Legal Department

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General Attorney

BellSouth Telecommunications, Inc.
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(404) 335-0793

September 13, 2000

**VIA FEDERAL EXPRESS**

Jeremy Marcus
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Richard D. Melson
Gabriel E. Nieto
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Tallahassee, FL 32314

Re: *In re: Investigation Into Pricing of Unbundled Network Elements*
Docket No. 990649-TP

Dear Counsel:

Enclosed are BellSouth Telecommunications, Inc.'s Supplemental Responses to Rhythms Links, Inc.'s First Requests for Production of Documents in the above-referenced matter.

Yours very truly,

Bennett L. Ross (pw)

Bennett L. Ross

3/6/07 (entire document)
DECLASSIFIED
CONFIDENTIAL

DOCUMENT NUMBER-DATE
11436 SEP 13 8
FPSC-RECORDS/REPORTING

**CERTIFICATE OF SERVICE**
**Docket No. 990649-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Electronic Mail and Federal Express this 11th day of September, 2000 to the following:

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Bennett L. Ross (BW)

***(+) Signed Protective Agreement***

219337

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

| | | |
|---|---|---|
| In re: Investigation Into Pricing Of Unbundled Network Elements | ) | Docket No. 990649-TP |
| | ) | Filed: September 13, 2000 |

**BELLSOUTH TELECOMMUNICATIONS, INC.'S SUPPLEMENTAL RESPONSES TO RHYTHMS LINKS, INC.'S FIRST REQUESTS FOR PRODUCTION OF DOCUMENTS**

BellSouth Telecommunications, Inc. ("BellSouth" or "Company") respectfully submits the following Supplemental Responses to the First Requests for Production of Documents (the "requests") served by Rhythms Links, Inc. ("Rhythms") on May 19, 2000.

**REQUESTS FOR PRODUCTION**

Subject to these General Objections previously raised, BellSouth supplements its responses to Rhythms' First Requests for Production of Documents as follows:

**REQUEST NO 3:** Please provide all associated workpapers, backup material, source or other data supporting the labor time estimates used in BST's nonrecurring costs calculations for the following cost elements. To the extent that BST believes that its cost study inputs or assumptions are supported by factual data (*e.g.*, such as time and motion studies, *etc.*) please insure that a copy of that material is provided and is properly cross-referenced to the portion of the study that it supports. Please provide material in both electronic and paper formats.

- A.1, 2-wire analog voice grade loop
- A.5, 2-wire ISDN digital grade loop
- A.6, 2-wire ADSL compatible loop
- A.7, 2-wire HDSL compatible loop

- A.13, 2-wire copper loop
- A.17, Loop conditioning
- J.3, Loop qualification
- J.4, Line sharing splitter
- N.1, Service order

**RESPONSE:** Additional documents responsive to this request have been located and are being produced, some of which contain proprietary information that should be treated consistent with the terms of the protective agreement executed by the parties. In addition, nonredacted copies of Attachments 4, 5, 7, 9, 10, and 14 that originally were produced on June 22, 2000 with certain information redacted in error also are being provided.

Respectfully submitted this 13th day of September, 2000.

BELLSOUTH TELECOMMUNICATIONS, INC.

Nancy B. White (/bw)

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BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT NO 990649-TP

RHYTHMS LINKS' FIRST REQUEST FOR PRODUCTION OF DOCUMENTS

SUPPLEMENTAL POD NO. 3

PROPRIETARY

DECLASSIFIED
CONFIDENTIAL

appeal

DOCUMENT NUMBER-DATE
11436 SEP 13 8
FPSC-RECORDS/REPORTING

MESSAGE Dated: 2/14/00 at 17:35
Subject: SALARY~1.XLS Contents: 3
Creator: Cindy H. Mabry /m6,mail6a

Item 1

TO: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391
Dee Gonzalez /m2,mail2a; PHONE=404-529-5069
Pam G. Williams /m3,mail3a; PHONE=205-977-5561

Item 2

Does the attached file help any? Deb T.

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Effective 1/1/00

# 2000 BellSouth Customer Markets Division
## Interconnection Services
## Direct Sales Support
## 2000 Salary Structure

| Grade Option | Job Code | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | 56 | 6IA | 38,500 - 43,900 | 43,900 - 53,700 | 53,700 - 59,100 | 12,200 | 9,200 | 1,000 |
| A | 57 | 7IA | 42,700 - 49,100 | 49,100 - 60,100 | 60,100 - 66,500 | 13,700 | 10,300 | 1,000 |
| A | 58 | 8IA | 48,600 - 55,900 | 55,900 - 68,300 | 68,300 - 75,600 | 15,500 | 11,600 | 1,000 |
| A | 59 | 9IA | 54,200 - 64,000 | 64,000 - 78,200 | 78,200 - 88,000 | 21,600 | 16,200 | 1,000 |

**PRIVATE / PROPRIETARY:**
CONTAINS PRIVATE AND / OR PROPRIETARY INFORMATION.
MAY NOT BE USED OR DISCLOSED OUTSIDE THE BELLSOUTH COMPANIES
EXCEPT PURSUANT TO A WRITTEN AGREEMENT.

Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Plan Section | Job Code | Salary Administration Plan | Beginning of Range | | Middle of Range | | Top of Range | | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 | - 51,300 | 51,300 | - 62,700 | 62,700 | - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 | - 59,600 | 59,600 | - 72,800 | 72,800 | - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 | - 66,500 | 66,500 | - 81,300 | 81,300 | - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 62,800 | - 74,100 | 74,100 | - 90,500 | 90,500 | - 101,800 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 62,800 | - 74,100 | 74,100 | - 90,500 | 90,500 | - 101,800 | 35,200 | 26,400 | 1,000 |

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EXCEPT PURSUANT TO A WRITTEN AGREEMENT.

Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Grade | Job Code | Salary Administration Plan | Top of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 - 51,300 | 51,300 - 62,700 | 62,700 - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 - 59,600 | 59,600 - 72,800 | 72,800 - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 - 66,500 | 66,500 - 81,300 | 81,300 - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |

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EXCEPT PURSUANT TO A WRITTEN AGREEMENT.

MESSAGE Dated: 3/8/00 at 22:25
Subject: CRSG Cost Study Input Contents: 4
Creator: Cindy H. Mabry /m6,mail6a

Item 1

TO: Sandra Harris /m7,mail7a; PHONE=205-977-5600
CC: Diann Hammond /m7,mail7a; PHONE=205-321-7727
Pat A. Rand /m6,mail6a; PHONE=205-402-7368

Item 2

Sandra,
Sorry this has taken me so long. I hope it is what you need. Please advise if you require addtional information.

I have also attached a separate Salary File as it seems to confuse some people when we reference "JG56" on compensation. The Sales Titles on compensation are on a different salary structure than the Corporate scale. So for Cost Study purposes, this has seemed important to know.

Thank you,
Debbie Timmons
205.321.4990

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Cost Input
CRSG / Account Team
for
Switched Combo Environment

## Switched Combo Headcount Allocation - CRSG

All Management Job Grades are on compensation.

