCI believes that it should be permitted to avoid paying manual ordering
2 charges when MCI submits an LSR manually.

3

4 Q. DID THE FCC DEFINE NON-DISCRIMINATORY ACCESS TO
5 OPERATIONS SUPPORT SYSTEMS?

6 A. Yes. The Federal Communications Commission (“FCC’s”) August 8, 1996
7 Order in Docket No. 96-98 (“FCC August 8 Order”), at paragraph 312,
8 indicates generally that the quality of access to unbundled network elements
9 must be comparable among competitive (alternative) local exchange carriers
10 (“ALECs”), and between ALECs and BellSouth. More specifically, paragraph
11 518 of the FCC’s August 8 Order states that “if competing carriers are unable
12 to perform the functions of pre-ordering, ordering, provisioning, maintenance
13 and repair, and billing for network elements and resale services **in**
14 **substantially the same time and manner** that an incumbent can for itself,
15 competing carriers will be severely disadvantaged, if not precluded altogether,
16 from fairly competing. Thus providing non-discriminatory access to these
17 support system functions, which would include access to the information such
18 systems contain, is vital to creating opportunities for meaningful competition.”
19 (Emphasis added.)

20

21 Q. HAS THE FCC SUBSEQUENTLY REAFFIRMED THIS DEFINITION?

22

23 A. Yes. In paragraph 87 of its Order on BellSouth's second 271 application for
24 Louisiana, the FCC reiterated its requirement as it had stated in the Ameritech
25 Michigan Order and in the Local Competition First Report and Order “that a

1 BOC must offer access to competing carriers that is analogous to OSS
2 functions that a BOC provides to itself. Access to OSS functions must be
3 offered in 'substantially the same time and manner' as the BOC. For those
4 OSS functions that have no retail analogue . . . a BOC must offer access
5 sufficient to allow an efficient competitor a meaningful opportunity to
6 compete."

7

8 Q. DOES BELLSOUTH PROVIDE ALECs NONDISCRIMINATORY ACCESS
9 TO ITS OSS?

10

11 A. Yes. BellSouth provides ALECs nondiscriminatory access to its OSS
12 functions for pre-ordering, ordering, provisioning, maintenance and repair, and
13 billing through robust and reliable manual and electronic interfaces. The
14 electronic interfaces are: Local Exchange Navigation System ("LENS"),
15 Telecommunications Access Gateway ("TAG"), RoboTAG™, Electronic Data
16 Interchange ("EDI"), Trouble Analysis and Facilitation Interface ("TAFI"), and
17 Electronic Communication Trouble Administration ("ECTA"). Additionally,
18 BellSouth's OSS interfaces for ALECs are operated and available on a regional
19 basis and so the same access is available everywhere, not just in Florida.

20

21

22 Q. DOES NON-DISCRIMINATORY ACCESS MEAN ALL SERVICES MUST
23 BE ORDERED ELECTRONICALLY?

24

25

1 A. No. Nondiscriminatory access does not require that all information and
2 functions for ALECs must be electronic and involve no manual handling.
3 Many of BellSouth's retail services, primarily complex services, involve
4 substantial manual handling by BellSouth account teams for BellSouth's own
5 retail customers. Nondiscriminatory access to certain functions for ALECs
6 also legitimately may involve manual processes for these same functions.
7 These processes are in compliance with the Act and the FCC's rules.

8
9 Q. PLEASE EXPLAIN WHEN BELLSOUTH APPLIES THE ELECTRONIC
10 AND THE MANUAL ORDERING CHARGES.

11
12 A. BellSouth charges the electronic charge for LSRs that are submitted over any
13 of BellSouth's electronic interfaces. BellSouth applies the manual ordering
14 charge for LSRs submitted manually to BellSouth's Local Carrier Service
15 Center ("LCSC") via e-mail, facsimile, U.S. Mail, or similar method.

16
17 Q. WILL MCI PAY ELECTRONIC ORDERING CHARGES FOR CERTAIN
18 MANUALLY SUBMITTED ORDERS?

19
20 A. Yes. BellSouth has agreed to charge MCI electronic ordering charges for
21 complete and accurate LSRs that MCI must submit manually when
22 BellSouth's existing electronic interface utilized by MCI are unavailable for
23 reasons other than scheduled maintenance, provided the down time does not
24 occur outside the scheduled maintenance window or for other reasonable
25 scheduled activities for which reasonable advance notification is provided by

1 BellSouth, and provided the activities do not occur outside the scheduled
2 window. However, MCI should not be permitted to avoid manual charges in a
3 wholesale fashion as MCI seeks to do.

4
5 *Issue 78: How should credit information be provided to MCIW?*

6
7 Q. WHAT IS BELLSOUTH'S UNDERSTANDING OF MCI'S POSITION ON
8 THIS ISSUE?

9
10 A. Based on my understanding, MCI's position on this issue is that the parties
11 should provide credit information to a mutually agreed upon third party credit
12 reporting agency.

13
14 Q. HAS MCI PREVIOUSLY REQUESTED ACCESS TO BELLSOUTH'S
15 CUSTOMER SERVICE RECORDS AND GIVEN ACCESS TO CREDIT
16 HISTORY INFORMATION WITHIN FLORIDA?

17
18 A. Yes. In Docket 960846-TP, MCI requested that BellSouth provide access to
19 credit information contained on its CSRs, and the Commission agreed with this
20 request. At the direction of the Commission, BellSouth developed its Encore
21 Electronic Interface Release 1.0, in October 1997 in order to provide MCI with
22 access to Customer credit information on the CSRs. Since that date, MCI has
23 had electronic access to this information.

24
25 Q. WHAT IS MCI NOW ASKING FOR RELATIVE TO CREDIT HISTORY?

1

2 A. Instead of wanting customer credit information on BellSouth's CSRs, MCI
3 now wants BellSouth to provide credit information to a mutually agreed upon
4 third party credit reporting agency. In MCI's proposed Interconnection
5 Agreement, Attachment 8, 1.7.8.7 it proposes the National Consumer
6 Telecommunications Data Exchange ("NCTDE"). MCI fails to adequately
7 explain why the existing credit history information available in Florida from
8 BellSouth's CSRs is not sufficient for MCI's needs, particularly when this is
9 the form of access MCI requested three years ago.

10

11 Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

12

13 A. BellSouth's position on this issue is that MCI should obtain credit information
14 in Florida utilizing the information presented on the Customer Service Record
15 for any BellSouth account which has not been restricted by the end user, via
16 BellSouth's pre-ordering functionalities, LENS, TAG or RoboTAG™.

17

18 Q. WHAT CREDIT HISTORY INFORMATION IS AVAILABLE TO MCI VIA
19 LENS, TAG or RoboTAG™ FOR MCI'S END USERS OR FOR ANY
20 BELLSOUTH ACCOUNT WHICH HAS NOT BEEN RESTRICTED BY
21 THE END USER?

22

23 A. BellSouth currently provides MCI with electronic access to a customer's credit
24 history consisting of a Credit Class code, twelve months Treatment History
25 codes, and twelve Months Returned Check History codes.

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Q. DO YOU AGREE WITH MCI'S ATTACHMENT 8, PAGES 10-11 AS IT RELATES TO CUSTOMER PAYMENT HISTORY FOR UNPAID CLOSED ACCOUNTS ("UCAs")?

A. No. The information that MCI wants BellSouth to provide through the NCTDE goes beyond that which BellSouth routinely provides through NCTDE, and MCI has not explained why this additional information is even necessary.

BellSouth is a member of the Board of Directors of the NCTDE and has contributed data on BellSouth residential customer UCAs for the period November 1997 through the present date. BellSouth contributes weekly updates to NCTDE on residential customer UCAs. This information includes:

- Customer name and address
- Customer Social Security Number
- BellSouth Account number
- Installation and Disconnect dates
- Balance Due
- Status Information: Such as updated payment information and reason for disconnect

BellSouth contributes all of the NCTDE required data to Equifax, which formats the information for NCTDE. The additional information MCI seeks –

1 previous phone number and toll service history – is not data required by
2 NCTDE and is not provided by BellSouth.

3

4 Q. CAN MCI OBTAIN ACCESS TO THE INFORMATION BELLSOUTH
5 CONTRIBUTES TO NCTDE?

6

7 A. Yes. MCI, like any other ALEC, may choose to participate in the NCTDE, in
8 which case it can readily obtain all of the credit information contributed by
9 BellSouth on its residential customer UCAs.

10

11

12 *Issue 80: Should BellSouth be required to provide an application to application*
13 *access service order inquiry process?*

14

15 Q. WHAT DO YOU UNDERSTAND MCI IS REQUESTING REGARDING
16 ISSUE 80?

17

18 A. My understanding is that MCI is requesting BellSouth to develop an
19 application-to-application electronic interface to process service inquiries (pre-
20 ordering) for its access service requirements. MCI indicates that pre-order
21 information on Unbundled Network Elements (“UNEs”) is required
22 electronically via this process.

23

24 Q. WHAT IS BELLSOUTH’S POSITION ON THIS ISSUE?

25

1 A. BellSouth should not be required to provide an application-to-application
2 access service order inquiry process. BellSouth currently provides non-
3 discriminatory access to its OSS for pre-ordering for network elements and
4 resale services pursuant to Section 251 of the Telecommunications Act of 1966
5 (“Act”). Access services are not part of BellSouth’s obligations under the Act
6 and MCI should not be permitted to use this arbitration to try to enhance its
7 interexchange service offerings.

8
9 Q. DOES MCI NEED A NEW INTERFACE FOR ACCESS SERVICE ORDER
10 INQUIRIES IN ORDER TO OBTAIN PRE-ORDERING INFORMATION
11 ELECTRONICALLY FOR UNBUNDLED NETWORK ELEMENTS, AS
12 DESCRIBED BY MCI ON PAGE 70 OF ITS PETITION?

13
14 A. No. MCI’s claim that MCI needs the Access Service Request (“ASR”)
15 interface in order “to obtain pre-order information electronically for UNEs...”
16 is wrong. The national standard for ordering UNEs and resale services is
17 through the submission of an LSR, not an ASR. BellSouth provides electronic
18 pre-ordering functionality for UNEs and resale services via LENS,
19 RoboTAG™, and TAG. Thus, the electronic pre-ordering functionality MCI
20 seeks is available through the LSR process

21
22 Q. MCI CLAIMS ON PAGE 70 OF ITS PETITION THAT MCI USES ASRs
23 “TO ORDER, AMONG OTHER THINGS, INTERCONNECTION TRUNKS
24 AND UNES FOR LOCAL SERVICE.” HOW DO YOU RESPOND?

25

1 A. While conceivably MCI could use an ASR to order certain UNEs, there is no
2 requirement that MCI do so. In fact, all UNEs offered by BellSouth can be
3 ordered via an LSR, which would give MCI the electronic pre-ordering
4 functionality it claims it needs to provide local service. Although
5 interconnection trunks are ordered via an ASR, interconnection trunks are used
6 to provide much more than local service and, in any event, are not “unbundled
7 network elements”. MCI has been using an ASR to order interconnection
8 trunks for its long distance services for years, and MCI’s request for an ASR
9 interface appears to be an effort to improve the manner in which MCI orders
10 access services, which is obviously beyond the scope of this proceeding.

11

12 Q. WHAT ORDERING SYSTEM HAS BEEN PROVIDED FOR SUBMITTING
13 ACCESS SERVICE REQUESTS?

14

15 A. BellSouth has provided the Exchange Access Control and Tracking
16 (“EXACT”) electronic ordering system for the provisioning of ASRs submitted
17 by interexchange carriers (“IXCs”). IXCs may submit ASRs directly to
18 EXACT or submit ASRs via a dial-up to the BellSouth TELIS Access
19 Ordering System that downloads ASRs to EXACT. Users of TELIS Access
20 Ordering System may access The Interexchange Carrier Reference (“ICREF”)
21 to obtain pre-ordering functions of address validations, check Network
22 Channel (“NC”) and Network channel Interface (“NCI”) codes, and to verify
23 busy Connecting Facility Assignments (“CFAs”). It is not clear why MCI
24 believes that BellSouth must enhance the pre-ordering capabilities for ASRs.

25

1

2 *Issue 81: Should BellSouth provide a service inquiry process for local services as a*
3 *preordering function?*

4

5 Q. PLEASE EXPLAIN YOUR UNDERSTANDING OF MCI'S REQUEST FOR
6 A LOCAL SERVICE INQUIRY ("SI") AS A PRE ORDERING FUNCTION.

7

8 A. My understanding of MCI's request is that MCI wants BellSouth
9 to make the SI process available as a preordering function on any local service
10 request. Further, the SI process would be applied at MCI's discretion and I
11 presume that MCI desires an electronic capability.

12

13 Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

14

15 A. BellSouth currently provides a SI process for ALECs for local services when
16 appropriate. The SI process provided to MCI is accomplished in substantially
17 the same time and manner as BellSouth does for itself.

18

19 Q. DESCRIBE THE SI PROCESS AVAILABLE TO ALECs?

20

21 A. The availability of facilities on selected services for both ALECs and
22 BellSouth's Retail units is determined via the SI process. The ALEC initiates
23 this process by submitting a SI to its BellSouth Account Team ("AT") or the
24 Complex Resale Support Group ("CRSG") along with its Local Service
25 Request ("LSR"). If the ALEC desires to have BellSouth immediately order

1 the service once the SI is complete and compatible facilities are availability,
2 the ALEC submits a LSR and a SI to the AT/CRSG. This is referred to as a SI
3 with a firm order. The AT/CRSG sends the SI to the Service Activation Center
4 ("SAC") to determine if compatible facilities exist for the requested service
5 and if so, reserve the facilities for the ordering ALEC. The SAC returns the
6 completed SI form to the CRSG. If compatible facilities exist, the AT/CRSG
7 forwards the LSR to the Local Carrier Service Center ("LCSC") for order
8 issuance. If compatible facilities do not exist, the CRSG notifies the ALEC via
9 electronic mail.

10

11 Q. IS THE SI PROCESS APPLICABLE FOR ALL SERVICE REQUESTS
12 SUBMITTED BY ALECs?

13

14 A. No. The availability of facilities for simple services, some complex services
15 and some types of loops, such as 2-wire unbundled voice grade loops, is not
16 determined via the SI process for ALECs or BellSouth's Retail units. The
17 availability of facilities for these services is determined during the service
18 order provisioning process. The SI process is utilized only when it is necessary
19 to determine whether facilities are available that meet certain technical
20 requirements for the particular service(s) to be provided. Such an inquiry is
21 not necessary for the services mentioned above.

22

23 Q. HOW ARE AVAILABILITY OF FACILITIES DETERMINED FOR
24 SERVICES WHERE A SI IS NOT INITIATED?

25

1 A. Availability of facilities are determined as part of the provisioning cycle.
2 When a LSR submitted by a ALEC has successfully passed through the various
3 edits and formatting checks, the LSR is translated into a service order which
4 can be accepted by BellSouth's downstream legacy systems for provisioning of
5 the requested service. As an example, one such downstream system is the Loop
6 Facility Assignment Control System ("LFACS"). LFACS selects loop
7 facilities which serve the address(es) on the service order as a function of the
8 provisioning cycle.

9 .

10 Q. WHAT ARE BELLSOUTH'S 319 REMAND OBLIGATIONS REGARDING
11 LOOP QUALIFICATION?

12

13 A. It is my understanding that 47 C.F.R. §51.319 (g) requires BellSouth to make
14 available, as part of its duty to provide access to the pre-ordering function,
15 nondiscriminatory access to the same detailed information about the loop that
16 is available to BellSouth.