**% Allocation Assumption:**
The colume headed % Resale Work lists the people doing RESALE work today. I do not know how to forecast how RESALE will diminish & how much Switched Combo will appear. **Have the Prod Mgrs. Provided any forcasts? If so, I guess their factors should be applied.**

| Functions Performed | Performed by |
|---|---|
| LSR Rcpt & logging & folder preparation | Contractor |
| Backend folder close out & filing | WS10 |
| See each product | JG56 SD1 on Sales Compensation FDC2210 |

| | |
|---|---|
| Contractor Hourly Rate | $42.00 |

| Name | JG/Cont | % Resale Work | Type of Work or Comments |
|---|---|---|---|
| Janie Norris | Contractor | 100% | Process orders |
| Barbara Jones | Contractor | 100% | Process orders |
| Kristy Seagle | JG 56 | 100% | Process orders |
| Tiffany Dillard | JG 56 | 100% | Process orders |
| David Reynolds | JG 56 | 100% | Process orders |
| Vivian Smith | JG 56 | 100% | Process orders |
| Jonathan Ryer | JG 56 | 100% | Process orders |
| Brian Bradley | JG 56 | 100% | Process orders |
| Susan Daniel | JG 56 | 100% | Process orders |
| Sonja Johnson | Contractor | 75% | Data management / admin |
| Lillie Lawson | Contractor | 75% | Data management / admin |
| Mary McCoy | WS10 Clk | 80% | Clerical / admin |
| Charlotte Donlon | JG 56 | 75% | Issue resolution / CRSG operational support |
| Monica Dodge | JG 56 | 75% | Customer care |
| Titania Alexander | JG 56 | 50% | Special construction estimates |
| Brenda Gibson | JG58 | 75% | Supervision & information management |
| Tracey Morant | JG58 | 85% | Supervision & customer relationship |
| Mitzi Link | JG59 | 90% | Supervision & leadership of CRSG |

Information prepared by:
Debbie Timmons
205-321-4990

Account Team Component of UNE Cost Input

This represents just one Sales AVP (JG61) work group that is a part of Interconnections Sales that would have work time related to the UNE environment in general

There are 2 other Sales AVP groups in Birmingham, 5 in Atlanta
I couldn't begin to predict what % of who works on UNE customers
The total Sales Entity is under Kenneth Ray JG64

It is next to impossible to further divide to the specific product level, e.g. UCL, UNTW, Xdsl
I think that would be driven by the customer sets and their business plans, and what their sales success ratios are and what the ultimate volumes would be. I think that would have to come from the Product Managers.

| Name | JG/Cont | % UNE Work | Type of Work or Comments | Unit |
|---|---|---|---|---|
| Cathey, Marc | 61 | 50% | Sales AVP | Acct. Team |
| Alvis, Rick | 56 | 50% | Systems Designer I | Acct. Team |
| Bonner, Denise | 58 | 50% | Systems Designer II | Acct. Team |
| Burgess, Kelli | 58 | 50% | Systems Designer II | Acct. Team |
| Callahan, Leslie | K3 | 50% | Account Manager | Acct. Team |
| Carmichael, Rita | 58 | 50% | Systems Designer II | Acct. Team |
| Carnes, Wayne | K3 | 50% | Account Manager | Acct. Team |
| Christian, Scott | K3 | 50% | Account Manager | Acct. Team |
| Clark, Susan M. (Terri) | 58 | 50% | Systems Designer II | Acct. Team |
| Corley, Susan | WS10 | 50% | Clerical | Acct. Team |
| Davies, Kathy | 58 | 50% | Systems Designer II | Acct. Team |
| Denham, Sharon | 58 | 50% | Systems Designer II | Acct. Team |
| Douglas, F.W (Buck) | 58 | 50% | Systems Designer II | Acct. Team |
| Ferreiro, Gene | K2 | 50% | Account Manager | Acct. Team |
| French, Bill | K8 | 50% | Sales Director | Acct. Team |
| Griffin, Scott | K2 | 50% | Account Manager | Acct. Team |
| Hammond, Diann | 58 | 50% | Systems Designer II | Acct. Team |
| Hartley, Donna | K3 | 50% | Account Manager | Acct. Team |
| Hodges, Cynthia | 58 | 50% | Systems Designer II | Acct. Team |
| Hogg, Scott | K2 | 50% | Account Manager | Acct. Team |
| Johnson, Wade | 58 | 50% | Systems Designer II | Acct. Team |
| Kizziah, Glenda | WS10 | 50% | Clerical | Acct. Team |
| Kunze, Scott | K2 | 50% | Account Manager | Acct. Team |
| Laszlo, Joe | 58 | 50% | Systems Designer II | Acct. Team |
| McElroy, Roger | 58 | 50% | Systems Designer II | Acct. Team |
| McRae, Bob | 58 | 50% | Systems Designer II | Acct. Team |
| Moore, Debbie | 52 | 50% | Sales AVP Admin Assist | Acct. Team |
| Morrison, Bill | K3 | 50% | Account Manager | Acct. Team |
| Parker, Paul | K8 | 50% | Sales Director | Acct. Team |
| Pierce, Daphne | 58 | 50% | Systems Designer II | Acct. Team |
| Ratliff, Rick | 58 | 50% | Systems Designer II | Acct. Team |
| Ratliff, Wayne | 58 | 50% | Systems Designer II | Acct. Team |
| Ray, John | K3 | 50% | Account Manager | Acct. Team |
| Reid, Kim | 58 | 50% | Systems Designer II | Acct. Team |
| Robbins, Mark | K3 | 50% | Account Manager | Acct. Team |
| Ryer, Kurt | 56 | 50% | Systems Designer I | Acct. Team |
| Temple, Gretchen | 58 | 50% | Systems Designer II | Acct. Team |
| Timmons, Debbie | 59 | 50% | Sales Support Director | Acct. Team |
| Washington, Darryl | K3 | 50% | Account Manager | Acct. Team |
| Wilburn, Mike | K8 | 50% | Sales Director | Acct. Team |
| Wilder, Shamron | 56 | 50% | Systems Designer I | Acct. Team |

Information submitted by:
Debbie Timmons
205.321.4990

## *DID Design - Switch as Is*

| Description | Function | Job Function Code | Install | Additional | Previous Input | Total | Reconciled | Reconciled By | Total | Difference |
|---|---|---|---|---|---|---|---|---|---|---|
| **LCSC** | ISSNG N/D Orderd | 2300-SR | 1.5 (first) | .1112 / trunk | 1.0000 | | 3.5000 | Phyllis Rogers | | |
| | | WSIO - Clerk | 1.0000 | | 0.2500 | | | | | |
| **AFIG** | Assign OSP CA/PR | 400X FAS (W320) | 0.0035 | | 0.0035 | | | | | |
| **CO** | NA | NA | NA | | 0.0000 | | | | | |
| **CPG - TRUNK TRANSLATIONS** | NA | NA | NA | | 0.0000 | | | | | |
| **CPG - Design** | Resolve RMAs from SO process design CKT Word doc | 4N4X | 0.1200 | 0.1042 | 0.1517 | | 0.1517 | Dianne Martin | | |
| **CTG** | NA | NA | NA | | NA | | | | | |
| **RCMAG** | NA | NA | NA | | NA | | | | | |
| **WMC** | NA | NA | NA | | NA | | | | | |
| **L & N** | NA | NA | NA | | 0.0333 | | 0.0000 | Ruby Pitts | | |
| **SSI & M** | NA | NA | NA | | NA | | | | | |
| **UNEC** | WFA Completion | 4AXX-ET | 0.2500 | | 0.0000 | | | | | |
| **Based on SAI goes to LCSC, no CRSG work times included.DDT** | | | | | | | | | | |

# DID - New Cust DN Exist

| Description | Function | Job Function Code | Install (hrs.) | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | N Order | 2300 - SR | 4.00000 | | 1.00000 | |
| | | WS10 - Clk | 1.00000 | | 0.25000 | |
| **AFIG** | Assign OSP CA/PR | 400X FAS | 0.00583 | | 0.00223 | |
| **CTG** | Provision Switch | 4N20 - ET (WS32) | 0.75000 | 0.10000 | 0.50000 | 0.05000 |
| **CO** | Wire Place Cards | 431X | 0.41667 | 0.16667 | 0.33333 | 0.08333 |
| **CPG - Trunk Translations** | Determine Trunk Translation | 4N4X - WS18 (PS) | .4667/grp | | 0.16667/grp | |
| **CPG - Designed** | Establish Trunk Group SO RMA - Design CKT | 4N4X - WS18 (PS) | 0.08000 | 0.05000 | 0.04000 | 0.04000 |
| **RCMAG** | Translate Numbers to RTZ | 4N10 | 0.01670 | 0.00830 | 0.01670/num | |
| **L & N** | Service order fallout | 2730 | 2 min | 1 min | 0.00000 | |
| **SSI & M** | Install and test | 411X - WS32 | 3.04810 | 1.00850 | 0.33330 | 0.20000 |
| **UNEC** | Turn up; Test; Complete | 4AXX - WS32 | 0.50000 | 0.01670 | 0.5000/ord | |
| **OSPE** | SO Fallout | 32XX - | 0.10000 | | 0.00000 | |
| **CRSG** | Rcv, log, acknowledge customer & assign | Contractor.DDT | 20 min | | | |
| **CRSG** | Verify LSR, ordering doc, notify CLEC, reserve #s, prepare CSPS, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 45 min | | | |
| **CRSG** | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| **CRSG** | Back end folder close out | WS10 clerk | 15 min | | | |
| **WMC** | Coordinate Word Doc; Dispatch | 4WXX - | 0.25000 | | 0.00000 | |

**Assumption for L & N - based on 10% fallout**

**Assumption for CRSG:**

FOC & Project Mgt. **WILL NOT** be handled by CRSG

**Assumption for SSIM -**

***Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel***

# 2W DID Subsequent - Add Trunks

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 | 3.00000 | | | |
| **AFIG** | Assign OSP CA/PR | 400X | .05830/ord | .00223/ord | | |
| **CTG** | Provision Switch | 4N20 | .10000/trk | .10000/trk | | |
| **CO** | Run Jumper | 431X | 4.2000/ord | .01670/ord | | |
| **CPG - Trunk Translations** | Update Systems | 4N4X | .01670/ord | | | |
| **CPG - Designed** | Design Circuit | 4N4X | 0.08000/trk | .05000/trk | | |
| **RCMAG** | NA | NA | | | | |
| **L & N** | S.O. Fallout | 2730 | 2 min | 1 min | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | Turn-up; Test; Connect | 4AXX | .25000/ord | | | |
| **OSPE** | S.O.Fallout | 32XX | .10000/ord | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | Route Order | 4WXX | .25000/ord | | | |

**Assumptions for L & N -**

**Based on 10% fallout**

**Assumption - CRSG**

It is assumed the CRSG will not handle additions to Trunk Group

**If this changes; use cost for NEW**

| Description | Function | Job Function Code | Add Addl Num. Add Addl Grp. | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 | 2.25000 | | | |
| **AFIG** | NA | NA | | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Designed** | NA | NA | | | | |
| **RCMAG** | Tranlate Num to RTI | 4210 | 0.01670 | 0.00830 | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | NA | NA | | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumption - CRSG**
It is assumed the CRSG will not handle additions to Trunk Group
**If this changes; use cost for NEW**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| LCSC | Issue Order | 2300 | 3.25000/ord | | | |
| AFIG | NA | NA | | | | |
| CTG | NA | NA | | | | |
| CO | NA | NA | | | | |
| CPG - Trunk Translations | NA | NA | | | | |
| CPG - Designed | NA | NA | | | | |
| RCMAG | NA | NA | | | | |
| L & N | NA | NA | | | | |
| SSI & M | NA | NA | | | | |
| UNEC | NA | NA | | | | |
| OSPE | NA | NA | | | | |
| CRSG | See below | See below | | | | |
| WMC | NA | NA | | | | |
| | **Assumption - CRSG** | | | | | |
| | It is assumed the CRSG will not handle subsequent TN Reservations. **If this changes; use cost this cost:** | | | | | |
| CRSG | Rcv, log, acknowledge customer & assign | Contractor.DDT | 20 min | | | |
| CRSG | Verify LSR, ordering doc, notify CLEC, reserve #s, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 25 min | | | |
| CRSG | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| CRSG | Back end folder close out | WS10 clerk | 15 min | | | |

PBX Convers Line Side

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | N Order | 2300 SR | 1.50000 | 0.16667 | | |
| | D Order | WS10 Clk | 0.50000 | | | |
| **AFIG** | Assign Cable Pair | 400X | 0.00350/ord | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Est Trunk Grp | 4N4X | 0.15170 | 0.10420/trk | | |
| **RCMAG** | Tranlate Num to RTI | 4210 | 0.00175 | 0.00175/num | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | | | | | |
| **UNEC** | Completion | 4AXX WS32 | 0.25000 | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Based on PBX goes to LCSC, no CRSG work times included.DDT**

PBX Line Side Subsequent

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 1.08333<br>0.50000 | | | |
| **AFIG** | HML TE Arrange | 400X | 0.04160/ord | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design CKT (HML only) | 4N4X | 0.08000 | 0.05000 | | |
| **RCMAG** | Rearrange HML | 4210 | 0.00175 | 0.00175/tn | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | WFA Completion | 4AXX WS32 | 0.25000 | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Based on PBX goes to LCSC, no CRSG work times included.DDT**

# PBX Line Side New

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | N Order | 2300 SR | 1.58333 | 0.16667 | | |
| | D Order | WS10 Clk | 0.50000 | | | |
| **AFIG** | Assign OSP Cable Pair | | 0.00583 | 0.00230 | 0.00233 | |
| **CTG** | NA | NA | | | | |
| **CO** | Run jumper and test | 431X | 0.41667 | 0.16667 | 0.00833 | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design CKT | 4N4X | 0.08000 | 0.05000 | 0.04000 | 0.04000 |
| **RCMAG** | Assign Line | 4210 | 0.00175 | 0.00175 | 0.00175 | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | Install and test | 411X | 3.04810 | 1.00850 | 0.00000 | |
| **UNEC** | Turn up, Test; Complete | 4AXX WS82 | 0.50000 | 0.50000 | 0.50000 | 0.25000 |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | RT Order | ? | 0.02500 | | 0.02500 | |

**Assumptions for SSIM -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel**

**Assumptions for CRSG**

**Based on PBX goes to LCSC, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| LCSC | Issue Order | 2300 SR<br>WS10 Clk | 1.00000<br>0.50000 | 0.16667 | | |
| AFIG | Assign OSP Cable Pair | 400X | 0.00583 | | 0.00233 | |
| CTG | NA | NA | | | | |
| CO | Run jumper and test | 431X | 50 min | 20 min | 40 min | 10 min |
| CPG - Trunk Translations | NA | NA | | | | |
| CPG - Design | Design CKT | 4N4X | 0.08000 | 0.05000 | 0.04000 | 0.04000 |
| RCMAG | Assign Line | 4210 | 0.00175 | 0.00175 | 0.00175 | |
| L & N | NA | NA | | | | |
| SSI & M | Install and Test | 411X | 3.04810 | 1.00850 | 0.33330 | 0.20000 |
| UNEC | Turn up; Test; Complete | 4AXX WS32 | 0.50000 | 0.50000 | 0.50000 | 0.25000 |
| OSPE | S.O. Fallout | 32XX | 0.10000 | | | |
| CRSG | Rcv, log, acknowledge customer & assign | Contractor.ddt | 20 min | | | |
| CRSG | Verify LSR, ordering doc, notify CLEC,obtain mileage either via Mileage Tool or running quote, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 45 min | | | |
| CRSG | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| CRSG | Back end folder close out | WS10 clerk | 15 min | | | |
| WMC | RT Order | 4WXX | 0.02500 | | 0.02500 | |

**Assumption for CO -**

**This service requires work in 2 central offices**

**Assumptions for CRSG**

This product is under consideration to be moved to LCSC

**The cost information provided above is in the event it remains with CRSG**

FOC & Project Mgt. **WILL NOT** be handled by CRSG

**Assumptions for SSIM -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel**

# Combo - FX-FCO Conversion

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 1.00000<br>0.50000 | <br>0.16667 | | |
| **AFIG** | Assign OSP Cable Pair | 400X | .00350/ord | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | SO RMA Design CKT | 4N4X | 0.15170 | 0.10420/line | | |
| **RCMAG** | Translate Line | 4210 | 0.00175 | | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | Completion | 4AXX WS32 | 0.25000 | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG**

**Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 1.00000<br>0.50000 | 0.50000 | 0.50000 | |
| **AFIG** | Assign OSP Cable Pair | 400X | 0.00830 | | 0.00330 | |
| **CTG** | NA | NA | | | | |
| **CO** | run jumper and test | 431X | 0.41700 | 0.01670 | 0.30000 | 0.08300 |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design CKT | 4N4X | 0.08000 | 0.05000 | 0.04000 | 0.04000 |
| **RCMAG** | NA | NA | | | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | install and test | 411X | 3.04810 | 1.00850 | 0.33330 | 0.20000 |
| **UNEC** | Turn up; Test; Complete | 4AXX WS32 | 0.50000 | 0.50000 | 0.50000 | |
| **OSPE** | S.O. Fallout | 32XX | 0.10000 | 0.00000 | 0.00000 | |
| **CRSG** | Rcv, log, acknowledge customer & assign | Contractor.ddt | 20 min | | | |
| **CRSG** | Verify LSR, ordering doc, notify CLEC,obtain mileage either via Mileage Tool or running quote, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 45 min | | | |
| **CRSG** | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| **CRSG** | Back end folder close out | WS10 clerk | 15 min | | | |
| **WMC** | Route Order | 4WXX | .02500/ord | .02500/ord | | |
| **Assumptions for SSIM -** | **Assumptions for CRSG**<br>This product is under consideration to be moved to LCSC<br>**The cost information provided above is in the event it remains with CRSG** | | | | | |
| **Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel** | FOC & Project Mgt. **WILL NOT** be handled by CRSG | | | | | |

PBX DPA Conversion

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | 2 "C" Orders | 2300 SR | 1.00000 | 0.50000 | | |
| | | WS10 Clk | 0.50000 | | | |
| **AFIG** | Assign OSP Cable Pair | 400X | 0.00500 | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design CKT | 4N4X | 0.15170 | 0.10420 | | |
| **RCMAG** | NA | NA | | | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | Turn up, Test, Complete | 4AXX WS32 | 0.25000 | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG**

**Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 0.66700<br>0.50000 | 0.25000 | 0.33300 | |
| **AFIG** | Assign OSP Cable Pair | 400X | 0.00583 | | 0.00233 | |
| **CTG** | NA | NA | | | | |
| **CO** | Run Jumper | 431X | 0.10000 | 0.10000 | 0.05000 | 0.05000 |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | NA | NA | | | | |
| **RCMAG** | Assign In | 4N10 | 0.00175 | 0.00175 | 0.00175 | |
| **L & N** | NA | NA | | | | |
| **I & M** | Install and test | ? | 3.04810 | 1.00850 | 0.33330 | 0.20000 |
| **BRMC** | NA | NA | | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG**

**Based on Resale Ordering Matrix in the CLEC Ordering Guide for RESALE, this goes to LCSC today, no CRSG work times included.DDT**

**Assumptions for I & M -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel**

# IFR-IFB Coin - Conversion

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR | 0.50000 | | | |
| | | WS10 Clk | 0.50000 | | | |
| **AFIG** | Assign OSP Cable Pair | | 0.00350 | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | NA | NA | | | | |
| **RCMAG** | Assign In | 4N10 | 0.00175 | | | |
| **L & N** | NA | NA | | | | |
| **I & M** | NA | NA | | | | |
| **BRMC** | NA | NA | | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG**

**Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| LCSC | Issue Order | 2300 SR<br>WS10 Clk | 0.33300<br>0.50000 | 0.16800 | | |
| AFIG | Assign OSP CA/PR | 400X | 0.00116 | 0.00000 | 0.00233 | 0.00000 |
| CTG | NA | NA | | | | |
| CO | NA | NA | | | | |
| CPG - Trunk Translations | NA | NA | | | | |
| CPG - Design | NA | NA | | | | |
| RCMAG | Assign | 4N10 | 0.00175 | 0.00175 | | |
| L & N | NA | NA | | | | |
| I & M | NA | NA | | | | |
| BRMC | NA | NA | | | | |
| OSPE | NA | NA | | | | |
| CRSG | See below | See below | | | | |
| WMC | NA | NA | | | | |

**Assumptions for CRSG**

**Based on Resale Ordering Matrix in the CLEC Ordering Guide for RESALE, this goes to LCSC today, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 0.50000<br>0.50000 | 0.25000 | 0.33300 | |
| **AFIG** | Assign OSP CA/PR | 400X | 0.00583 | | 0.00233 | |
| **CTG** | NA | NA | | | | |
| **CO** | Run jumper and test | 431X | 0.10000 | 0.10000 | 0.05000 | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | NA | NA | | | | |
| **RCMAG** | NA | NA | | | | |
| **L & N** | NA | NA | | | | |
| **I & M** | Install and test | ? | 3.04810 | 1.00850 | 0.33300 | 0.20000 |
| **BRMC** | NA | NA | | | | |
| **OSPE** | S.O. Fallout | 32XX | 0.10000 | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | Route S.O. | 4WXX | 0.25000 | | | |

**Assumptions for CRSG**

**It is assumed this product is handled today by the LCSC.DDT**

No knowledge of the CRSG handling this today in the RESALE environment

**Assumptions for I & M -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel**

IFR-IFB DPA Non D-Conversion

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR | 0.50000 | | | |
| | | WS10 Clk | 0.33300 | | | |
| **AFIG** | Assign OSP CA/PR | 400X | 0.00350 | | 0.00350 | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | NA | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | NA | NA | | | | |
| **RCMAG** | NA | NA | | | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **BRMC** | NA | NA | | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG**

**Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| LCSC | Issue Order | 2300 SR | 6.00000 | 2.50000 | 1.50000 | |
| | | WS10 Clk | 0.50000 | | 0.50000 | |
| AFIG | DSI | 400X | 0.15000 | | .00233/ord | |
| CTG | Provision Switch | 4N2X | .75000/trk | .10000/trk | 0.25000 | |
| CO | Run jumper file card | 431X | 25 min | 10 min | 20 min | 5 min |
| CPG - Trunk Translations | Determine Trunk Trans | 4N4X | .46670/grp | | 0.16700 | |
| CPG - Design | Design Pipe & Trunk | 4N4X | 1.50000/dsi | 1.30000/dsi | 0.00600 | 0.00600 |
| RCMAG | Assign TNs RTI | 4N1X | .01670/tn | .00830/tn | 0.01670 | |
| L & N | S.O. Fallout | 2730 | 2 min | 1 min | 0.00000 | 0.00000 |
| SSI & M | Install and test | 411X | 3.04810 | 1.00850 | 0.33300 | 0.20000 |
| UNEC | Turn up; Test; Complete | 4AXX | 2.00000 | 1.00000 | 0.50000 | |
| OSPE | Obtain DI FAC | 32XX | 3.00000 | 3.00000 | | |
| CRSG | Rcv, log, acknowledge customer & assign | Contractor.DDT | 20 min | | | |
| CRSG | Verify LSR, ordering doc, notify CLEC, reserve #s, prepare CSPS, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 45 min | | | |
| CRSG | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| CRSG | Back end folder close out | WS10 clerk | 15 min | | | |
| WMC | Route S.Os | 4WXX | 0.50000 | | 0.25000 | |
| | **Assumption for CRSG:** | | | | | |
| | FOC & Project Mgt. **WILL NOT** be handled by CRSG | | | | | |
| Assumptions for SSIM - | **IF THE PRI spreadsheet SI process is used, add 60 minutes to the SD1 time** | | | | | |
| **Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel** | | | | | | |