17

18 Q. HOW IS BELLSOUTH MEETING ITS OBLIGATIONS?

19

20 A. BellSouth has developed procedures to provide ALECs detailed loop make-up
21 information as a pre-ordering function via the SI process. This process is
22 available to any ALEC that is interested in incorporating these procedures into
23 their interconnection agreement. Additionally, BellSouth is developing an
24 electronic loop make-up data query to allow the ALECs to obtain loop make-
25 up information electronically. BellSouth began Beta testing of electronic

1 access to pre-order loop make-up information on July 31, 2000 with selected
2 ALECs. Once the Beta testing is completed, BellSouth will begin Service
3 Readiness Testing ("SRT") for interested ALECs. These processes will provide
4 sufficient information to allow the ALEC to make a decision about whether the
5 loop is capable of supporting the services and equipment the ALEC intends to
6 install prior to submitting a firm order for that loop.

7

8 Q. PLEASE DESCRIBE THE LOOP MAKE-UP SI PROCESS.

9

10 A. Loop make-up is defined as the physical characteristics of the loop facilities,
11 starting at the BellSouth Central Office listed in sequential order and ending at
12 the serving distribution terminal. Loop make-up consists of such things as
13 cable gauge and length, bridged taps, load coils, presence of Digital Loop
14 Carrier ("DLC") and other equipment that is part of the local loop facilities.

15

16 MCI completes BellSouth's Loop Make-up SI form ("form") filling in the
17 "Customer Information" section indicating if it wants the loop make-up by
18 telephone number or address. MCI submits the form to the BellSouth's
19 Account Team or Complex Resale Support Group ("CRSG"). The CRSG
20 forwards the form to the BellSouth's Outside Plant Engineering Service
21 Activation Center ("SAC").

22

23 If MCI indicates it wants the make-up by telephone number, the SAC will
24 return a specific make-up for the requested telephone number. If MCI indicates

25

1 it wants the make-up by address, the SAC will return a specific make-up for
2 the requested address.

3

4

5 Q. HAS THE FEDERAL COMMUNICATION COMMISSION (“FCC”)

6

7 ADDRESSED THIS ISSUE?

8

9 A. Yes. Paragraph 426 of the Federal Communication Commission’s (“FCC”)
10 Third Report and Order and Fourth Further Notice of Proposed Rulemaking
11 (“UNE Remand Order”) in CC Docket No. 96-98 and released on November 5,
12 1999, states that “this Commission should clarify that the pre-ordering function
13 includes access to loop qualification information. Loop qualification
14 information identifies the physical attributes of the loop plant (such as loop
15 length, the presence of analog load coils and bridge taps, and the presence and
16 type of Digital Loop Carrier) that enable carriers to determine whether the loop
17 is capable of supporting xDSL and other advanced technologies.”

18

19 The FCC further states in paragraph 427 that “an incumbent Local Exchange
20 Carrier (“LEC”) must provide the requesting carrier with nondiscriminatory
21 access to the same detailed information about the loop that is available to the
22 incumbent, so that the requesting carrier can make an independent judgment
23 about whether the loop is capable of supporting the advanced services
24 equipment the requesting carrier intends to install.”

25

1 BellSouth's current process of providing loop make-up via an SI as part of pre-
2 ordering is for compliance with this Order. In other words, loop make-up is
3 provided as a "front-end" pre-ordering function so that MCI can determine up-
4 front if compatible loop facilities exist for the intended service. Once this
5 determination is made, MCI then submits a LSR to order the loop.

6
7 Q. SHOULD BELLSOUTH BE REQUIRED TO PROVIDE ANY
8 ADDITIONAL SI PROCESS FOR LOCAL SERVICES?

9
10 A. No. BellSouth provides ALECs with access to the necessary information for
11 requesting services in substantially the same time and manner as BellSouth
12 provides its retail units. Therefore, BellSouth should not be required to
13 provide any other SI process particularly as part of the pre-ordering process.

14
15 *Issue 83: Should BellSouth be required to provide downloads of the RSAG*
16 *database without license agreements?*

17
18 Q. WHAT DO YOU UNDERSTAND THAT MCI IS REQUESTING OF
19 BELLSOUTH IN THE AREA OF RSAG DOWNLOADS?

20
21 A. My understanding of MCI's request is that MCI wants BellSouth to provide
22 database downloads of the BellSouth Regional Street Address Guide
23 ("RSAG") through a mutually agreeable electronic means, in a file format and
24 record layout defined to BellSouth. Further, BellSouth should provide updates
25 via subsequent downloads of the entire database, as requested by MCI, but no

1 more frequently than weekly. MCI feels that a License Agreement should not
2 be required.

3

4 Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

5

6 A. BellSouth has agreed to provide MCI a download of the RSAG at MCI's
7 expense. However, MCI must execute a licensing agreement ensuring that
8 any download of the RSAG database will be used only for the functions of
9 pre-ordering and ordering of local services from BellSouth and making clear
10 that BellSouth does not warrant the information contained in the database.

11

12 Q. WHAT IS THE RSAG?

13

14 A. RSAG is a BellSouth database that contains street addresses validated to be
15 accurate with state and local governments. This information is used to ensure a
16 consistent and accurate address for the purposes of matching loop facilities
17 available to an end user customer address and for dispatching outside field
18 technicians. BellSouth provides to ALECs access to the RSAG database on a
19 per transaction basis, through the LENS and the TAG pre-ordering electronic
20 interfaces. After the end user provides a street address, in order to validate the
21 address, the BellSouth or ALEC service representative sends an inquiry to, and
22 receives a response from the RSAG data base. Since the RSAG database is
23 updated nightly the ALECs have access to the most current and up-to-date
24 information contained in the RSAG database. The RSAG database returns

25

1 information without preference to whether the request originated from a ALEC
2 or from BellSouth.

3

4 Q. IS BELLSOUTH WILLING TO PROVIDE MCI WITH A DOWNLOAD OF
5 RSAG IN ADDITION TO THE ELECTRONIC ACCESS CURRENTLY
6 AVAILABLE?

7

8 A. Yes. As stated previously, BellSouth has agreed to provide a download of the
9 RSAG database to MCI in accordance with the commission's order in Docket
10 No. 980281-TP. However, RSAG is an intellectual property database, which
11 is used in the pre-ordering and ordering functions of local exchange services.
12 Thus, it is reasonable for BellSouth to request execution of a licensing
13 agreement to protect its intellectual property.

14

15 MCI has informed BellSouth that they intend to share the information with
16 their affiliates for purposes other than the ordering of local services. As such,
17 MCI's request is beyond BellSouth's obligation under the 1996 Act, and
18 therefore the licensing agreement is appropriate.

19

20 Q. WHAT IS CONTAINED WITHIN THE LICENSING AGREEMENT?

21

22 A. The license agreement establishes the conditions under which the RSAG will be
23 provided and the boundaries under which MCI can utilize the information
24 contained in the RSAG database. It ensures that any download of the RSAG
25 database will be used only in providing local service and will not be shared with

1 the ALEC's subsidiaries or affiliates outside of the local service arena. The
2 license agreement also makes clear that BellSouth does not warrant the
3 information contained in the database. A copy of the License Agreement is
4 attached as Exhibit RMP-1.

5
6 Q. HAS THE COMMISSION ALREADY DETERMINED THAT A LICENSE
7 AGREEMENT IS NOT NECESSARY FOR MCI TO OBTAIN A
8 DOWNLOAD OF RSAG?

9
10 A. Yes, but only as it relates to the now expired interconnection agreement between
11 BellSouth and MCI. The issue here, which the Commission has not addressed, is
12 whether a license agreement should be required on a going forward basis under
13 the parties new Interconnection Agreement.

14
15 Q. IS THERE A COST ASSOCIATED WITH PROVIDING MCI WITH A
16 DOWNLOAD OF RSAG AND WHO SHOULD BEAR THIS COST?

17
18 A. Yes, BellSouth will incur a cost in producing a download of the RSAG. MCI
19 should bear the cost of this effort. The ultimate cost for RSAG downloads
20 depends on several factors, including but not limited to the fields that MCI
21 wants to receive and the size of the files to be delivered. Testing and actual
22 downloading, with the cooperation of MCI, will allow a more exact cost
23 determination for the downloading. An estimate of \$87,500 for the initial
24 download and \$500 to \$1000 for each subsequent download is BellSouth's best
25 estimate, without more specific information from MCI.

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Q. HAS NOT THE COMMISSION DECIDED THAT MCI SHOULD NOT HAVE TO PAY FOR A DOWNLOAD OF THE RSAG DATABASE AND SUBSEQUENT UPDATES?

A. Yes, but only as it relates to the now expired interconnection agreement between BellSouth and MCI. The issue here, which the Commission has not addressed, is whether MCI should be required to pay for the RSAG download and subsequent updates on a going forward basis under the parties new Interconnection Agreement.

Issue 89: When BellSouth rejects an MCIW order, should it be required to identify all errors in the order that would cause it to be rejected?

Q. WHAT IS YOUR UNDERSTANDING OF MCI'S REQUEST TO HAVE BELLSOUTH IDENTIFY ALL ERRORS IN THE ORDER THAT WOULD CAUSE IT TO BE REJECTED?

A. My understanding is that MCI wants all errors on MCI's Local Service Request to be identified by BellSouth prior to returning that service request to MCI for correction and resubmission. MCI believes this would prevent the potential for submitting the service request multiple times.

1 Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

2

3 A. Although BellSouth exercises its "best efforts" to identify all errors before
4 rejecting the LSR to the ALEC, this is not always possible. The type and
5 severity of the error may prevent the LSR from being processed further once an
6 error is discovered by BellSouth's system.

7

8 Q. PLEASE GIVE AN EXAMPLE OF AN ERROR THAT WOULD PREVENT
9 FURTHER PROCESSING.

10

11 A. An example of this type of error is an invalid address. If the address is
12 incorrect the LSR cannot be processed further and will be returned to the
13 ALEC. This is so because the address for a service request is a major
14 determinate as to the services available from the serving switch. As a result, an
15 LSR with an incorrect address will be returned to the ALEC before additional
16 edit checks are applied against the LSR for the specific services being
17 requested.

18

19 Q. CAN BELLSOUTH CHANGE ITS SYSTEMS, AS REQUESTED BY MCI?

20

21 A. Potentially there may be some enhancements but they can be accomplished
22 only at considerable time and expense. Much work would be necessary to even
23 evaluate what would be involved in modifying BellSouth's systems as
24 proposed by MCI. Furthermore, MCI can avoid the problem entirely by
25 submitting complete and accurate LSRs to BellSouth.

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Issue 90: Should BellSouth be required to provide completion notices for manual orders?

Q. WHAT IS YOUR UNDERSTANDING OF MCI'S REQUEST CONCERNING COMPLETION NOTICES?

A. It is my understanding that MCI wants a completion notice on all orders, including manual orders.

Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

A. BellSouth provides completion notices on electronic orders. While BellSouth cannot provide the same kind of electronic completion notification to MCI when the order is submitted manually, BellSouth does provide a means by which MCI can obtain this information.

Q. DOES BELLSOUTH PROVIDE COMPLETION NOTICES ON ELECTRONICALLY DELIVERED LOCAL SERVICE REQUESTS?

A. Yes. Completion notices are delivered electronically to the ALEC for LSRs submitted via BellSouth's electronic ordering interfaces. The completion notices will be delivered to the ALEC once BellSouth's systems determine that

1 the service order is completed, is error free and is in the service order
2 completion or post completion status

3

4 Q. DOES BELLSOUTH SEND COMPLETION NOTICES FOR MANUAL
5 LOCAL SERVICE REQUESTS FROM ALECs?

6

7 A. No. BellSouth does not provide Completion Notices on manual local service
8 orders submitted by ALECs.

9

10 Q. DOES BELLSOUTH PROVIDE COMPLETION NOTICES TO ITS RETAIL
11 CUSTOMERS?

12

13 A. No. Neither service requests submitted manually or electronically to
14 BellSouth's retail units receive completion notices.

15

16 Q. DOES BELLSOUTH PROVIDE ALEC'S A METHOD FOR DETERMINING
17 THE STATUS OF ITS SERVICE ORDERS, INCLUDING MANUAL
18 ORDERS?

19

20 A. Yes. BellSouth provides MCI with the operational tools needed in order that
21 MCI can determine the current status of its orders on a daily basis, including if
22 manual orders are completed. This tool is the ALEC Service Order Tracking
23 System ("CSOTS") system. CSOTS is a web-based electronic interface allows
24 which became available in December 1999 that ALECs can access to view
25 service orders on-line, track service orders, and determine the status of their

1 service orders. Specifically, ALECs can view their orders as they appear in
2 BellSouth's Service Order Communication System ("SOCS"), and in addition
3 to obtaining completion status can obtain other useful provisioning and status
4 information, such as jeopardy statuses, pending facilities ("PFs"), and missed
5 appointments ("MAs"). CSOTS provides ALECs with a "view" that shows
6 service orders by order status and by state. CSOTS also allows ALECs to
7 search for information using a variety of criteria, including a range of due
8 dates; the current due date; the telephone account number; the service order
9 number; and the purchase order number ("PON"). ALECs can sort this
10 information by PON, by NPA NXX, by status type, by the number of days
11 orders have been in a particular status, by listed name, by service order
12 number, by current due date, and by application date. CSOTS offers ALECs
13 the option of viewing and/or downloading provisioning information to a
14 Microsoft's Excel™ spreadsheet program.

15
16 CSOTS is available on BellSouth's Interconnection Web Site at:
17 http://www.interconnection.bellsouth.com/markets/lec/ALEC_report.html.

18 The Local Exchange Carrier: ALEC Reports internet screen copy is attached as
19 Exhibit RMP-2.

20
21 CSOTS is a secured site and requires a password for access which MCI can
22 obtain by contacting its Account Team. The CSOTS User Guide is also
23 available on BellSouth's Interconnection Web Site at:

24 http://www.interconnection.com/guides/guides_p/html. The CSOTS User
25 Guide is attached as Exhibit RMP-3.

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In summary, CSOTS provides ALECs access to the same service order information that BellSouth provides to itself.

Issue 91: What intervals should apply to FOCs? Should BellSouth be required to check facilities before returning an FOC?

Q. WHAT DO YOU UNDERSTAND MCI TO BE REQUESTING RELATING TO THE FIRM ORDER CONFIRMATION (FOC)?

A. MCI wants BellSouth to provide MCI a FOC within the following intervals and that all such FOCs shall be “firm commitments” based on BellSouth’s check of available facilities.

1. For DS1 service requests (trunk augments or new trunk groups), within two business days after receipt of the ASR.
2. For DS3 service requests (trunk augments of new trunk groups), within three business days after receipt of the ASR.
3. For DS0/DS1 Loops (new Loops or augments to existing service), within two business days after receipt of the LSR, and;
4. For DS3 Loops (new loops or augments to existing service), three business days after receipt of the LSR.

1

2 Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

3

4 A. First, allow me to clarify that an FOC is a firm order confirmation, not a firm
5 order commitment. Secondly, the FOCs intervals that should apply are
6 published in the BellSouth Products & Services Interval Guide to ensure parity
7 of service to all ALECs. BellSouth will make every effort to accommodate
8 service requests utilizing these intervals. As with all service provisioning
9 requests, these intervals assume an error free request, normal working
10 conditions including safety, load, weather, and availability of equipment and
11 facilities. The FOC process does not provide a confirmation of facilities
12 associated with the establishment of due dates except where the requested
13 service requires a SI as noted in the interval guide. Due dates will be provided
14 to the ALEC via the FOC process for each individual order. Although
15 BellSouth retail units do not receive an equivalent FOC, the process for
16 establishing the due date is accomplished in substantially the same time and
17 manner. There is no confirmation of facilities in establishing the due date for
18 the BellSouth retail units except for those services requiring a SI.