# DDITS 1 & 2 Way Conversion

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR<br>WS10 Clk | 5.20000<br>0.50000 | | | |
| **AFIG** | DSI | 400X | 0.00116 | | | |
| **CTG** | Provision Switch | 4N2X | .50000/grp | | | |
| **CO** | NA | NA | 0.00000 | | | |
| **CPG - Trunk Translations** | Determine Trunk Trans | 4N4X | .25000/grp | | | |
| **CPG - Design** | Design Pipe & Trunk | 4N4X | 1.85000 | | | |
| **RCMAG** | NA | NA | | | | |
| **L & N** | NA | NA | 0.00000 | | | |
| **SS7 & M** | NA | NA | 0.00000 | [redacted] | | |
| **UNEC** | Turn up; Test; Complete | 4AXX | .16670/ord | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG:**
It is assumed a conversion will be handled by the LCSC
**IF NOT - Use DDITS 4 Way New**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue Order | 2300 SR | 6.00000 | 2.50000 | 1.50000 | |
| | | WS10 Clk | 0.50000 | | 0.50000 | |
| **AFIG** | Assign Facilities | 400X | 0.15010 | | 0.00230 | |
| **CTG** | NA | NA | | | | |
| **CO** | Run jumper and test | 431X | 25 min | 10 min | 20 min | 5 min |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design Pipe & Trunk | 4N4X | 1.40000 | 1.30000 | 0.00600 | 0.00600 |
| **RCMAG** | Assign TNs RTI | | 0.00350 | | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | Install and test | 411X | 3.04810 | 1.00850 | 0.33300 | 0.20000 |
| **UNEC** | Turn up; Test; Complete | 4AXX | 2.00000 | 1.00000 | 0.50000 | |
| **OSPE** | Obtain Facilities | 32XX | 3.00000 | 3.00000 | | |
| **CRSG** | Rcv, log, acknowledge customer & assign | Contractor.DDT | 20 min | | | |
| **CRSG** | Verify LSR, ordering doc, notify CLEC, reserve ckt IDs, prepare CSPS, run price quote, BOCRIS/ORION validation, post tracking, prepare & submit to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 90 min | | | |
| **CRSG** | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| **CRSG** | Back end folder close out | WS10 clerk | 15 min | | | |
| **WMC** | Route S.O. | 4WXX | 0.50000 | | 0.25000 | |

**Assumption for CRSG:**

FOC & Project Mgt. **WILL NOT** be handled by CRSG

**Assumptions for SSIM -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, includes travel**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| **LCSC** | Issue (2) N and (2) D Orders | 2300 SR<br>WS10 Clk | 7.50000<br>0.50000 | 0.50000 | | |
| **AFIG** | Facility Inventory | 400X | 0.00700 | | | |
| **CTG** | NA | NA | | | | |
| **CO** | NA | | | | | |
| **CPG - Trunk Translations** | NA | NA | | | | |
| **CPG - Design** | Design Pipe & Trunk | 4N4X | 1.40000 | | | |
| **RCMAG** | Assign TNs OE | | 0.00350 | 0.00350 | | |
| **L & N** | NA | NA | | | | |
| **SSI & M** | NA | NA | | | | |
| **UNEC** | Completion | 4AXX | 0.50000 | | | |
| **OSPE** | NA | NA | | | | |
| **CRSG** | See below | See below | | | | |
| **WMC** | NA | NA | | | | |

**Assumptions for CRSG:**
It is assumed a conversion will be handled by the LCSC
**IF NOT - Use MegaLink Channel New**

| Description | Function | Job Function Code | Install | Additional | Disconnect | Additional |
|---|---|---|---|---|---|---|
| LCSC | Issue 2 N Orders | 2300 SR<br>WS10 Clk | 6.00000<br>0.50000 | 2.50000 | 1.50000<br>0.50000 | |
| AFIG | DSI Assign Facilities | 400X | 0.15010 | | 0.00230 | |
| CTG | Provision Switch | 4N2X | .75000/Tgrp<br>.10000/trk | | | |
| CO | Run jumper and test | 431X | 25 min | 10 min | 20 min | 5 min |
| CPG - Trunk Translations | Determine Trunk Trans | 4N4X | .46670/Tgrp<br>.16670/grp | | | |
| CPG - Design | Design Pipe & Trunk | 4N4X | 1.50000/dsi | 1.30000/dsi | 0.00600 | 0.00600 |
| RCMAG | Assign TNs RTI | | .01670/tn | .00830/tn | 0.01670 | |
| L & N | NA | NA | | | | |
| SSI & M | Install and test | 411X | 3.04810 | 1.00850 | 0.33300 | 0.20000 |
| UNEC | Turn up; Test; Complete | 4AXX | 2.00000 | 1.00000 | 0.50000 | |
| OSPE | Obtain DSI Facilities | 32XX | 3.00000 | 3.00000 | | |
| CRSG | Rcv, log, acknowledge customer & assign | Contractor.DDT | 20 min | | | |
| CRSG | Verify LSR, ordering doc, notify CLEC, reserve ckt IDs, prepare CSPS, run price quote, BOCRIS/ORION validation, do DiD function if DID is provisioned over the pipe, post tracking, prepare & submit to LCSC. | FDC 2210 SD1-JG56-Sales Compensation.ddt | 120 min | | | |
| CRSG | Notify CLEC order sent to LCSC | FDC 2210 SD1-JG56-Sales Compensation.ddt | 15 min | | | |
| CRSG | Back end folder close out | WS10 clerk | 15 min | | | |
| WMC | Route Service Order | 4N2X | 0.50000 | | 0.25000 | |
| | **Assumption for CRSG:**<br><br>FOC & Project Mgt. **WILL NOT** be handled by CRSG | | | | | |

**Assumptions for SSIM -**

**Includes processing service order request, placing cross connect at x-box, checks continuaty / dial-tone resolves troubles, performs test from NID and complets order, *includes travel***

Effective 1/1/00

# 2000 BellSouth Customer Markets Division
## Interconnection Services
## Direct Sales Support
## 2000 Salary Structure

| Gradation | Job Grade | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | 56 | 6IA | 38,500 - 43,900 | 43,900 - 53,700 | 53,700 - 59,100 | 12,200 | 9,200 | 1,000 |
| A | 57 | 7IA | 42,700 - 49,100 | 49,100 - 60,100 | 60,100 - 66,500 | 13,700 | 10,300 | 1,000 |
| A | 58 | 8IA | 48,600 - 55,900 | 55,900 - 68,300 | 68,300 - 75,600 | 15,500 | 11,600 | 1,000 |
| A | 59 | 9IA | 54,200 - 64,000 | 64,000 - 78,200 | 78,200 - 88,000 | 21,600 | 16,200 | 1,000 |

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Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Gradation | Job Class | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 - 51,300 | 51,300 - 62,700 | 62,700 - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 - 59,600 | 59,600 - 72,800 | 72,800 - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 - 66,500 | 66,500 - 81,300 | 81,300 - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |

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Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Classification | Job Code | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 - 51,300 | 51,300 - 62,700 | 62,700 - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 - 59,600 | 59,600 - 72,800 | 72,800 - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 - 66,500 | 66,500 - 81,300 | 81,300 - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 82,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 82,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |

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MESSAGE Dated: 3/15/00 at 17:35
Subject: Line Sharing: CRSG & Acct. Team Cost Input Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Woodson E. Elston /m6,mail6a; PHONE=404-529-6947
CC: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391
Pam G. Williams /m3,mail3a; PHONE=205-977-5561

Item 2

Woody,
As promised here is the information I have developed for the Line Sharing Cost Input. Please let me know what additional information you need, and PLEASE FEEL FREE TO CALL ME AT HOME IF WE NEED TO TALK THROUGH ANY OF THE INFO!

This took me MUCH longer to complete than I expected, so if you need to call me tonight, it really is ok. HOME: 205-979-3748 Tomorrow I will be in Account Team Training sessions all day, but you can dial my office number, hit zero, and have my office assistant get me out of the session. Office is 205-321-4990.