19

20 Q. WHAT IS AN FOC?

21

22 A. The Firm Order Confirmation acknowledges receipt of a complete and accurate
23 firm order LSR or ASR, which has been accepted by the BellSouth
24 downstream systems for provisioning. The FOC provides the ALEC a

25

1 confirmation of that acceptance and signifies BellSouth's good faith effort to
2 provide the service(s) as ordered by the due date on the FOC.

3

4 Q. HOW IS THE FOC INTERVAL DEFINED?

5

6 A. A FOC interval is defined as the number of days from receipt of the complete
7 and accurate request from the ALEC to day of transmittal by BellSouth of the
8 FOC to the ALEC.

9

10 Q. WHAT INTERVALS SHOULD APPLY TO FOCs FOR THE SERVICES
11 REQUESTED BY MCI?

12

13 A. The BellSouth Products and Services Interval Guide provides reasonable and
14 appropriate targeted service and FOC intervals to be used by all ALECs. The
15 interval guide is available on the BellSouth Interconnection Web site at:

16 http://interconnection.bellsouth.com/guides/guides_p.html

17 A copy of the BellSouth Products and Service Interval Guide is attached as
18 RMP-4.

19

20 Q. WHAT IS BELL SOUTH'S CONCERNS WITH MCI'S PROPOSED
21 INTERVALS?

22

23 A. In my opinion, MCI's request fails to address at least two considerations that
24 are necessary in the adoption of establishing service intervals: (1) the quantity
25 of loops or trunks that are requested on a service request is a critical factor in

1 determining the overall interval and the FOC interval (e.g. 1 to 5, 6-14, etc.)
2 and (2) consideration must be given as to the need for a SI in processing DS1
3 or DS3 service requests or any request for a large quantity.

4

5 Q. IF BELLSOUTH CHECKED FACILITIES BEFORE RETURNING A FOC
6 TO MCI, WHAT WOULD BE THE IMPACT ON THE FOC INTERVAL?

7

8 A. The FOC interval would be increased if this change were adopted. For
9 example, it would require the Loop Facility Assignment System (“LFACS”) to
10 check facility records prior to the order process. Changing the process to
11 check facilities availability prior to returning the FOC to the ALEC would have
12 the effect of slowing BellSouth’s delivery of the FOC. Further, except for
13 certain access services and project managed service activations, BellSouth does
14 not check facilities availability prior to committing to a due date for delivery of
15 service to BellSouth’s retail customers.

16

17 Q. DOES BELLSOUTH CHECK FACILITIES FOR SERVICES REQUESTED
18 BY ITS RETAIL UNITS?

19

20 A. No. As stated previously, BellSouth does not verify facilities as part of the
21 ordering process for requested services by its end user customers unless that
22 service requires a SI. This is the same process accomplished in substantially
23 the same time and manner as that for the ALECs. In addition, an equivalent
24 FOC confirmation process does not exist for the BellSouth retail units

25

1 **96A:** *Should BellSouth be required to provide customer service record (CSR)*
2 *information in a format that permits its use in completing an order for*
3 *service?*

4
5 Q. WHAT DO YOU UNDERSTAND THAT MCI WANTS IN ISSUE 96A?

6
7 A. I understand that MCI wants the BellSouth CSR to be parsed according to
8 industry standards or as specified by the Change Control Process (“CCP”) if
9 industry standards do not exist.

10

11 Q. DOES BELLSOUTH PROVIDE MCI, AND OTHER ALECS
12 NONDISCRIMINATORY ACCESS TO CSR INFORMATION?

13

14 A. Yes. As stated earlier in my testimony, BellSouth provides access to its
15 customer service records in Florida, including access to credit history
16 information. ALEC service representatives using TAG access Business Office
17 Customer Records Information System (“BOCRIS”). BOCRIS is a front-end
18 presentation manager which presents customer service information from the
19 Customer Information Records System (“CRIS”). ALECS with on-line access,
20 view and print CSR information in substantially the same time and manner as
21 BellSouth service representatives can view and print this information for
22 BellSouth’s own retail customers

23

24 Q. WHAT DOES PARSE MEAN?

25

1 A. To parse means to receive a stream of data from the CSR and break down that
2 data into certain fields for further use.

3

4 Q. DOES BELLSOUTH CURRENTLY PROVIDE ALECS THE CSR IN A
5 MANNER THAT CAN BE PARSED?

6

7 A. Yes. BellSouth currently provides the ALECs a stream of data via the
8 machine-to-machine TAG pre-ordering interface based on the Common Object
9 Request Broker Architecture ("CORBA") industry standard. The stream of
10 data is identified by section with each line uniquely identified and delimited.
11 This data is provided to ALECs in the same manner as it is to BellSouth's
12 Retail units.

13

14 Q. EXPLAIN HOW ALECs CAN PARSE THE CSR VIA TAG.

15

16 A. The TAG pre-ordering interface can be integrated with the TAG ordering
17 interface or the Electronic Data Interexchange ("EDI") ordering interface. The
18 CSR data that is delivered to the ALEC via TAG can be further parsed by the
19 ALEC to exactly the level needed on an order, just as BellSouth parses CSRs
20 in its own retail operations.

21

22 Q IF THE ALEC INTEGRATES THE TAG PRE-ORDERING INTERFACE
23 WITH ITS TAG OR EDI ORDERING INTERFACE AND WITH ITS OSS,
24 WILL THE CSR INFORMATION OBTAINED VIA TAG "FLOW INTO"
25 ITS OWN OSS?

1

2 A. Yes, that is the purpose of integratable, machine-to-machine interfaces.
3 ALECs, such as MCI, can integrate the TAG pre-ordering interface with the
4 TAG ordering interface or the EDI ordering interface. ALECs can integrate
5 these interfaces with their own internal OSS. Integration allows the ALECs
6 the ability to manipulate the data obtained via the TAG pre-ordering interface.
7 This includes the ability to further parse the CSR. The data can be
8 manipulated so that it will "flow into" a ALEC's OSS.

9

10 Q. HAS A CHANGE REQUEST FOR PARSED CSRS BEEN SUBMITTED TO
11 THE CHANGE CONTROL PROCESS ("CCP")?

12

13 A. Yes. A request for Parsed CSRs was submitted via a Change Request, Log #
14 TAG0812990003, on August 12, 1999, requesting that BellSouth deliver a
15 parsed CSR as part of the pre-ordering functionality.

16

17 Q. WHAT IS THE STATUS OF THIS CHANGE REQUEST?

18

19 A. The Change Request was presented during the September 28, 1999 CCP
20 Enhancement Review Meeting and prioritized as one of eleven pending change
21 requests to be considered for implementation in 2000. During the November
22 30, 1999 CCP Release Planning Meeting, this Change Request was updated for
23 planning and analysis to begin in mid-2000. This pending change request was
24 reviewed during the March 29, 2000 CCP Monthly Status Call and it was
25 decided a sub-team would be formed during 2000 to investigate the

1 implementation of sub-parsed CSR. This change request was prioritized is the
2 number one pre-ordering request during the June 28, 2000 Change Review
3 Meeting. The sub-team is being formed in August 2000 and will include
4 representatives from BellSouth and the ALEC CCP participants.

5
6 I would note that while the time frames mentioned above may seem lengthy, it
7 is the ALECs that prioritize the changes that are addressed and implemented
8 and the time frames that have resulted are the consequence of the ALECs
9 themselves placing more important or critical changes ahead of the change
10 request for parsing, particularly with regard to OSS99 release where other
11 changes were made. In the meantime, any changes to BellSouth's OSS that
12 MCI may desire should be handled through the CCP process where the entire
13 industry can participate, rather than through an individual arbitration
14 proceeding.

15

16

17 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

18

19 A. Yes.

20

21

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23

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Florida Public Service Commission

Docket NO. 000649-TP

EXHIBIT RMP-1

Transmittal Cover Sheet for Pate Exhibit RMP-1

This sheet transmits the

DRAFT- RSAG DATABASE LICENSE AGREEMENT

Which consists of 11 pages

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DRAFT**RSAG DATABASE LICENSE AGREEMENT**

This RSAG Database License Agreement (hereinafter "Agreement") is made effective as of _____, 2000 ("Effective Date") between BellSouth Telecommunications, Inc., a Georgia corporation, (hereinafter "BellSouth") and _____, a _____ corporation, (hereinafter "Licensee"). In consideration of the following terms and conditions, and other good and valuable consideration, the parties mutually agree as follows:

1. **LICENSE**

During the Term hereof, BellSouth hereby grants Licensee a personal, nonexclusive, nontransferable, limited license to use and copy the BellSouth developed Residential Street Address Guide ("RSAG") database and accompanying documentation (hereinafter "RSAG Database") subject to the terms and conditions set forth herein, solely for Licensee's use in provisioning local exchange telecommunications services. Title to the RSAG Database and any and all derivative works thereof shall remain in BellSouth at all times.

2. **RSAG DATABASE DESCRIPTION**

- 2.1. The RSAG Database licensed under this Agreement is defined and described in Appendix A hereto, and shall include only those items specified therein.
- 2.2. During the Initial Delivery Period pursuant to Section 4, BellSouth shall provide to Licensee reasonable access by telephone, electronic mail, and facsimile to a specified BellSouth technical representative for purposes of obtaining reasonable support and assistance in the delivery, installation and operation of the RSAG Database.

3. **BELLSOUTH CHARGES, DELIVERY AND INVOICING**

- 3.1. BellSouth shall deliver, in the manner set forth in Appendix A, the RSAG Database to Licensee's address as specified in Appendix A. Licensee shall pay all shipping, handling and insurance costs associated with the initial delivery of the RSAG Database.
- 3.3 BellSouth shall provide updates to the RSAG Database on a monthly basis by means of additional downloads of the RSAG Database to Licensee in the manner set forth in Exhibit A.
- 3.3 The cost to Licensee for initial delivery of and updates to the RSAG Database shall be as follows:
_____.

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3.4. Except as set forth in Section 3.2 above, BellSouth shall not perform any maintenance or enhancements on or to the RSAG Database as provided to Licensee.

4. INITIAL DELIVERY PERIOD; INITIAL TEST PERIOD

4.1. By no later than _____ () days following execution of this Agreement (the "Initial Delivery Period"), BellSouth will deliver one (1) copy of the RSAG Database to Licensee.

4.2. For a period of ten (10) days after Licensee's receipt of the RSAG Database (the "Initial Test Period"), Licensee may test the RSAG Database for its basic operation and accessibility of data. In the event that the data contained in the RSAG Database proves inaccessible by Licensee during the Initial Test Period through no fault of Licensee, BellSouth will use commercially reasonable efforts to correct any errors in the basic operation or accessibility of the RSAG Database of which it receives written notice during the Initial Test Period.

4.3. If by the conclusion of the Initial Test Period BellSouth has not received written notice of any errors in the basic operation or accessibility of the data contained in the RSAG Database, then the RSAG Database shall be deemed to have been accepted by Licensee as of that date (hereinafter "Date of Acceptance").

5. WARRANTY

5.1. **NO WARRANTY OF ANY TYPE.** LICENSEE ACKNOWLEDGES AND AGREES THAT BELLSOUTH HAS MADE NO EXPRESS WARRANTIES TO LICENSEE REGARDING THE RSAG DATABASE, INCLUDING THE PERFORMANCE OR ACCESSIBILITY OF THE RSAG DATABASE, OR AS TO THE ACCURACY, COMPLETENESS, ACCESSIBILITY OR USEFULNESS OF ANY DATA CONTAINED THEREIN, AND THE RSAG DATABASE IS BEING PROVIDED TO LICENSEE "AS IS" WITHOUT WARRANTY OF ANY KIND.

5.2. **WARRANTY DISCLAIMERS.** BELLSOUTH DOES NOT WARRANT THAT THE RSAG DATABASE IS FREE FROM ALL DEFECTS. BELLSOUTH GRANTS NO WARRANTIES, EXPRESS OR IMPLIED, BY STATUTE OR OTHERWISE REGARDING THE RSAG DATABASE AND ACCOMPANYING DOCUMENTATION, IF ANY. FURTHERMORE, BELLSOUTH EXPRESSLY EXCLUDES AND DISCLAIMS ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. NO PERSON, INCLUDING LICENSEE, IS AUTHORIZED TO MAKE ANY OTHER WARRANTY OR REPRESENTATION CONCERNING THE RSAG DATABASE OR ACCOMPANYING MATERIALS ON BELLSOUTH'S BEHALF. LICENSEE SHALL BE SOLELY RESPONSIBLE FOR ANY

CLAIMS, WARRANTIES OR REPRESENTATIONS MADE BY LICENSEE OR LICENSEE'S EMPLOYEES OR AGENTS TO ANY THIRD PARTY.

- 5.3 **DISCLAIMER OF YEAR 2000 WARRANTY.** BELLSOUTH MAKES NO WARRANTY THAT THE RSAG DATABASE IS OR WILL BE YEAR 2000 COMPLIANT. LICENSEE IS SOLELY RESPONSIBLE FOR DETERMINING IF THE RSAG DATABASE MEETS ITS NEEDS AND WILL ACCURATELY PROCESS DATE DATA OR OTHER INFORMATION BEYOND DECEMBER 31, 1999.

6. TERM AND CANCELLATION OF AGREEMENT

- 6.1 The term of this Agreement commences on the Effective Date and shall expire on June 18, 2000, concurrent with the expiration of the Interconnection Agreement between Licensee and BellSouth dated _____ ("Term"). If Licensee materially breaches one or more of its obligations under this Agreement, BellSouth may, upon its election and in addition to any other remedies that it may have at law or in equity, upon written notice, cancel this Agreement together with all the rights granted by it hereunder and take immediate possession of the RSAG Database and all copies thereof in any form, or, at BellSouth's sole option, Licensee shall promptly certify in writing to BellSouth that the original and all such copies of the RSAG Database have been destroyed. Failure of BellSouth to enforce or insist upon compliance with any provision of this Agreement shall not constitute a general waiver thereof.
- 6.2 In the event Licensee desires to enter into a new license agreement for the RSAG Database effective as of the expiration of this Agreement, Licensee shall notify BellSouth in writing of its desire to negotiate such new license agreement at least sixty (60) days prior to the expiration of the Term hereof. If both parties mutually agree to enter into a new license agreement, the parties shall negotiate in good faith to enter into a new license agreement for the RSAG Database. Neither party shall be obligated to enter into a new license agreement beyond the expiration of this Agreement.

7. RESTRICTIONS AND DISCLOSURE TO THIRD PARTIES

- 7.1. Licensee hereby expressly agrees and warrants that neither it nor any of its employees, or Authorized Third Parties (as defined below) will transfer, lease, sublicense, sell, rent, assign, distribute, give, license, sublicense or disclose the RSAG Database, in its original form or any modified or enhanced form, to any third party, including but not limited to any affiliate of Licensee, unless expressly authorized by BellSouth in writing in advance of any such disclosure or transfer.
- 7.2 Licensee agrees to hold the RSAG Database in confidence, to keep a record of all copies of the RSAG Database made by Licensee, and to protect the RSAG Database from distribution,

disclosure or dissemination to anyone except Licensee's employees and any third party retained by Licensee to perform services for Licensee that has undertaken: (i) an obligation of non-disclosure and use consistent with this Agreement and (ii) an obligation to use the RSAG Database, including information proprietary to BellSouth, solely to perform services for Licensee in connection with Licensee's provisioning of local exchange telecommunications services within the state(s) listed in Section 1. hereof (herein called "Authorized Third Party(ies)") with a need to know such information, except as otherwise authorized in writing by BellSouth. Licensee shall advise its employees of their obligations with respect to the RSAG Database, and shall use the RSAG Database only for the purposes stated herein.

- 7.3 The absence of a proprietary notice on any part of the RSAG Database or accompanying materials shall not negate or diminish the obligations undertaken by Licensee to protect the proprietary nature of the RSAG Database or accompanying materials.
- 7.4 Licensee shall own all right, title and interest in and to any administrative reports or outputs from the RSAG Database.

8. BELLSOUTH'S LIABILITY

- 8.1. CONSEQUENTIAL DAMAGES WAIVER. THE PARTIES AGREE THAT IN NO EVENT WILL BELLSOUTH BE LIABLE TO LICENSEE, ANY END USER OR ANY OTHER PARTY, UNDER ANY THEORY OF LIABILITY, WHETHER IN AN ACTION BASED ON A CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL THEORY, HOWEVER ARISING, FOR ANY COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES BY LICENSEE OR ANY END USER OR FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, OR INDIRECT, SPECIAL INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER OR NOT BELLSOUTH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THIS LIMITATION SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
- 8.2 BELLSOUTH'S AGGREGATE LIABILITY UNDER THE TERMS OF THIS AGREEMENT SHALL NOT EXCEED THE LICENSE FEES PAID BY LICENSEE TO BELLSOUTH DURING THE MOST RECENT CALENDAR QUARTER PRECEDING IMPOSITION OF SUCH LIABILITY, IF ANY. THIS LIMITATION SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

9. TAXES

Licensee shall be responsible and liable for any applicable taxes, local, state or federal, however designated, which may be validly levied or based upon this Agreement or upon the RSAG Database

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furnished hereunder, excluding however, ad valorem personal property taxes, state and local privilege and excise taxes based on gross revenue, taxes based on or measured by BellSouth's net income, and any taxes or amounts in lieu thereof paid or payable by BellSouth in respect of the foregoing excluded items. Taxes payable by Licensee, if any, shall be billed to Licensee.

10. REGULATORY MATTERS

This Agreement may be subject to the approval, at any time, of the federal courts, the U.S. Department of Justice or state and federal regulatory agencies having jurisdiction over BellSouth or its affiliated companies or over Licensee or its affiliated companies. It is understood that either party may seek such approval should it determine that such approval is necessary. It is understood and agreed that this Agreement may be terminated at any time by an order of any such government authority. It is further understood that this Agreement shall at all times be subject to such changes or modifications that any of the aforementioned authorities may from time to time direct in the exercise of their jurisdiction. If any such modification materially alters the rights or obligations of either party hereunder, either party may, upon sixty (60) days prior written notice to the other party, terminate this Agreement.

11. PUBLICITY

Each party agrees to submit to the other all advertising, sales promotion, press releases, and other publicity matters relating to the RSAG Database licensed under this Agreement wherein corporate or trade names, logos, trademarks or service marks of the other company and/or any of its parent or other affiliated companies are mentioned or language from which the connection of said names or trademarks therewith may be inferred or implied; and each party further agrees not to publish or use such advertising, sales promotions, press releases, or publicity matters without the other party's prior written approval.

12. SECURITY, ACCESS AND SAFETY REQUIREMENTS

Each party shall instruct its employees, agents and subcontractors that they shall comply with each party's security, access and safety requirements for the protection of each party's facilities and employees while on each party's premises.

13. RELEASES VOID

Neither party shall require waivers or releases of any personal rights from representatives of the other party in connection with presentations, demonstrations or visits to its premises. Both parties agree that any such releases, waivers, or agreements that are executed by representatives of either party will not be pleaded by either party in any action or proceeding.

14. FORCE MAJEURE

Neither party shall be responsible for any delay or failure in performance of any part of this Agreement to the extent that such delay or failure is caused by fire, flood, casualty loss, explosion, lightning, war, strike, embargo, government requirement, civil or military authority, act of God, act or omission of carriers or other similar causes beyond its control (hereinafter "Condition(s)"). If any such Condition occurs, the party delayed or unable to perform shall give immediate notice to the other party, and the party affected by the other's delay or inability to perform may elect to: (1) suspend performance for the duration of the Condition and obtain elsewhere the RSAG Database, or (2) resume performance once the Condition ceases with an option by the affected party to extend the period of this Agreement up to the length of time the Condition endured. Unless written notice is given within thirty (30) days after the affected party is notified of the Condition, election number (1) shall be deemed selected.

15. NOTICES

15.1. Any payment, statement, notice, request or other communication hereunder shall be deemed to be sufficiently given to BellSouth and any delivery hereunder deemed made when sent by certified mail addressed to BellSouth at its offices specified below or at such changed address as BellSouth shall have specified by written notice to Licensee.

BellSouth Intellectual Property Marketing Corporation
1155 Peachtree Street
5th Floor
Atlanta, Georgia 30309
Attn: President /Vice President
404-249-4747

Notices of a legal nature shall be copied to:

BellSouth Telecommunications, Inc.
Suite 4300
675 West Peachtree Street
Atlanta, Georgia 30375
Attn: General Attorney - Contracting

15.2. Any invoice, statement, notice, request or other communication hereunder shall be deemed to be sufficiently given to Licensee and any delivery hereunder deemed made when sent by certified mail addressed to Licensee at its offices specified in Appendix A hereto or at such changed address as Licensee shall have specified by written notice to BellSouth.

16. ASSIGNMENT

Neither this Agreement nor any rights hereunder, in whole or in part, shall be assignable by Licensee without the prior written approval of BellSouth. BellSouth shall have the absolute right to assign this Agreement to BellSouth Corporation or any direct or indirect subsidiary of BellSouth Corporation upon written notice to Licensee.

17. SEVERABILITY

If any of the provisions of this Agreement shall be held to be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision(s), and the rights and obligations of each party shall be construed and enforced accordingly. However, in the event such a provision is considered an essential element of this Agreement, the parties shall promptly negotiate a replacement thereof. If the parties are unable to agree upon a replacement provision within thirty (30) days of the final ruling rendering such provision invalid or unenforceable, either party may terminate this Agreement upon ten (10) days prior written notice to the other party.

18. REPRODUCTION OF DOCUMENTATION

18.1. Licensee may not reproduce or copy, in whole or in part, the accompanying documentation materials defined and described in Appendix A hereto except as necessary for use as authorized herein or for use in training Licensee's employees.

18.2. Licensee agrees to reproduce and include any BellSouth copyright, trademark or proprietary notices, or any like notices, on all copies of the accompanying documentation materials containing such notices, made pursuant to this Agreement.

19. CHOICE OF LAW/VENUE

The construction, interpretation and performance of this Agreement shall be governed and construed by the laws of the State of Georgia. The jurisdictional venue for any legal proceedings involving this Agreement shall be held in any applicable local, state or federal court located within the State of Georgia.

20. SURVIVAL OF OBLIGATIONS

Licensee's and BellSouth's obligations under this Agreement which by their nature would continue beyond the termination, cancellation or expiration of this Agreement shall survive termination, cancellation or expiration of this Agreement, include without limitation those obligations contained in Sections 3, 7, 8, 11 and 18.

21. LICENSES

Except as otherwise provided in this Agreement, BellSouth grants no license to Licensee under any patents, copyrights, trademarks, trade secrets or any other intellectual property, expressed or implied.

22. NON-WAIVER

No waiver or failure to exercise any option, right or privilege under the terms of this Agreement on any occasion or occasions shall be construed to be a waiver of the same or any other option, right, or privilege on any other occasion.

23. SECTION HEADINGS

The section headings used in this Agreement are for convenience only and do not affect the meaning or interpretation on this Agreement.

24. INCORPORATION BY REFERENCE

The terms and conditions specified in Appendix A, together with all developed exhibits referred to in this Agreement and attached hereto, are integral parts of this Agreement and are fully incorporated herein by this reference.

25. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject matter hereof and merges all prior discussions between them, and neither of the parties shall be bound by any conditions, definitions, warranties, understandings or representations with respect to such subject matter other than as expressly provided herein, or as duly set forth subsequent to the effective date hereof in writing and signed by proper and duly authorized representatives of both parties hereto.

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IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives in one or more counterparts, each of which shall constitute an original, as of the Effective Date specified above.

[SIGNATURES ON FOLLOWING PAGE]

Licensee:

BellSouth:

BellSouth Telecommunications, Inc.

By: _____
(Authorized Signature)

By: _____
(Authorized Signature)

Name: _____
(Print or Type)

Name: _____
(Print or Type)

Title: _____

Title:

Date: _____

Date: _____

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LICENSEE CONTACT/DELIVERY ADDRESS:

LICENSEE:
CONTACT NAME:
ADDRESS:
PHONE:

DESCRIPTION OF RSAG DATABASE FOR FLORIDA:

Florida Public Service Commission

Docket NO. 000649-TP

EXHIBIT RMP-2

Transmittal Cover Sheet for Pate Exhibit RMP-2

This sheet transmits the
CLEC Reports Internet Screen

Which consists of 1 page

005565

Local Exchange Carriers: CLEC Reports - BellSouth Interconnection Services - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Netsite: http://interconnection.bellsouth.com/markets/lec/clec_report.htm What's Related

Personal Toolba Netscape Netcen Search Business and Fi Computers and I Directories Entertainment a News and

BELLSOUTH Search

BellSouth
Interconnection
services

HOME • ABOUT US • RESOURCES • FORMS • CUSTOMER SUPPORT • HELP

Markets

Products & Services
Network Information
Carrier Notifications
News & Events
Markets
Training

Local Exchange Carriers: CLEC Reports

CLEC Brochure	Customer Guides	ESPSC
CLEC Products	Customer Newsletters	Forms
CLEC Products & Services	Customer Service Centers	Network Operations Centers
CLEC Training	Disaster Basic 911/ER11 by State/Co	OSS Information Center

Monthly Performance Measurement Reports

Daily Operational Reports (PON & PF Reports)

http://interconnection.bellsouth.com/markets/lec/ics_cntr.html

Florida Public Service Commission

Docket NO. 000649-TP

EXHIBIT RMP-3

Transmittal Cover Sheet for Pate Exhibit RMP-3

This sheet transmits the

CSOTS User Guide

Which consists of 32 pages

005567

CLEC Service Order Tracking System

User's Guide

Document Number: 4982-300-500-03

March 30, 2000

Issue 3

Prepared for:

BellSouth Telecommunications Inc.

Prepared by

BellSouth Applied Technologies
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Change History

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Issue 3	3/30/00	<ul style="list-style-type: none"><li data-bbox="525 570 1422 640">• Formatting changes to the cover and sections 1.1, 2.1, 2.3.2, and 4.1 have been made as requested by BellSouth Telecommunications Inc.<li data-bbox="525 655 1476 725">• Content changes in the Abbreviations and Acronyms section and Section 3.2 have been made as requested by BellSouth Telecommunications Inc.

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Before You Begin

Purpose

This guide is designed to help you use the CLEC Service Order Tracking System (CLEC SOTS), referred to as the “tracking system.” The guide reviews service order statuses and provides instructions on the various service order fields and system navigation.

Note: This guide assumes that you have some familiarity with Web browsers and standard Microsoft Windows conventions.

Using This Guide

The following table explains the topics addressed in each chapter:

Read...	To learn about...
Chapter 1, "Introduction,"	The overall functionality.
Chapter 2, "Getting Started,"	Accessing the system, getting online help, and logging in and exiting the system.
Chapter 3, "Service Order Inquiry,"	Retrieving service order data by date range and quick field searches.
Chapter 4, "Service Orders,"	Service Orders, appropriate action, order statuses, and order identification.
Chapter 5, "Using Excel,"	Downloading query results into an Excel worksheet.

Typographical Conventions

The following typographical conventions are used in this guide:

Convention	Purpose
Bold	Indicates values or objects you enter into the system. For example: “Type https://clecview.bellsouth.com. ”
Note:	Indicates an exception or attribute to notice.
Hint:	Indicates an easier alternative to complete a process or step.

Abbreviations and Acronyms

The abbreviations and acronyms used in this guide are defined in the following table:

Term	Meaning
AECN	Alternate Exchange Carrier Name
AO	Assignable Order
BST	BellSouth Telecommunications
CA	Cancelled
CLEC	Competitive Local Exchange Carrier
CLEC SOTS	CLEC Service Order Tracking System
CP	Completed
CUID	CLEC User Identification
Current DD	Current Due Date
DD	Due Date
HC	Held for Completion
LSR	Local Service Request
PD	Pending Dispatch
PF	Pending Facilities
PON	Purchase Order Number
RESH	Reseller Sharer
SO#	Service Order Number
SOCS	Service Order Control System
SPOC	Single Point of Contact
TN	Telephone Number

Chapter 1. Introduction

1.1. Purpose of the Tracking System

The tracking system provides CLEC service order information from the BellSouth Service Order Communication System (SOCS) for CLEC service orders via a Web interface. The tracking system is designed to provide the CLEC community with the following capabilities:

- Viewing service orders
- Determining order statuses
- Tracking service orders

1.2. System Availability

The tracking system interfaces with SOCS to process your requests to view service orders. The tracking system and SOCS are unavailable at certain times for scheduled maintenance or upgrades, which are normally performed during off-peak hours. You will not be able to obtain information at these times.

Please consider the following maintenance schedule when planning to make your service order viewing requests. All times are in Eastern Standard Time:

Day	Down Time
Monday – Saturday	12:00 AM — 6:59 AM 7:01 PM — 12:00 AM
Sunday	12:00 AM — 11:59 PM

1.3. Process Flow

CLECs issue Local Service Requests (LSRs) to request service(s) for their end user customers. The LSR is the mechanism by which a CLEC instructs BellSouth on how to handle end user customers. LSRs may be submitted to BellSouth electronically or manually. A basic LSR is generated and processed in the following order.

1. The CLEC generates an LSR.
2. BellSouth Telecommunications (BST) receives the LSR, generates a service order in SOCS, and notifies the CLEC of the service order.
3. The service is delivered to the customer.

The LSR is translated into a service order and is communicated to other BellSouth departments via SOCS, where CLEC Service Order Tracking System information is derived.