Thank you,
Debbie Timmons

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Effective 1/1/00

# 2000 BellSouth Customer Markets Division
## Interconnection Services
## Direct Sales Support
## 2000 Salary Structure

| Gradation | Job Grad. | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | 56 | 6IA | 38,500 - 43,900 | 43,900 - 53,700 | 53,700 - 59,100 | 12,200 | 9,200 | 1,000 |
| A | 57 | 7IA | 42,700 - 49,100 | 49,100 - 60,100 | 60,100 - 66,500 | 13,700 | 10,300 | 1,000 |
| A | 58 | 8IA | 48,600 - 55,900 | 55,900 - 68,300 | 68,300 - 75,600 | 15,500 | 11,600 | 1,000 |
| A | 59 | 9IA | 54,200 - 64,000 | 64,000 - 78,200 | 78,200 - 88,000 | 21,600 | 16,200 | 1,000 |

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Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Gradation | Job Grade | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 - 51,300 | 51,300 - 62,700 | 62,700 - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 - 59,600 | 59,600 - 72,800 | 72,800 - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 - 66,500 | 66,500 - 81,300 | 81,300 - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |

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Effective 1/1/00

# BellSouth Customer Markets Division
## Interconnection Services
## Professional Sales
## 2000 Salary Structure

| Graduation | Job Code | Salary Administration Plan | Beginning of Range | Middle of Range | Top of Range | Base Incentive Compensation | Benefit Incentive Amount | Executive Incentive Fund |
|---|---|---|---|---|---|---|---|---|
| A | K2 | K2A | 44,600 - 51,300 | 51,300 - 62,700 | 62,700 - 69,400 | 24,000 | 18,000 | 1,000 |
| A | K3 | K3A | 51,800 - 59,600 | 59,600 - 72,800 | 72,800 - 80,600 | 28,300 | 21,200 | 1,000 |
| A | K4 | K4A | 57,800 - 66,500 | 66,500 - 81,300 | 81,300 - 90,000 | 31,700 | 23,800 | 1,000 |
| A | K7 | K7A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,300 | 35,200 | 26,400 | 1,000 |
| A | K8 | K8A | 62,800 - 74,100 | 74,100 - 90,500 | 90,500 - 101,800 | 35,200 | 26,400 | 1,000 |

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CRSG Processing Time per LSOD
for
Line Sharing

| SD = Systems Designer LSOD = Line Sharing Order Document | | | | | |
|---|---|---|---|---|---|
| **Cost Element** | **Cost Element Component** | **Functions Performed by CRSG** | ***Function Performed By*** | **INSTALL (Hours)** | **DISC (Hours)** |
| J.4 | Line Sharing Splitter per System | LSOD receivd from CLEC by email; print & email to SD | Contractor | 0.17 | 0.17 |
| | | Logged to BRITE tracking system | Contractor | 0.05 | 0.05 |
| | **All of the time & steps shown apply on a PER LSOD basis** For the CRSG, it doesn't matter what size system, or jumpers or what Quantity, all work steps & times will be the same. Also, after I laid out the steps, it became apparent to me that even for the EU order when Loop Modification applies, the same steps & times will apply. However, the Loop Mod + EU LSR will be simultaneously, therefore, the time **SHOULD NOT** be duplicated in the cost for both Line Sharing AND Loop Modification - so do not include with Line Sharing, but assume it is included in Loop Modification. | Assemble printed documents, prepare folder & hand-off to SD | WS10 Clerical or Contractor | 0.12 | 0.12 |
| | | LSOD reviewed & amended, document folder & BRITE | JG56 SD or Contractor | 0.25 | 0.25 |
| | | LSOD faxed to CCM | WS10 Clerical or Contractor | 0.05 | 0.05 |
| | | LSOD receivd from CCM by fax; acknowledged & delivered to SD | WS10 Clerical or Contractor | 0.17 | 0.17 |
| | | LSOD reviewed, document folder & BRITE & prepare LCSC Hand-off | JG56 SD or Contractor | 0.25 | 0.25 |
| | | LSOD faxed to LCSC | WS10 Clerical or Contractor | 0.05 | 0.05 |
| | | Verify LSOD received in LCSC; close BRITE & folder | JG56 SD or Contractor | 0.17 | 0.17 |
| | | Folder verified & filed in archive | WS10 Clerical or Contractor | 0.13 | 0.13 |
| | | | | 1hr. 24min. | 1hr. 24min. |

Submitted by:
Debbie Timmons
205-321-4990

CRSG Cost Input
for
LINE SHARING Environment

## Line Sharing Headcount Allocation - CRSG

**All Management Job Grades are on Sales Compensation.**

| Functions Performed | Performed by |
|---|---|
| LSR Rcpt & logging & folder preparation | Contractor |
| Backend folder close out & filing | WS10 |
| **See the product specific sheet tab** | JG56 SD1 on Compensation FDC2210 |

| | |
|---|---|
| Contractor Average Hourly Rate | $42.00 |

**% Allocation Assumption:**
The colume headed % UNE Work lists the people doing UNE work **today.** I do not know how to forecast how much Line Sharing will diminish the existing UNE work being done.

**Has the Prod Mgr. Provided any forecast? If so, I guess their factors should be applied.**

**CRSG - UNE Headcount Allocation**

| Name | JG/Cont | % UNE Work | Type of Work or Comments |
|---|---|---|---|
| Ruby Neely | 58 | 100% | Team Lead |
| Cheryl Lewis | 58 | 100% | Team Lead |
| Joanie Mahan | Contractor | 100% | Process orders |
| Cathy Compton | Contractor | 100% | Process orders |
| **Barbara Jones** | **Contractor** | **100%** | **Process orders** |
| **Leesona Nelms** | **Contractor** | **100%** | **Process orders** |
| Jonathan Ryer | 56 | 100% | Process orders |
| Kristy Seagle | 56 | 100% | Process orders |
| Lillie Lawson | Contractor | **100%** | **Process orders** |
| **Rose Morris** | **Contractor** | **40%** | **Process orders** |
| Sonja Johnson | Contractor | **75%** | Data management / admin |
| **Janie Norris** | **Contractor** | **75%** | **Data management / admin** |
| Mary McCoy | WS10 Clk | **25%** | Clerical / admin |
| Sandy Lang | Contractor | 100% | Clerical / admin |
| Charlotte Donlon | 56 | 60% | Issue resolution / CRSG operational support |
| Monica Dodge | 56 | 60% | Customer care |
| Titania Alexander | 56 | 50% | Special construction estimates |
| Brenda Gibson | 58 | 25% | Supervision & information management |
| Tracey Morant | 58 | 10% | Supervision & customer relationship |
| Mitzi Link | 59 | 90% | Supervision & leadership of CRSG |

**RED BOLD entries indicate a change since last submitted to Arlene Fredrickson & Pam Williams**

Information prepared by:
Debbie Timmons
205-321-4990

Account Team Component of UNE Cost Input

This represents just one Sales AVP (JG61) work group that is a part of Interconnections Sales that would have work time related to the UNE environment in general

There are 2 other Sales AVP groups in Birmingham, 5 in Atlanta
I couldn't begin to predict what % of who works on UNE customers
The total Sales Entity is under Kenneth Ray JG64

It is next to impossible to further divide to the specific product level, e.g. UCL, UNTW, Xdsl
I think that would be driven by the customer sets and their business plans, and what their sales success ratios are and what the ultimate volumes would be. I think that would have to come from the Product Managers.