Chapter 2. Getting Started

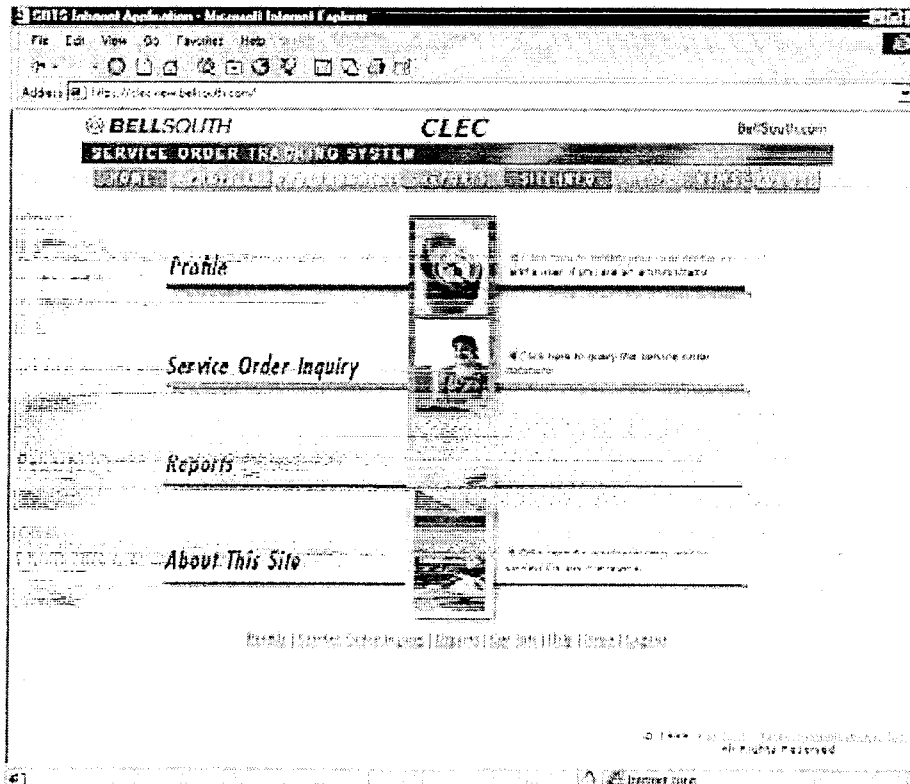
2.1. Accessing the System

You will need the following system requirements to successfully access the tracking system through the Internet:



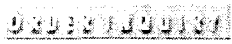
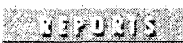




- Excel version 5.0
- 800 x 600 screen resolution or higher
- Internet Explorer 4.01 with SP1 and above for the tutorial
- Netscape Communicator 4.06 and above for the tutorial

In your browser's location toolbar, type <https://clecview.bellsouth.com> and press Enter to access the home page. The following screen appears:

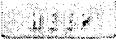
Figure 1. CLEC Service Order Tracking System Home Page



The home page contains links to all tracking system functions. Depending on your user access, you can click any button in the top frame or highlighted text in the bottom frame to jump to the appropriate interface.

Button	Description
	Links to the Home page.
	Links to the "User Profile" function, which enables a CLEC to change his or her password.
 or Service Order Inquiry	Links to the "Service Order Inquiry" function.
	May be available for future use.
 or About this Site	Links to a page containing site access, trouble reporting, and system copyright information.
	Links to this guide and the computer based tutorial.
	Links to the News page, which alerts to site updates.
	Allows the CLEC to log out of the system.

2.2. Help

 will link you to the appropriate section of the User's Guide based on your location or position in the tracking system. You may choose a section of the guide from the "Contents" frame on the left side of your screen.

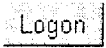
2.3. Logging In

Note: You should have been issued a CLEC User ID (CUID) and password for logging in. If you have lost or do not have a CUID or password, contact the SPOC.

To log in to the tracking system, follow these steps:

1. Open your Internet browser and type **https://clecview.bellsouth.com** in the location toolbar and press Enter.

Note: If you have assigned a password to your digital certificate, the system will prompt you to enter it.

2. Click “Service Order Inquiry” or the “Reports” button or link.
3. Enter your CUID and password and click .

Note: If your login attempt fails, the screen will refresh and prompt you to re-enter your CUID and password. If your second login attempt fails, contact the SPOC to verify that the CUID and password you are entering is correct.

2.3.1. Changing Your Password

You can change your password. Passwords have no minimum character length and can be as long as 16 characters.

To change your password, follow these steps:

1. From the Login screen, click the “Change Password” link. The following appears:

Figure 2. Change Password Screen

The screenshot shows a web form for changing a password. It consists of four text input fields stacked vertically, each with a label to its left: 'CUID:', 'Enter Old Password:', 'Enter New Password:', and 'Please Re-Enter New Password:'. Below the fields are two buttons: 'Update' and 'Reset'.

2. Type your CLEC User ID in the CUID field.
3. Type your current password, in the Enter Old Password field.
4. Type your new password in the Enter New Password field.
5. Type your new password in the Please Re-Enter New Password field.
6. Click .

Note: If you make a mistake and want to re-enter information, click and repeat steps 2 through 6.

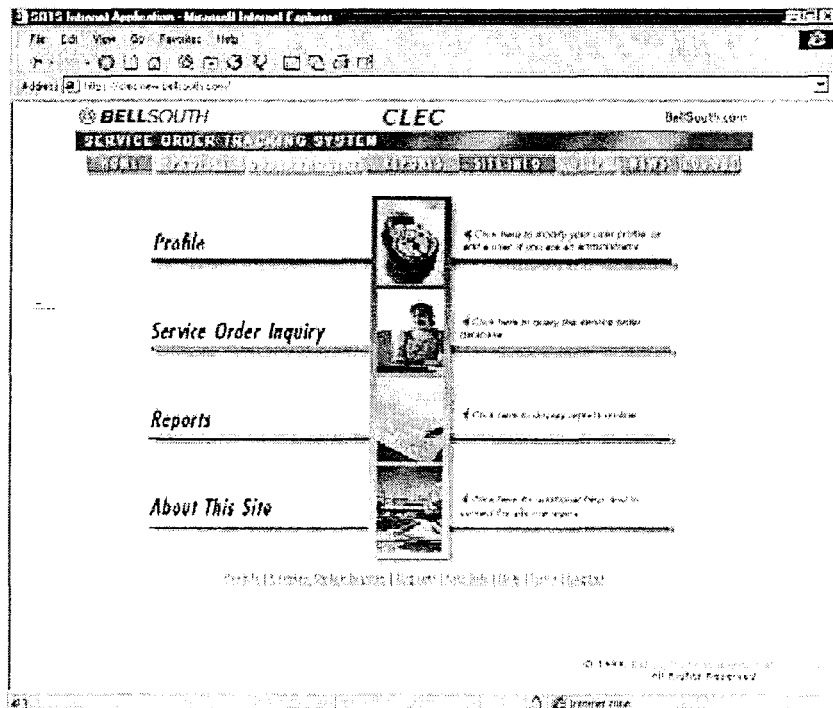
2.3.2. Changing Your Password from the Profile Screen

Note: If you cannot access the appropriate service order information, please contact the SPOC. The SPOC will correct your user profile, if needed.

To change your password from the Profile screen, follow these steps:

1. Click **PROFILE** or the Profile icon from the tile bar or Home page, as shown in the following figure:

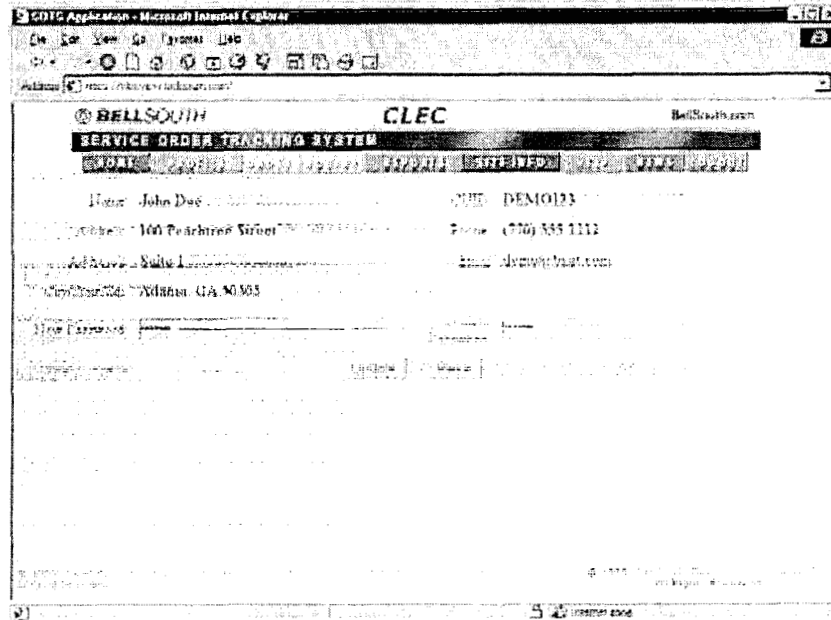
Figure 3. CLEC Service Order Tracking System Home Page



2. Select your CUID.

The following screen appears:

Figure 4. Profile Screen



3. Type your new password in the New Password field.
4. Retype your new password in the Confirm Password field.
5. Click **Update**.


Chapter 3. Service Order Inquiry

3.1. Using the Order Inquiry Function

Use the Service Order Inquiry function to query service order information based on your security profile, which the Account Team requested, by clicking [ORDER INQUIRY](#).

The following screen appears:

Figure 5. Order Inquiry Screen

BELLSOUTH CLEC 
SERVICE ORDER TRADING SYSTEM

The following query displays the status of all orders for your user profile, which have a Current DE on or between the dates you specify.

Select Date Range From: 3/1/1999 To: 3/31/1999 [Show Service Order Status](#)

The following query allows you to display on screen a service orders matching a specific criteria

Select Field to search: CIC Enter value to search for: [Get to the Order List](#)

3.2. Searching by a Date Range

To retrieve all orders by a specific date range, follow these steps.

1. Click the next to the From date field to select the start date or type the date in the field.
2. Click the next to the To date field to select the end date or type the date in the field.

Note: The system will not accept a range greater than 90 days.

3. Click .

The following screen appears:

Figure 6. Service Order Status Screen

Service Order Status in All States with Current DD between 9/1/1999 and 10/26/1999							
	<u>PD</u>	<u>PF</u>	<u>AO</u>	<u>MA</u>	<u>CA</u>	<u>CP</u>	Total
<u>TEST (8004)</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>
<u>TEST (9000)</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>24</u>	<u>964</u>	<u>989</u>
<u>Total</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>24</u>	<u>964</u>	<u>991</u>

The table (matrix) indicates the number of service orders that have the following CLEC statuses:

- **PD**– Pending Dispatch
- **PF** – Pending Facilities
- **AO**– Assignable Order
- **MA**– Missed Appointment
- **CA**– Cancelled
- **CP**– Completed

3.2.1. Breakdown by State

This window allows you to change how you view the matrix. The default view is of the Entire Region.

If you want to...	Then...
View a specific state	Click the state.
Return to the default value	Click the "Entire Region" link.

Note: The text above the matrix tells you which view you are seeing.

You can click any underlined entry in the matrix to retrieve service orders based on criteria involving the CLEC Company Code and Order Status you select. The following table lists the information you will see, depending on the entry you select.

Link	Shows all service orders...
Status Type (PF, PD, AO, MA, CA, or CP) or Column Total	In the specified status for all of the CLEC Company Codes.
Number	In the specified status for the specific CLEC Company Code.
Row Total	In the selected status based on the CLEC Company Codes shown.

3.2.2. Service Order List Screen

Once you select a matrix header, the following screen appears:

Figure 7. Service Order List Screen

The Service Order List
for TEST (9004)
in All States
with Current DD between 9/1/1999 and 10/20/1999
Sorted by Current DD

Position	PON	SO#	APP DATE	NPANXX	STATUS	Days in Status	Current DD	List Name
1	71265	NXP0K112	10/11/99	800505	MA	6	10/19/99	PUGH, GEKESHA
2	VINFOSWOTP	NXP0K112	09/28/99	843094	FL	6	10/20/99	FLORIDA, DIGITAL NETWORK

<< 20 >> 1 of 2 service orders matching your criteria [Download results to Excel](#)

Note: The service orders shown are sorted by the Current Due Date. You can reorder the list by selecting any column heading.

The following table defines the field headings in the Service Order List screen:





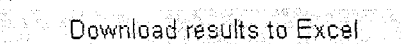
Field	Description
Position	Position of the service order within the list.
PON	Purchase Order Number.
SO#	Service Order Number.
APP Date	Application Date of the Service Order, which is the day the Service Center or electronic interface receives a correct LSR.
NPANXX	The NPA and NXX on the Service Order.
Status	Service Order Status.
Days in Status	Number of days the order has been in that status.
Current DD	Current Due Date.
List Name	Listed name specified by the LSR.

To view the Service Order Header and Detail information for a specific service order, click the Service Order Number link in the SO# column. The Service Order screen appears.

Note: The header information remains at the top of the screen when you scroll.

3.2.2.1. Service Order Screen Elements

The following describes the Service Order screen elements.

Element	Description
	Click this button to link to the first list.
	Click this button to link to the previous list.
<input type="text" value="10"/>	The system will list results based on the number you enter into this box.
	Click this button to link to the next list.
	Click this button to link to the last list.
	Click this button to download the list into an Excel file on your computer.
Column Header	Click this to view the results for that column.
Position	This column tells the number of the result you are viewing.

3.2.2.2. Changing the Sort Order

To re-order a descending column by ascending order, click on the column header. An arrow appears to the right of the column header. To reverse the order, click the column header.

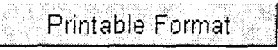


Note: The default order is in descending order on the date received.

3.2.2.3. Viewing the Service Order

If the order is in "AO," "PF," or "MA" status, a button will appear on the Service Order screen labeled "Get Current Status." It will allow you to view a current status of the service order in SOCS.

3.2.2.4. Printing the Service Order

Once you select the service order, it appears in a new screen. The system must format the order to include the header before you can print the order. To print the order, follow these steps:

1. Click .
2. Click once within the newly reformatted screen.
3. Click your browser's "Print" button (i.e.  or ) to send the image to your printer.

3.2.3. Searching by a Specific Field

From the Order Inquiry screen, you can use the “Search by Specific Field Query” to retrieve a list of service orders by the following criteria:

- Service Order Number (SO#)
- Purchase Order Number (PON)
- RESH
- AECN
- Specific Due Date
- Telephone Number (TN)

To perform a quick search, follow these steps:

1. In the primary search window, click Select Field to Search and select one of the following:
 - AECN
 - Completion Date
 - Current DD
 - PON
 - RESH
 - SO
 - TN
2. In the Enter Value to Search For field, enter a value and click .

Note: The values you enter must be exact.

The Service Order List appears.

You can re-sort the list by selecting any column heading. If you click the SO# column link, the Service Order list will appear.

Chapter 4. Service Orders

4.1. Overview

An LSR is processed in the following order when a CLEC submits it:

1. It is checked for errors.
2. It is characterized for order type (LNP or Non-LNP).
3. The CLEC generates a service order in SOCS.

If an LSR requires additional information to generate a service order, the following notice(s) will be sent to the CLEC, depending on how the LSR was sent:

- A faxed Clarification Notice or Rejected Notice and the PON report, if the order was submitted manually
- An Electronic Notice, if the LSR was submitted electronically

Note: You can access a PON Report at <https://clec.bellsouth.com>.

The following list describes the status changes a service order may undergo before it is delivered to the end user:

Status Abbreviation	Meaning	Description
CP	Completed Order	The order is complete and service has been delivered to the end user.
AO	Assignable Order	The order is ready for facility assignment.
CA	Cancelled Order	The order is canceled.
MA	Missed Appointment	The due date for the order has been missed. The associated codes give details.
PD and HC	Pending Order	The order has been assigned facilities and is waiting to be dispatched.
PF	Pending Facilities	It is difficult to provision facilities for the order.

Note: Service order status (system request codes) prefixes and suffixes direct efforts of downstream departments and are for BellSouth's internal use only.

4.2. Appropriate Action

A Pending Facilities (PF) or Missed Appointment (MA) status on an order usually indicates that there will be a delay in delivering service to the end user. You or BellSouth may need to take action to advance the order to Pending Dispatch (PD). The following sections explain PF and MA statuses and the procedures to follow when you encounter these statuses.

4.2.1. PF Status

A service order in PF status indicates a problem provisioning services to the end user. The PF Report gives details on orders in PF status, such as the reason for the delay and the estimated service date. When you encounter an order in PF status, consult the PF Report, which contains the reason for the delay, estimated service, etc., at "<http://clec.bellsouth.com> (<http://clec.bellsouth.com>)."

Note: The Web site is password protected. Each CLEC can only view the information about their orders in PR status.

4.2.2. MA Status

When an order is in MA status, a problem working the order exists. An MA status indicates the order will require a new due date. The MA status is further explained by the MA codes shown on the order. For more information about the MA codes, consult this URL:
 "http://www.interconnection.bellsouth.com/markets/lec/pend_stat.pdf
 (http://www.interconnection.bellsouth.com/markets/lec/pend_stat.pdf)."

4.2.2.1. MA Code Descriptions

The following table lists the MA field codes and their descriptions:

Code	Meaning	Description
CA	Company Assignment	Difficulty with the facility assignment resulted in a missed due date.
CA or EB	Company Business Ofc.	A business office (LCSC) mistake resulted in a missed due date.
CD	Company Designed	A facility design resulted in a missed due date.

Code	Meaning	Description
CF	Company Facilities	Physical facilities resulted in a missed due date.
CI*	Company Independent	Independent company difficulties resulted in a missed due date.
CK	Company Facilities	ISDN BRI Service facilities resulted in a missed due date.
CL	Company Load	An area work load resulted in a missed due date.
CM	Company Mechanization	Mechanization difficulties resulted in a missed due date.
CO	Company Other	Reasons other than those mentioned on this list resulted in a missed due date.
CS	Company Switching	Difficulties with the switching office resulted in a missed due date.
CX	Company Exceptional	Exceptional reasons (natural disaster, etc.) resulted in a missed due date.
CY	Customer Desired Due Date Missed	The due date was missed and the FOC date will follow.
SA*	Subscriber (CLEC/End User) Access	Lack of access at the end user address resulted in a missed due date.
SL*	Subscriber (CLEC/End User) Requests Later Date	CLEC/end user request for a later date resulted in a missed due date.
SP*	Subscriber (CLEC/End User) Requests Earlier Date	CLEC/end user request an earlier date resulted in a missed due date.
SO*	Subscriber (CLEC/End User) Other	CLEC/end user reasons other than those on this list resulted in a missed due date.
SR*	Subscriber (CLEC/End User) Not Ready	CLEC/end user is not ready.

*Consult the documentation at
["http://www.interconnection.bellsouth.com/markets/lec/pend_stat.pdf"](http://www.interconnection.bellsouth.com/markets/lec/pend_stat.pdf)

(http://www.interconnection.bellsouth.com/markets/lec/pend_stat.pdf)"to determine the appropriate action.

4.3. Service Order Identification

Orders are identified in SOCS by service order numbers, which begin with an alpha character followed by seven alphanumeric characters. There are six types of service orders that can be issued in SOCS. Order types are denoted by the first character of the order number. The values for the first character and their meanings are listed in the following table.

Character	Meaning
N	New
C	Change
D	Disconnect
T	Transfer to a new address (works with "F" order)
F	Disconnect from an Old Address (works with "T" order)
R	Record

4.3.1. Service Order Fields

The following table shows the fields that are available for you to view service order information:

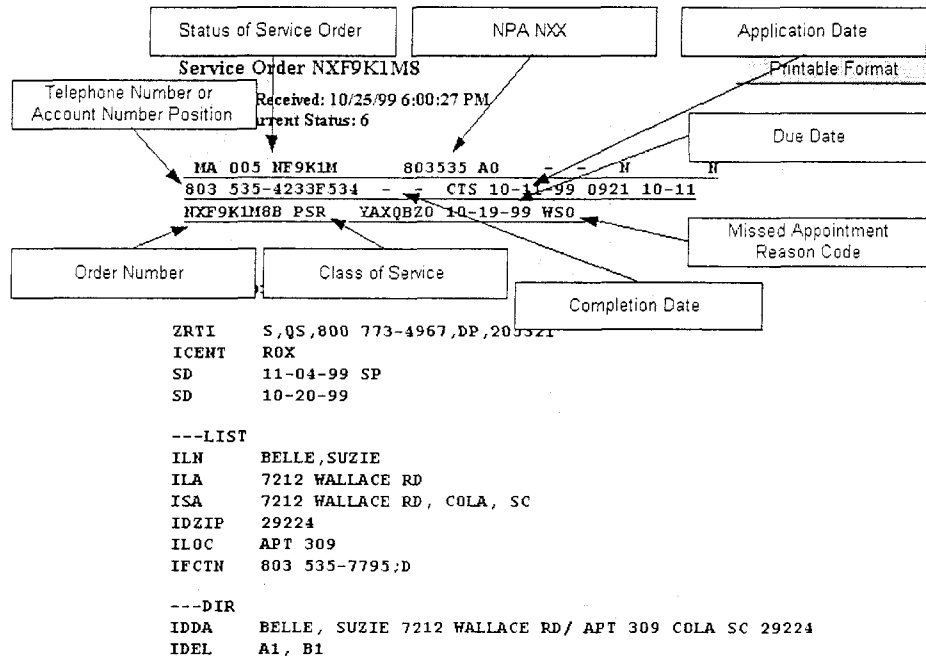
Field Number	Title	Description
First Row Header Fields		
1	Order Status	Status of the service order (two alphabetic characters, which may include a prefix or suffix).
2	For BST Internal Use only	
3	For BST Internal Use only	
4	NPANXX	NPANXX used on the service order.
5	For BST Internal Use only	
6	For BST Internal Use only	
7	For BST Internal Use only	
8	For BST Internal Use only	

Field Number	Title	Description
9	For BST Internal Use only	
10	For BST Internal Use only	
Second Row Header Fields		
11	TN or Account Number	Main telephone or account number on which the service number is written.
12	For BST Internal Use only	
13	For BST Internal Use only	
14	Completion Date	Date the end user's service order or service installation is completed.
15	For BST Internal Use only	
16	Application Date	Date the clean LSR was presented and a service order could be issues.
17	For BST Internal Use only	
18	For BST Internal Use only	
Third Row Header Fields		
19	Order Number	Service order number.
20	Class of Service	Type of service as referenced in the USOC Manual.
21	For BST Internal Use only	
22	Due Date	Original due date the service order was to be completed.
23	For BST Internal Use only	
24	For BST Internal Use only	
25	Missed Appt Reason Code	Code indicating why the due date was not met.

4.4. Service Order Fields

The service order header provides pertinent information about the service order. When you review an individual service order, the header information appears in blue and is underlined, as shown in the following figure.

Figure 8. Service Order Headers



4.4.1. Service Order Detail

Beneath the header information, service order details are separated into sections, which are defined in the following table:

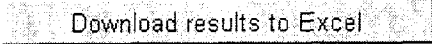

Section	Definition								
Unfielded Identification Information	<p>This section of the service order is placed immediately following the header information. This section includes, but is not limited to, the following items:</p> <ul style="list-style-type: none"> • Subsequent due date information—the new due date on which the order is to be worked. It is indicated by the “SD” followed by the date. • Related order information—a listing of orders related to the displayed order. The relationship between the orders is denoted by three alpha characters preceding the service order, as defined in the following list: <ul style="list-style-type: none"> – “CRO” or “RRSO” indicates related service orders due on the same day. – “RO” indicates related service orders due on different days. – “SEQ” indicates the sequence that related orders are to be worked. • AECN information is a four numeric CLEC identifier used on LNP and UNE orders. 								
Listing Information	<p>The listing section of the service order is indicated by “- - -LIST.” It includes, but is not limited to, the following codes:</p> <table border="0"> <thead> <tr> <th colspan="2" data-bbox="707 1308 1015 1342">Abbreviation Meaning</th> </tr> </thead> <tbody> <tr> <td data-bbox="707 1357 756 1385">LN</td> <td data-bbox="893 1357 1409 1427">Indicates the Listed Name to be placed in the directory</td> </tr> <tr> <td data-bbox="707 1442 756 1470">LA</td> <td data-bbox="893 1442 1409 1513">Indicates the Listed Address to be placed in the directory</td> </tr> <tr> <td data-bbox="707 1527 756 1555">SA</td> <td data-bbox="893 1527 1376 1598">Indicates the location or address where service is working</td> </tr> </tbody> </table>	Abbreviation Meaning		LN	Indicates the Listed Name to be placed in the directory	LA	Indicates the Listed Address to be placed in the directory	SA	Indicates the location or address where service is working
Abbreviation Meaning									
LN	Indicates the Listed Name to be placed in the directory								
LA	Indicates the Listed Address to be placed in the directory								
SA	Indicates the location or address where service is working								
Directory Information	<p>This section is for BellSouth internal use only. It is indicated by “- - -DIR” and contains directory information.</p>								

Section	Definition
Billing Information	<p>Billing information on the service order is indicated by the “__BILL” section and may include, but is not limited to, the following information:</p> <p>Prefix Meaning</p> <p>IBN1 IBNX Billing Name followed by the address</p> <p>RESH Four digits preceded by an “R” used to identify the CLEC on resale orders</p> <p>IPON CLEC purchase order number</p> <p>IBTN The CLEC billing account or “Q” account number</p>
Service and Equipment Details	<p>The service and equipment section of the order is indicated by “- -S&E.” It refers to service and equipment that is being added, changed, deleted, etc. in accordance with the instructions on the LSR. The USOC codes for BellSouth's products and services can be found in the USOC Manual or the various state subscribers tariffs and will not be discussed in this guide. The codes that indicate the action taken on a product of service are listed below. One or more action codes will be indicated for each item influenced by the service order. The following table lists and describes the S&E Action Codes.</p> <p>Code Meaning</p> <p>I Adding a new feature, line, etc.</p> <p>O Removing feature, line, etc.</p> <p>R (Recapped) No change to existing feature, line, etc.</p> <p>C Change to existing feature, line, etc. Shows existing information (works with “T” action)</p> <p>T Change to existing feature; line, etc. Shows the new information (works with “C” action)</p> <p>D Change to existing feature, line, etc. (works with “E” action)</p> <p>E Change to existing feature, line, etc. (works with “D” action)</p> <p>G Grouping of information for individual telephone numbers</p>

Chapter 5. Using Excel

5.1. Downloading Results into MS Excel

To download the query results from the Service Order List into Microsoft Excel, follow these steps:

1. From the Service Order List, click  at the bottom of the screen.
2. If you are using **Internet Explorer**, select the Open In Excel link or click the . The file appears on the screen within your browser:

If you are using **Netscape**, follow steps 3 through 4:


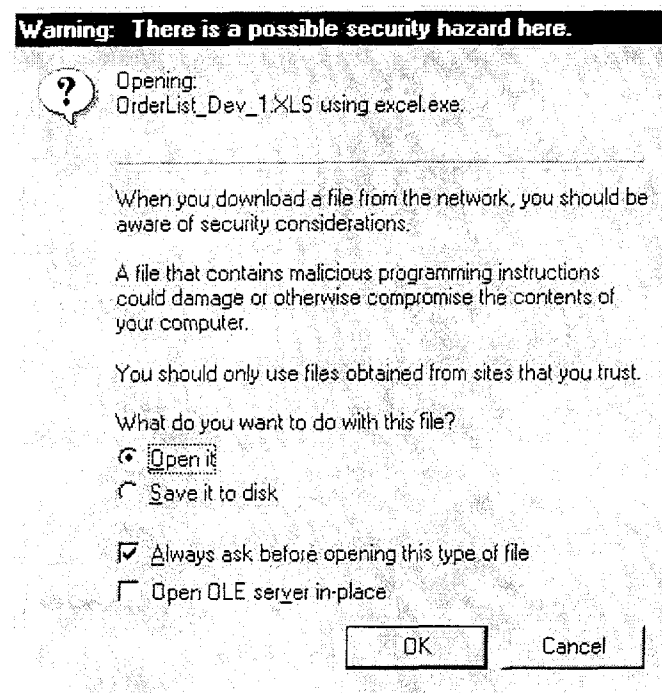
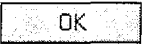
3. Select the “Open In Excel” link or click the . The following window appears in your browser:

Figure 9. Downloading into Excel from Netscape



4. Select either Open it or Save it to disk and click .

The file is downloaded into your Excel application.

Florida Public Service Commission

Docket NO. 000649-TP

EXHIBIT RMP-4

Transmittal Cover Sheet for Pate Exhibit RMP-4

This sheet transmits the

BellSouth Products and Services Interval Guide

Which consists of 35 pages

005599



Customer Guide
CG-INTL-001
Issue 3, July 2000

BellSouth Products & Services Interval Guide

Network & Carrier Services

005600

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July 1998 - July 2000

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Introduction

Purpose

The purpose of the BellSouth Products & Services Interval Guide is to provide initial target intervals for the provisioning of Complex Resale Services, Simple Resale Services, Unbundled Network Element (UNE) Services, and Number Portability.

These target intervals may be used when placing firm service order requests, or for general planning purposes. BellSouth will make every effort to accommodate service requests utilizing these intervals. As with all service provisioning requests, these target intervals assume an error free request, normal working conditions including safety, load, weather, and availability of equipment and facilities. Due dates will be provided via the Firm Order Confirmation (FOC) process for each individual order.

Refer to the Resale Ordering Matrix contained in the BellSouth Ordering Guide for CLECs found at: <http://www.interconnection.bellsouth.com/guides/guides.html> to determine if the order should be sent to the LCSC or the Account Team.

The day the order is received by BellSouth, either LCSC or Account Team, is considered the start of the interval process. The Targeted Service Interval in this guide includes the FOC Interval, and the Service Inquiry Interval, if applicable. LSR's returned to a CLEC for clarification may result in an extended or revised FOC Interval or Targeted Service Interval.

For convenience in viewing or printing this guide, go to the On-Line CLEC Customer Guides page at: <http://www.interconnection.bellsouth.com/guides/guides.html> and click on "Download Guides" before viewing or printing the guide. Downloading prior to viewing or printing the guide will cause the table headers to be displayed at the top of each screen or printed page. If you choose to download guides for easy viewing and printing, the Alphabetical Product Index links will not work. Links work only if on-line navigation method selected from On-line CLEC Customer Guides page.

The following is an example of interval considerations:

EXAMPLE: Request for 1 Local Exchange Line addition:

- CLEC places request with LCSC on Monday for the addition of one Local Exchange Line (Residence) at end user location.
- LCSC receives request Monday at 10:00 A.M.
- LCSC creates a service order and sends FOC Wednesday at 9:00 A.M.
- Line is installed at end user location Friday.