| Name | JG/Cont | % UNE Work | Type of Work or Comments | Unit |
|---|---|---|---|---|
| Cathey, Marc | 61 | 50% | Sales AVP | Acct. Team |
| Alvis, Rick | 56 | 50% | Systems Designer I | Acct. Team |
| Bonner, Denise | 58 | 50% | Systems Designer II | Acct. Team |
| Burgess, Kelli | 58 | 50% | Systems Designer II | Acct. Team |
| Callahan, Leslie | K3 | 50% | Account Manager | Acct. Team |
| Carmichael, Rita | 58 | 50% | Systems Designer II | Acct. Team |
| Carnes, Wayne | K3 | 50% | Account Manager | Acct. Team |
| Christian, Scott | K3 | 50% | Account Manager | Acct. Team |
| Clark, Susan M. (Terri) | 58 | 50% | Systems Designer II | Acct. Team |
| Corley, Susan | WS10 | 50% | Clerical | Acct. Team |
| Davies, Kathy | 58 | 50% | Systems Designer II | Acct. Team |
| Denham, Sharon | 58 | 50% | Systems Designer II | Acct. Team |
| Douglas, F.W (Buck) | 58 | 50% | Systems Designer II | Acct. Team |
| Ferreiro, Gene | K2 | 50% | Account Manager | Acct. Team |
| French, Bill | K8 | 50% | Sales Director | Acct. Team |
| Griffin, Scott | K2 | 50% | Account Manager | Acct. Team |
| Hammond, Diann | 58 | 50% | Systems Designer II | Acct. Team |
| Hartley, Donna | K3 | 50% | Account Manager | Acct. Team |
| Hodges, Cynthia | 58 | 50% | Systems Designer II | Acct. Team |
| Hogg, Scott | K2 | 50% | Account Manager | Acct. Team |
| Johnson, Wade | 58 | 50% | Systems Designer II | Acct. Team |
| Kizziah, Glenda | WS10 | 50% | Clerical | Acct. Team |
| Kunze, Scott | K2 | 50% | Account Manager | Acct. Team |
| Laszlo, Joe | 58 | 50% | Systems Designer II | Acct. Team |
| McElroy, Roger | 58 | 50% | Systems Designer II | Acct. Team |
| McRae, Bob | 58 | 50% | Systems Designer II | Acct. Team |
| Moore, Debbie | 52 | 50% | Sales AVP Admin Assist | Acct. Team |
| Morrison, Bill | K3 | 50% | Account Manager | Acct. Team |
| Parker, Paul | K8 | 50% | Sales Director | Acct. Team |
| Pierce, Daphne | 58 | 50% | Systems Designer II | Acct. Team |
| Ratliff, Rick | 58 | 50% | Systems Designer II | Acct. Team |
| Ratliff, Wayne | 58 | 50% | Systems Designer II | Acct. Team |
| Ray, John | K3 | 50% | Account Manager | Acct. Team |
| Reid, Kim | 58 | 50% | Systems Designer II | Acct. Team |
| Robbins, Mark | K3 | 50% | Account Manager | Acct. Team |
| Ryer, Kurt | 56 | 50% | Systems Designer I | Acct. Team |
| Temple, Gretchen | 58 | 50% | Systems Designer II | Acct. Team |
| Timmons, Debbie | 59 | 50% | Sales Support Director | Acct. Team |
| Washington, Darryl | K3 | 50% | Account Manager | Acct. Team |
| Wilburn, Mike | K8 | 50% | Sales Director | Acct. Team |
| Wilder, Shamron | 56 | 50% | Systems Designer I | Acct. Team |

Information submitted by:
Debbie Timmons
205.321.4990

MESSAGE Dated: 3/1/00 at 19:14
Subject: CRSG Resale Time Per Task Info Contents: 3
Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Diann Hammond /m7,mail7a; PHONE=205-321-7727
Sandra Harris /m7,mail7a; PHONE=205-977-5600
Pat A. Rand /m6,mail6a; PHONE=205-402-7368

Item 2

Ladies,
Attatched is an email that has some files attached that get at some early Time Per Task efforts for traditional complex resale products. I hope this is what you need; please advise if it is not.

**JUST DON'T USE ANYTHING YOU SEE FOR UNEs, THAT IS IN A SEPARATE DOCUMENT THAT IS MORE CURRENT THAT I WILL SEND YOU IF YOU WANT, BUT I HAVE BEEN WORKING DIRECTLY WITH ARLENE FREDRICKSON ON THOSE COST STUDIES.**

Item 3

MESSAGE Dated: 7/21/99 at 8:53
Subject: Time Per Task Info Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 3.1

TO: Debby B. Feir /m2,mail2a; PHONE=770-936-3752

Item 3.2

Hope this is what you're looking for. There are 2 messages attached; 1 from March did not have validated UNE infor, the 1 from June provides the UNE component. Also, please pay very special attention to assumptions! We can discuss next week. Debbie Timmons

Item 3.3

MESSAGE Dated: 3/31/99 at 16:49
Subject: CRSG Business Case Input Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 3.3.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
William A. Schneider /m7,mail7a; PHONE=205-321-4904
CC: Brenda T. Gibson /m2,mail2a; PHONE=205-321-7765
Mitzi Link /m2,mail2a; PHONE=205-321-2991
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700
Tracey L. Morant /m2,mail2a; PHONE=205-321-3192

Item 3.3.2

Marc & William:

Please find attached 2 Excel spreadsheets that provide the results of our interviews & other points for consideration.

The file named **BC_MAR`1.xls** contains 3 sheet tabs: Time per Task, Time per LSR, Assumptions & comments.

The file names **BCDETA`1.xls** contains many sheet tabs: They are basically the interview detail per individual interviewed.

**William**: Please let us know your availability to finalize this information and its incorporation in to the final presentation. Tracey Morant is available to

review & discuss when you are ready. Again, we are looking to you to take the raw data and perform the trending analysis. **You will be most interested to know that the final count for March is 583 LSRs! This is the highest LSR count since our beginning.** Please use this amended number in your calculations. Brenda has sent you under a separate message the information for March 99, specifically the break down by Type of Service (TOS).

Please let us know what other information you require.

Thanks, Debbie Timmons
**"BRING IT ON!!!"**

Item 3.3.3

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Item 3.3.4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 3.4

MESSAGE Dated: 6/14/99 at 9:32
Subject: CRSG Headcount Estimate Based on UNE Forecast Contents: 3
Creator: Debbie D. Timmons /m7,mail7a

Item 3.4.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700

Item 3.4.2

Fred & Marc,
The attached spreadsheet contains some information relative to the subject. There are several sheet tabs so you may want to look at them all.

I think we are probably going to need to discuss it real time. I tried to make my assumpitions & calculations clear, but this kind of thing is usually hard to digest when it is cold. I also realize that it is only part of the picture; I need to do this for the entire load...I'm working on it!

I did want to get this in front of you though; I really don't know what approach we are wanting to take with McDougle.

Just let me know what questions you have or when you would like to discuss it.

Thanks, Deb

Item 3.4.3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

MESSAGE Dated: 7/21/99 at 8:53
Subject: Time Per Task Info Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Debby B. Feir /m2,mail2a; PHONE=770-936-3752

Item 2

Hope this is what you're looking for. There are 2 messages attached; 1 from March did not have validated UNE infor, the 1 from June provides the UNE component. Also, please pay very special attention to assumptions! We can discuss next week. Debbie Timmons

Item 3

MESSAGE Dated: 3/31/99 at 16:49
Subject: CRSG Business Case Input Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 3.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
William A. Schneider /m7,mail7a; PHONE=205-321-4904
CC: Brenda T. Gibson /m2,mail2a; PHONE=205-321-7765
Mitzi Link /m2,mail2a; PHONE=205-321-2991
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700
Tracey L. Morant /m2,mail2a; PHONE=205-321-3192

Item 3.2

Marc & William:

Please find attached 2 Excel spreadsheets that provide the results of our interviews & other points for consideration.

The file named **BC MAR`1.xls** contains 3 sheet tabs: Time per Task, Time per LSR, Assumptions & comments.

The file names **BCDETA`1.xls** contains many sheet tabs: They are basically the interview detail per individual interviewed.

**William**: Please let us know your availability to finalize this information and its incorporation in to the final presentation. Tracey Morant is available to review & discuss when you are ready. Again, we are looking to you to take the raw data and perform the trending analysis. **You will be most interested to know that the final count for March is 583 LSRs! This is the highest LSR count since our beginning.** Please use this amended number in your calculations. Brenda has sent you under a separate message the information for March 99, specifically the break down by Type of Service (TOS).