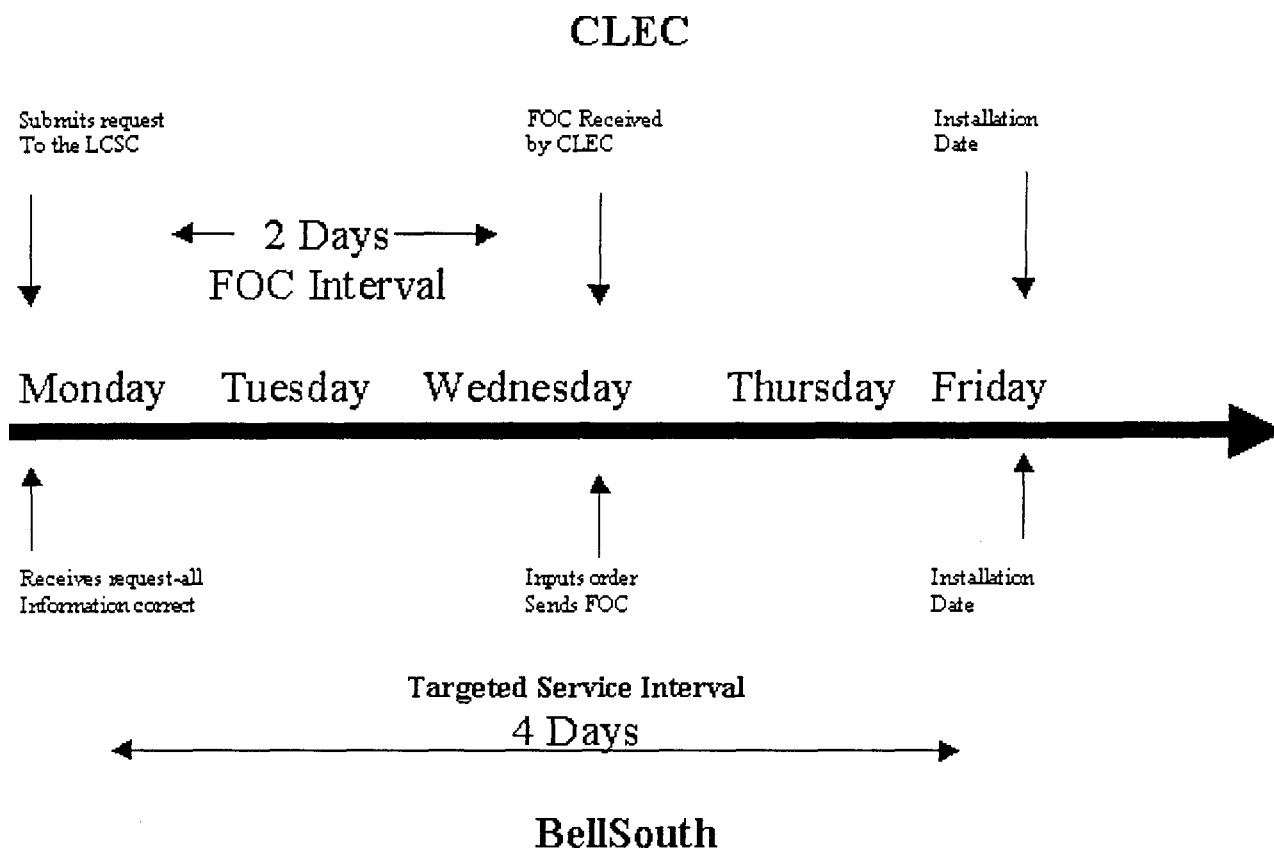


Figure 1 Interval Considerations Example

Version Information

Table A Summary of Changes

Date/Issue July, 2000 / 3a	Chapter	Description
	Introduction Section	Added URL addresses which reference the BellSouth Ordering Guide and the On-Line Customer Guides pages found on the World Wide Web.
	Simple Resale Services Interval Table	Added the word "days" to the Local Exchange Line (Flat/Message/Measured) Residence and Local Exchange Line (Flat/Message/Measured) Business rows in the Targeted Service Interval for Retail/Resale New or Existing Account and Resale Switch with Changes Column .
	Simple Resale Services Interval Table	Added a note at the bottom of the Simple Resale Services Interval Table to explain terms of Dispatch and No Dispatch.
	UNE Interval Table	Updated the interval for 2 Wire ISDN Digital Loop, Quantity 1-7.
	UNE Interval Table	Modified Physical Collocation-Central Office and Virtual Collocation-Central Office to include new Florida rules
	UNE Interval Table	Modified Physical Collocation-Central Office and Virtual Collocation-Central Office to include new intervals for 1-5 applications.

- continued -

Table A Summary of Changes (continued)

Table B Revision History

Date/Issue	Description
December, 1999 / 2b	<p>Following is a summary of changes included in this guide:</p> <ul style="list-style-type: none"> • UNE-Interoffice Transport: <ul style="list-style-type: none"> - Changed the product name from Interoffice DS0 to Dedicated Interoffice DS0 - Changed the product name from Interoffice DS1 to Dedicated Interoffice DS1 - Changed the product name from Interoffice DS3 to Dedicated Interoffice DS3 - Changed the product name from Dedicated 2 Wire Voice Grade to Dedicated Interoffice 2 Wire Voice Grade - Changed the product name from Dedicated 4 Wire Voice Grade to Dedicated Interoffice 4 Wire Voice Grade - Changed the product name from Local Channel Dedicated DS1 to Dedicated Local Channel DS1 - Changed the product name from Interoffice Transport Analog Line Grade to Dedicated Voice Grade - Added new product Dedicated Local Channel DS3 - Increased FOC Interval to include service inquiry time of 7 days and adjusted Targeted Service Interval accordingly for Dedicated Interoffice DS3 • UNE-Increased FOC Interval to include service inquiry time of 5 days and adjusted Targeted Service Interval accordingly for: <ul style="list-style-type: none"> - ADSL 2 Wire UNE - HDSL 2 Wire & 4 Wire UNE - Unbundled Copper Loop - Unbundled Loop Concentration (ULC) System - ULC Loop Interfaces • UNE-Changed intervals to Negotiated for Unbundled Network Terminating Wire • UNE-Changed intervals to Negotiated for the following products still under development: <ul style="list-style-type: none"> - Unbundled Sub-Loop Distribution - Unbundled Sub-Loop Concentration • UNE-Removed the following: <ul style="list-style-type: none"> - Hunting (feature-not product) - Switching Functionality (part of port-cannot be ordered separately) - Unbundled Local Usage (part of port-cannot be ordered separately)
Page viii	<ul style="list-style-type: none"> • Simple Resale Services-Changed line quantity for: <ul style="list-style-type: none"> - Local Exchange Lines - Independent Payphone Providers

1. Alphabetical Product Index

1.1 Alphabetical Product Index

BellSouth product list sorted alphabetically with links to the appropriate interval table. Simply double click on the product to hyperlink to the correct table. (Link works only if on-line navigation method selected from On-line CLEC Customer Guides page. If you choose to download guides for easy viewing and printing links will not work).

- Access to 800 Database
- Access to Databases
- Access to Line Information Database
- Accupulse®
- ADSL 2 wire asymmetrical digital subscriber line loop
- Area Plus
- Area Plus with Complete Choice
- Call Block
- Call Forwarding Variable
- Call Return
- Call Selector
- Call Tracing
- Call Waiting
- Call Waiting Deluxe
- Caller ID
- CCS7 Signaling Transport Service
- Centrex additions
- Collocation
- Complete Choice
- Customized Call Routing
- Dark Fiber Interoffice Transport
- Dedicated Transport
 - Interoffice DS0
 - Interoffice DS1
 - Interoffice DS3
 - Interoffice 2 wire voice grade
 - Interoffice 4 wire voice grade
 - Local Channel DS1

- Local Channel DS3
- Direct Access to DA Service
- Direct Inward Dial (DID)
 - Interim Number Portability
 - Local Number Portability Number Blocks
 - Trunk Lines
- Directory Assistance
 - Access Service
 - Call Completion
 - Database Service
 - Number Services Intercept
 - Transport
- E-911/SALI
- Enhanced Caller ID
- Essx additions
- FCO/FX
- FlexServ®
- Foreign Central Office (FCO)
- Foreign Exchange (FX)
- Frame Relay
- HDSL 2 wire & 4 wire high bit rate digital subscriber line loop
- Hunting For Local Resale Lines
- Independent Payphone Provider
- Integrated Package
- Interim Number Portability
- Interoffice Transport
- Inward Operator Services
- ISDN
 - BRI
 - PRI
 - Local Number Portability
 - BRI
 - PRI
 - 2 wire digital line side port
 - 4 wire digital line side port
- LightGate®

- Line Features for Local Exchange Lines
- Local Exchange Line
 - Business (Flat, Message, Measured)
 - Residence (Flat, Message, Measured)
- Local Number Portability
- MegaLink®
 - Channelized
 - Non-channelized
- MegaLink Plus®
- MemoryCall®
- Message Telephone Service
- MultiServ®/MultiServ Plus®
- Network Interface Device (NID)
 - NID
 - NID to NID cross connect
 - For local exchange line usage
- Network Terminating Wire
- NID
- NID to NID Cross Connect
- NMLI
- Number Portability
- Off Prem Stations
- Open AIN (OAIN)
- Operator Call Processing
- Optional Calling Plan
- PBX Trunks (Flat, Message, Measured)
- Physical Collocation
- Point to Point Analog Data Circuit
- Preferred Call Forwarding
- Private Branch Exchange (PBX)
- Remote Access to Call Forwarding
- Remote Call Forwarding
 - For Interim Number Portability
 - For Local Exchange Line
- Repeat Dialing
- RingMaster®

- RIPH-Route Index Hubbing
- SmartPath®
- SmartRing®
- Speed Calling
- Sub Loops (outside plant)
 - Loop Concentration
 - Loop Feeder
- SynchroNet®
- Tie Lines
- Touchtone for Local Exchange Lines
- ULC Loop Interfaces
- Unbundled
 - Access to OSS
 - Copper Loop
 - Local Switching
 - Loop Concentration (ULC) System
 - Loops
 - Network Elements
 - Network Terminating Wire
 - Sub-loop Concentration
 - Sub-loop Distribution
- Virtual Collocation
- WATS
- 2 Wire Analog DID Trunk Port Unbundled Local Switching
- 2 Wire Analog Line Port
- 2 Wire Analog Voice Grade Designed Loop
- 2 Wire Analog Voice Grade Non-designed Loop
- 2 Wire ISDN Digital Line Side Port Unbundled Local Switching
- 2 Wire ISDN Digital Loop
- 3-Way Calling
- 4 Wire 56 or 64 Kbps Digital Loop
- 4 Wire Analog Voice Grade Loop
- 4 Wire DS1 & PRI Digital Loop
- 4 Wire ISDN DS1 Digital Trunk Port Unbundled Local Switching

2. Complex Resale Services

2.1 Complex Resale Services

The Complex Resale Services Interval Table consists of the following Terms and Definitions:

Term	Definition
Product	BellSouth product.
Quantity	Number of lines, trunks, circuits, or points.
FOC Interval	The number of days from receipt of request to Firm Order Confirmation (FOC).
Targeted Service Interval	The number of days from receipt of request to completion of order.
FOC Interval Switch-As-Is	The number of days from receipt of request to FOC for Switch-As-Is orders.
Targeted Service Interval Switch-As-Is	The number of days from receipt of request to completion of order for Switch-As-Is requests.

Table C Complex Resale Services Interval Table

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval	FOC Interval Switch-As-Is	FOC Interval
AccuPulse®*		3 days + 1 for each additional circuit	15 days + 1 for each additional circuit	2 days	9 days
ESSX (additions)*	1-3 lines	4 days	4 days	2 days	2 days
	4-9 lines	5 days	7 days	2 days	2 days
	10-24 lines*	7 days	7 days	3 days	3 days
	25+ lines*	7 days + 1 for each additional line	7 days + 1 for each additional line	5 days	5 days
BellSouth Centrex*		N/A	Negotiated	N/A	Negotiated
BellSouth Centrex additions	1-10 lines	5 days	7 days	3 days	4 days

- continued -

Table C Complex Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval	FOC Interval Switch-As-Is	FOC Interval
	11-24 lines	5 days	10 days	4 days	5 days
	25+ lines	7 days	Negotiated	5 days	Negotiated
Direct Inward Dial (DID)*	1-8 trunks	3 days	16 days	2 days	10 days
	9-16 trunks	4 days	20 days	3 days	11 days
	17-24 trunks	5 days	23 days	4 days	11 days
	25+ trunks*	5 days + 1 for each additional 10 trunks	23 days + 1 for each additional trunk	4 days	11 days
E-911/SALI*		Negotiated	Negotiated 12-18 months	Negotiated	Negotiated
FlexServ® *	1-8 circuits*	3 days	25 days	2 days	11 days
	9+ circuits*	5 days + 1 for each additional 4 circuits	25 days + 2 for each additional 4 circuits	3 days	11 days
Frame Relay (note 4)	1-14 circuits*	3 days	15 days	2 days	6 days
	15+ circuits*	3 days	22 days + 1 for each additional circuit	2 days	13 days
ISDN/BRI	1-4 circuits*	3 days	16 days	2 days	7 days
	5+ circuits*	4 days + 1 for each additional circuit	16 days + 1 for each additional circuit	3 days	7 days
ISDN/PRI	1-4 circuits*	5 days	25 days	3 days	11 days
	5+ circuits*	5 days + 1 for each additional circuit	25 days + 1 for each additional circuit	3 days	12 days
LightGate® new	Any quantity with or w/o DSO's*	N/A	Negotiated	N/A	Negotiated
LightGate® additions	1-4 MegaLink® on LightGate®*	3 days	16 days	2 days	10 days

- continued -

Table C Complex Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval	FOC Interval Switch-As-Is	FOC Interval
	5+ MegaLink® on LightGate®*	3 days + 1 for each additional 4 circuits	16 days + 1 for each additional 4 circuits	3 days	10 days
MegaLink® non channelized	1-4 circuits	3 days	10 days	2 days	4 days
	5+ circuits*	3 days + 1 for each additional 4 circuits	14 days + 1 for each additional circuit	2 days	8 days
MegaLink® channelized	1-4 circuits*	5 days	16 days	3 days	10 days
	5+ circuits*	5 days + 1 for each additional 4 circuits	16 days + 1 for each additional 4 circuits	3 days	10 days
MegaLink Plus® (note 2)	1-4 circuits*	3 days	Negotiated	2 days	Negotiated
	5+ circuits*	3 days + 1 for each additional 4 circuits	Negotiated	2 days	Negotiated
MultiServ®/ MultiServ Plus® new*		N/A	Negotiated	N/A	Negotiated
MultiServ®/ MultiServ Plus® additions	1-10 lines	5 days	7 days	3 days	4 days
	11-25 lines	5 days	10 days	4 days	5 days
	25+ lines	7 days	Negotiated	5 days	Negotiated
NMLI	1-8 circuits*	5 days	Negotiated	4 days	Negotiated
	9+ circuits*	5 days + 1 for each additional circuit	Negotiated	4 days	Negotiated
Off-prem stations	1-8 circuits	3 days	9 days	2 days	3 days
	9-16 circuits	3 days	12 days	2 days	3 days
	17-25 circuits	4 days	15 days	3 days	3 days

- continued -

Table C Complex Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval	FOC Interval Switch-As-Is	FOC Interval
	25+ circuits	5 days + 1 for each additional 10 circuits	21 days + 1 for each additional 4 circuits	3 days	9 days
SMARTPath®		7 days	Negotiated	5 days	Negotiated
SMARTRing®		7 days	Negotiated	5 days	Negotiated
SynchroNet® point-to-point	1-8 points	3 days	9 days	2 days	3 days
	9+ points*	3 days + 1 for each additional 4 points	16 days + 2 for each additional 4 points	3 days	8 days
SynchroNet® multipoint	3-5 points	3 days	17 days	2 days	4 days
	6-8 points	3 days	19 days	2 days	4 days
	9+ points*	4 days + 1 for each additional 3 points	25 days + 2 for each additional 4 points	3 days	10 days
FCO/FX	1-8 circuits	3 days	9 days	2 days	3 days
	9-16 circuits	3 days	12 days	2 days	3 days
	17-24 circuits	4 days	15 days	3 days	3 days
	25+ circuits*	4 days + 1 for each additional 10 circuits	21 days + 1 for each additional circuit	3 days	9 days
Tie lines	1-8 circuits	3 days	9 days	2 days	3 days
	9-16 circuits	3 days	12 days	2 days	3 days
	17-24 circuits	4 days	15 days	3 days	3 days
	25+ circuits*	4 days + 1 for each additional 10 circuits	21 days + 1 for each additional circuit	3 days	9 days
WATS	1-8 circuits	3 days	9 days	2 days	3 days
	9-16 circuits	3 days	12 days	2 days	3 days
	17-24 circuits	4 days	15 days	3 days	3 days

- continued -

Table C Complex Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval	FOC Interval Switch-As-Is	FOC Interval
	25+ circuits*	4 days + 1 for each additional 10 circuits	21 days + 1 for each additional circuit	3 days	9 days
Point to point analog data	3-5 points	3 days	16 days	2 days	3 days
	6-8 points	3 days	18 days	2 days	3 days
	9+ points*	4 days + 1 for each additional circuit	24 days + 1 for each additional circuit	3 days	9 days

Note:

1. *=Service Inquiry Required.
2. MegaLink Plus® intervals should be considered on an individual case basis since fiber facilities are required to provision this service.
3. FlexServ® intervals should include additional network circuits associated with the FlexServ® service.
4. Independent telephone companies/Interexchange carriers carry their own established interval guidelines, where applicable.
5. Negotiated = The BellSouth Project Manager will negotiate with the New Service Provider, for all targeted intervals.

3. Simple Resale Services

3.1 Simple Resale Services

The Simple Resale Services Interval Table consists of the following Terms and Definitions:

Term	Definition
Product	BellSouth product.
Quantity	Number of lines, trunks or circuits, or account level activity.
Targeted Service Interval-Switch-As-Is	The number of days from receipt of request to completion of order.
Targeted Service Interval For Retail/Resale New or Existing Account, and Resale Switch With Changes	The number of days from receipt of request to completion of order.
FOC Interval	The number of days from receipt of request to Firm Order Confirmation (FOC).

Table D Simple Resale Services Interval Table

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval For Retail/Resale New or Existing Account And Resale Switch With Changes	FOC Interval
Call Waiting Deluxe	per account	Use Local Exchange Line interval	4 days	2 days
Caller ID	per account	Use Local Exchange Line interval	4 days	2 days
Enhanced Caller ID	per account	Use Local Exchange Line interval	4 days	2 days
Independent Payphone Provider (per location)	1-5 lines	2 days	5 days	2 days
	6+ lines	3 days	Negotiated	Negotiated

- continued -

Table D Simple Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval For Retail/Resale New or Existing Account And Resale Switch With Changes	FOC Interval
Line features (Note 1)	per account	Use Local Exchange Line interval	Use Local Exchange Line interval	2 days
Local Exchange Line (Flat/Message/ Measured) Residence	1 line	2 days	*No dispatch=2 days; Dispatch =4 days	2 days
	2 lines	2 days	4 days	2 days
	3-5 lines	2 days	7 days	2 days
	6-10 lines	2 days	9 days	2 days
	11-24 lines	3 days	12 days	2 days
	25+ lines	4 days	Negotiated	2 days
Local Exchange Line (Flat/Message/ Measured) Business	1 line	2 days	*No dispatch=2 days; Dispatch =4 days	2 days
	2 lines	2 days	4 days	2 days
	3-5 lines	2 days	7 days	2 days
	6-10 lines	2 days	9 days	2 days
	11-24 lines	3 days	12 days	2 days
	25+ lines	4 days	Negotiated	2 days
MemoryCall®	per account	Use Local Exchange Line interval	4 days	2 days

- continued -

Table D Simple Resale Services Interval Table (continued)

Product	Quantity	Targeted Service Interval Switch-As-Is	Targeted Service Interval For Retail/Resale New or Existing Account And Resale Switch With Changes	FOC Interval
Optional Calling Plan	per account	Use Local Exchange Line interval	3 days	2 days
PBX Trunks (Flat/Message/ Measured)	1-5 Trunks	3 days	7 days	2 days
	6-10 Trunks	4 days	10 days	3 days
	11+ Trunks	5 days	Negotiated	Negotiated
RingMaster®	per account	Use Local Exchange Line interval	3 days	2 days

Note:

1. Line features are central office work only (no dispatch or engineering required). Some of the line features include: Area Plus, Call Waiting, Speed Calling, Call Forwarding Variable, Remote Access to Call Forwarding, 3-Way Calling, Hunting, Integrated Package, Area Plus with Complete Choice, Complete Choice, Message Telephone Service (MTS), Call Return, Call Selector, Call Tracing, Call Block, Repeat Dialing, Preferred Call Forwarding, Touchtone.
2. Negotiated = BellSouth will negotiate with the New Service Provider, for all targeted intervals.

Note: *If qualifies for Automatic Completions (AC=Yes), then the order is given a 2 day interval. No dispatch is required

4. Unbundled Network Elements

4.1 Unbundled Network Elements

The Unbundled Network Elements Interval Table consists of the following Terms and Definitions:

Term	Definition
Product	BellSouth Product
Quantity	Number of lines, trunks, circuits, or points
Targeted Service Interval	The number of days from receipt of request to completion of order
FOC Interval	The number of days from receipt of request to Firm Order Confirmation (FOC)

Table E UNE Interval Table

Product	Quantity	Targeted Service Interval	FOC Interval
Unbundled Loops			
2 Wire analog voice grade loop non-designed (SL1)	1-5	7 days	2 days
	6-14	10 days	3 days
	15+	Negotiated	Negotiated
2 Wire analog voice grade loop designed (SL2)	1-5	7 days	2 days
	6-14	10 days	3 days
	15+	Negotiated	Negotiated
4 Wire analog voice grade loop	1-5	7 days	2 days
	6-14	10 days	3 days
	15+	Negotiated	Negotiated
4 Wire DS1 & PRI digital loop	1-5	7 days	2 days
	6-14	10 days	3 days
	15+	Negotiated	Negotiated

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Table E UNE Interval Table (continued)

Product	Quantity	Targeted Service Interval	FOC Interval
2 Wire ISDN digital loop	1-7	12 days	5 days
	8-14	15 days	7 days
	15+	Negotiated	Negotiated
4 Wire 56 OR 64 Kbps digital loop	1-5	7 days	2 days
	6-14	10 days	3 days
	15+	Negotiated	Negotiated
ADSL-2 Wire asymmetrical digital subscriber line loop*	1-5	12 days	7 days
	6-13	15 days	8 days
	14+	Negotiated	Negotiated
HDSL-2 Wire & 4 Wire high bit rate digital subscriber line loop*	1-5	12 days	7 days
	6-13	15 days	8 days
	14+	Negotiated	Negotiated
Unbundled Copper Loop*	1-5	12 days	7 days
	6-13	15 days	8 days
	14+	Negotiated	Negotiated
Unbundled Network Terminating Wire*		Negotiated	Negotiated
Loop Concentration (inside plant)			
Unbundled Loop Concentration (ULC) System*	1	95 days	20 days
ULC Loop Interfaces*	1	12 days	7 days
Sub Loops (outside plant)			
Unbundled Sub-loop Distribution* (Note 3)	1	Negotiated	Negotiated

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Table E UNE Interval Table (continued)

Product	Quantity	Targeted Service Interval	FOC Interval
Unbundled Sub-loop Concentration *(dependent upon equipment and right of way (Note 3))	1	Negotiated	Negotiated
Network Interface Device (NID)			
NID to NID cross connect	1-14	7 days	2 days
	15+	Negotiated	Negotiated
NID	1-14	7 days	2 days
	15+	Negotiated	Negotiated
Open AIN (OAIN)			
OAIN tool kit*	1	45 days	10 days
OAIN service management system*	1	45 days	10 days
CCS7 Signaling Transport Service			
A-Link signaling	1	60 days	12 days
D-Link signaling	1	60 days	12 days
STP-signaling transfer point	1	60 days	12 days
Interoffice Transport			
Dedicated Voice Grade (Note 3)	1	30 days	7 days
Dedicated interoffice DS0 (Note 3)	1	30 days	7 days
Dedicated interoffice DS1	1	30 days	7 days
Dedicated interoffice DS3*	1	37 days	14 days
Dedicated interoffice 2 wire voice grade (Note 3)	1	30 days	7 days
Dedicated interoffice 4 wire voice grade (Note 3)	1	30 days	7 days
Dedicated local channel DS1	1	30 days	7 days
Dedicated local channel DS3*	1	37 days	14 days

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Table E UNE Interval Table (continued)

Product	Quantity	Targeted Service Interval	FOC Interval
Dark fiber	1	Negotiated	Negotiated
O/S and D/A UNEs			
Operator call processing-OPCH, FACH, BLV, EI,ECT	1	30 days	7 days
Operator call processing-facility based OPCH, FACH, ECT	1	30 days	7 days
Operator call processing-facility based BLV, EI	1	30 days	7 days
Inward operator services	1	30 days	7 days
Directory assistance access service (DAAS)	1	30 days	7 days
Directory assistance call completion (DACC)	1	30 days	7 days
Directory assistance number services intercept (DANSI)	1	30 days	7 days
Directory assistance transport	1	30 days	7 days
Directory assistance database service (DADS)	1	30 days	7 days
Direct access to DA service (DADAS)	1	30 days	7 days
Customized Call Routing (selective routing-LCC)			
1-5 LCC	1-5	30 days	7 days
6-25 LCC	6-25	60 days	15 days
>25 LCC	25+	Negotiated	Negotiated
Unbundled Local Switching			
2 Wire analog line port	1-10	3 days	2 days
	11-25	4 days	2 days
	25+	Negotiated	Negotiated
2 Wire analog DID trunk port	1-10	5 days	2 days

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Table E UNE Interval Table (continued)

Product	Quantity	Targeted Service Interval	FOC Interval
	11-25	6 days	2 days
	25+	Negotiated	Negotiated
2 Wire ISDN digital line side port	1-10	5 days	2 days
	11-25	6 days	2 days
	25+	Negotiated	Negotiated
4 Wire ISDN DS1 digital trunk port	1-10	5 days	2 days
	11-25	6 days	2 days
	25+	Negotiated	Negotiated
Unbundled Access to OSS			
Preorder*	1	30 days	N/A
Order/ Provisioning*	1	30 days	N/A
Maintenance/ Repair*	1	30 days	N/A
Access to Databases			
800 database	1	10 days	3 days
Line information database (LIDB)	1	60 days	7 days
Physical Collocation - Central Office			
Application Accepted or Denied-All States Except Florida		10 Business days	N/A
Note: (See Note #1)			
Application Response-All States Except Florida	1-5	30 Business days	N/A
	6-10	36 Business days	N/A
	11-15	42 Business days	N/A
	15+	Negotiated project	N/A

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Table E UNE Interval Table (continued)

Product	Quantity	Targeted Service Interval	FOC Interval
Ordinary provisioning - All states Except Florida Note: (See Note #2)	1-5	120 Calendar Days	N/A
	6+	Negotiated project	N/A
Extraordinary Provisioning - All States except Florida Note: (See Note #2)	1-5	180 Calendar days	N/A
	6+	Negotiated project	N/A
Virtual Collocation - Central Office			
Application Accepted or Denied - All States -Except Florida Note: (See Note # 1)		10 Business days	N/A
Application Response - All States Except Florida	1-5	30 Business days	NA
	6-10	26 days	NA
	11-15	32 days	
	15+	Negotiated project	
Ordinary Provisioning - All States Except Florida Note: (See Note #2)	1-5	90 Calendar days	NA
	6+	Negotiated project	NA
Extraordinary Provisioning - All States except Florida (See Note #2)	1-5	120 Calendar days	NA
	6+	Negotiated project	NA

Note: #1: Florida requires Application Response in 15 Calendar days.

Note: #2: Florida requires implementation of all physical collocation in 90 calendar days and all virtual collocation in 60 calendar days. BellSouth can negotiate an extension of time with CLEC and if that fails, seek an extension from the Florida Commission within 45 calendar days. However, for changes to existing collocation space, the Florida Commission ordered an interval of 45 calendar days, but BellSouth can also seek an extension in this case.

Note: **Other:**

1. *=Service Inquiry required. Service Inquiry interval included in Targeted Service Interval and FOC Interval
2. N/A=Not applicable
3. Product under development
4. Negotiated=The BellSouth Project Manager will negotiate with the New Service Provider, for all targeted intervals

5. Number Portability

5.1 Local Number Portability

The Number Portability Interval Guide is used for porting telephone number(s) only. If the porting request includes loops see Unbundled Network Elements (UNE) interval table and use the interval in this table, or the UNE table, whichever is longest.

The Number Portability Interval Table consists of the following Terms and Definitions:

Term	Definition
Product	BellSouth Product
Quantity	Numbers, or number blocks
Targeted Service Interval	The number of days from receipt of request to completion of order
FOC Interval	The number of days from receipt of request to Firm Order Confirmation (FOC)
Full Migration	Port all telephone numbers on end user account
Partial Migration	Port some telephone numbers, leave some telephone numbers, and/or disconnect some telephone numbers

Product	Quantity	Targeted Service Interval	FOC Interval
Full Migration			
Simple Resale/Retail Services	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
Complex Resale/Retail Services, including:			
LNP porting of number(s) only:			
1. Centrex/MultiServ	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
2. ISDN BRI (Non-designed)	1-50 numbers	5 days	2 days

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	51+ numbers	Negotiated	Negotiated
3. ISDN BRI (Designed)	1-50 numbers	7 days	2 days
	51+ numbers	Negotiated	Negotiated
4. ISDN PRI(Non-designed)	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
5. ISDN PRI (Designed)	1-50 numbers	7 days	2 days
	51+ numbers	Negotiated	Negotiated
6. DID Number Blocks			
Complete initial block of 20 numbers	1 block	7 days	2 days
Complete initial block of 20 numbers PLUS one additional block of 20 numbers	2 blocks	7 days	2 days
Complete initial block of 20 numbers PLUS two or more additional blocks of 20 numbers	3+ blocks	Negotiated	Negotiated
Partial Migration			
Simple Resale/Retail Services	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
Complex Resale/Retail Services, including:			
LNP porting of number(s) only (Note 1)			
1. Centrex/MultiServ	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
2. ISDN BRI (Non-designed)	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
3. ISDN BRI (Designed)	1-50 numbers	7 days	2 days

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	51+ numbers	Negotiated	Negotiated
4. ISDN PRI (Non-designed)	1-50 numbers	5 days	2 days
	51+ numbers	Negotiated	Negotiated
5. ISDN PRI (Designed)	1-50 numbers	7 days	2 days
	51+ numbers	Negotiated	Negotiated
6. DID Number Blocks			
Partial initial block of 20 numbers	1-19 Numbers	Negotiated	Negotiated
Partial additional block of 20 numbers	1-19 Numbers	Negotiated	Negotiated
Complete additional block of 20 numbers	1-2 blocks	5 days	2 days
	3+ blocks	Negotiated	Negotiated

Note:

1. Intervals are for telephone number porting only. If existing service re-arrangement is needed see Complex Resale Services interval table.
2. Negotiated=The BellSouth Project Manager will negotiate with the New Service Provider, for all targeted intervals.

5.2 Interim Number Portability

Table F Interim Number Portability

Product	Quantity	Targeted Service Interval	FOC Interval
Interim Number Portability			
RCF-Remote call forwarding	1-25 Numbers	5 days (7 days Complex Services)	2 days
	26-50 Numbers	7 days	2 days
	51+ Numbers	Negotiated	Negotiated

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Table F Interim Number Portability (continued)

DID-Direct Inward Dial-Initial request-trunk group to be established	Initial	30 days	7 days
DID-Direct Inward Dial-Subsequent request-trunk group in place	1-100 Numbers	5 days	2 days
	100+ Numbers	Negotiated	Negotiated
RIPH-Route Index Hubbing	1-25 Numbers	Negotiated	Negotiated
	26-50 Numbers	Negotiated	Negotiated
	51+ Numbers	Negotiated	Negotiated