Please let us know what other information you require.

Thanks, Debbie Timmons
**"BRING IT ON!!!"**

Item 3.3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 3.4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 4

MESSAGE Dated: 6/14/99 at 9:32
Subject: CRSG Headcount Estimate Based on UNE Forecast Contents: 3
Creator: Debbie D. Timmons /m7,mail7a

Item 4.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700

Item 4.2

Fred & Marc,
The attached spreadsheet contains some information relative to the subject. There are several sheet tabs so you may want to look at them all.

I think we are probably going to need to discuss it real time. I tried to make my assumpitions & calculations clear, but this kind of thing is usually hard to digest when it is cold. I also realize that it is only part of the picture; I need to do this for the entire load...I'm working on it!

I did want to get this in front of you though; I really don't know what approach we are wanting to take with McDougle.

Just let me know what questions you have or when you would like to discuss it.

Thanks, Deb

Item 4.3

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MESSAGE Dated: 3/31/99 at 16:49
Subject: CRSG Business Case Input Contents: 4
Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
William A. Schneider /m7,mail7a; PHONE=205-321-4904
CC: Brenda T. Gibson /m2,mail2a; PHONE=205-321-7765
Mitzi Link /m2,mail2a; PHONE=205-321-2991
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700
Tracey L. Morant /m2,mail2a; PHONE=205-321-3192

Item 2

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Please find attached 2 Excel spreadsheets that provide the results of our interviews & other points for consideration.

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The file names **BCDETA`1.xls** contains many sheet tabs: They are basically the interview detail per individual interviewed.

**William:** Please let us know your availability to finalize this information and its incorporation in to the final presentation. Tracey Morant is available to review & discuss when you are ready. Again, we are looking to you to take the raw data and perform the trending analysis. **You will be most interested to know that the final count for March is 583 LSRs! This is the highest LSR count since our beginning.** Please use this amended number in your calculations. Brenda has sent you under a separate message the information for March 99, specifically the break down by Type of Service (TOS).

Please let us know what other information you require.

Thanks, Debbie Timmons
**"BRING IT ON!!!"**

Item 3

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Item 4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

**COMPLEX RESALE SUPPORT GROUP**

**BUSINESS CASE ANALYSIS**

**TYPE OF SERVICE - "TIME PER TASK"**

30-Mar-99

| Type of Service | Admin Time via Email | Admin Time via FAX | Prepare Folder/Notify CLEC | Pre-screen Start | SD BRITE Input | BOCRIS/ ORION Validation/ SAP Avail | Prepare Rate Quote/ Contract | Prepare/ Receive CLLI Request | Prepare Assump. AGMT | Service Inquiry | Assign CKT/SO/ TN's | Prepare Transmit Form | Fax to Center and PM | SD BRITE Input | Follow up for FOC w/ Ctr | Receive FOC | Verify Service Order | Prepare to send FOC | BRITE/folder Update | Closeout | Sum Time Total | Convert to Hours |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Centrex (New Product) | 20 | 20 | 10 | 75 | 5 | 5 | 15 | n/a | n/a | n/a | n/a | 25 | 5 | 10 | 5 | 5 | 5 | 10 | 5 | 5 | 205 | 3.42 |
| Channelized Megalink | 20 | 20 | 20 | 15 | 10 | 15 | 35 | n/a | n/a | 20 | 20 | 25 | 10 | 10 | 15 | 5 | 5 | 10 | 5 | 5 | 245 | 4.08 |
| EBRU | 20 | 20 | 65 | 30 | 5 | n/a | n/a | n/a | n/a | n/a | n/a | 10 | n/a | 5 | 5 | 5 | n/a | 5 | 5 | 5 | 160 | 2.67 |
| ESSX/MultiServ | 20 | 20 | 10 | 15 | 5 | 15 | n/a | n/a | n/a | n/a | n/a | 15 | 5 | 5 | 5 | 5 | 5 | 10 | 5 | 15 | 135 | 2.25 |
| Frame Relay | 20 | 20 | 15 | 15 | 5 | 25 | n/a | 20 | n/a | 25 | 20 | 20 | 10 | 10 | 20 | 5 | 10 | 5 | 5 | 5 | 235 | 3.92 |
| ISDN, Basic Rate | 20 | 20 | 10 | 15 | 5 | 30 | n/a | n/a | n/a | n/a | n/a | 5 | 5 | 5 | 10 | 5 | 5 | 10 | 10 | 15 | 150 | 2.50 |
| ISDN, Primary Rate | 20 | 20 | 10 | 15 | 5 | 10 | n/a | 20 | n/a | 65 | 20 | 10 | 5 | 20 | 5 | 5 | 10 | 10 | 10 | 5 | 245 | 4.08 |
| Megalink | 20 | 20 | 5 | 15 | 10 | 15 | 35 | n/a | n/a | n/a | 20 | 15 | n/a | 10 | 15 | 5 | 10 | 5 | 10 | 5 | 195 | 3.25 |
| Termination Liability | 20 | 20 | 5 | 25 | 5 | n/a | n/a | n/a | 25 | n/a | n/a | n/a | 10 | 5 | n/a | n/a | n/a | n/a | 5 | 5 | 105 | 1.75 |
| Traffic Study | 20 | 20 | 5 | 10 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 25 | 5 | 5 | 5 | n/a | 5 | 20 | 5 | 5 | 110 | 1.83 |
| Trunks* | 20 | 20 | | | | | | | | | | | | | | | | | | | | |
| Synchronet* | 20 | 20 | | | | | | | | | | | | | | | | | | | | |
| Other* | 20 | 20 | | | | | | | | | | | | | | | | | | | | |

Time is based in minutes.

Administration Time is added to the Sub-Time Total.

*No formal interview conducted to support findings. Time per task based on input from Systems Designer

# Interconnection Sales Total
# Complex Order Handling
# (Top Products 1QTR 1999)
# "Time per LSR"

| Product *("Complex", Acct. Team required)* | Average Time / Task *(Handling time)* | Frequency *(% tot orders)* | Weighted Avg. *(Hours)* | *LCSC Candidate* |
|---|---|---|---|---|
| Centrex (New Product Offering)* | 3.42 | | | |
| Channelized Megalink | 4.08 | | | |
| DID | 2.33 | | | |
| EBRU | 2.67 | | | |
| ESSX/MultiServ | 2.25 | | | X |
| Frame Relay | 3.92 | | | |
| ISDN, Basic Rate | 2.50 | | | |
| ISDN, Primary Rate | 4.08 | | | |
| MegaLink | 3.25 | | | |
| Termination Liability | 1.75 | | | |
| Traffic Study | 1.83 | | | |
| Trunks | 2.33 | | | X |
| Synchronet | 2.33 | | | |
| Other | 1.83 | | | |
| **TOTAL** | | | | |

*See ESSX/MultiServ
Average "Time per LSR" developed across all Account Teams. "Time per LSR will be revised as order volume increases
"Frequency" of orders was developed across all Account Teams and may vary based on individual account strategies
"LCSC candidates" are potential product/orders that can be moved to the LCSC by EOY 1999
Findings are based on interviews with CRSG Systems Designer representing the general assumption that a "clean order" was provided.

# Assumption Set

| Original Assumption Set: | |
|---|---|
| FOC | Rec'd by acct. team from VSC (DCSC or other ordering entity) electronically and forwarded to customer via Fax. |
| Billing | No billing explanations or clarifications. |
| Rework | Originally no rework, misdirected orders or account team errors were calculated into the assumptions; however, on May 28, 1997, an error factor of 12% was added to the equivalent headcount. |
| Personnel | Fully trained personnel. |
| Proj. Mgt. | No project mgt. or customer status function. |

| Reality |
|---|
| Electronic FOC's are forwarded to CIS.CRSG mailbox. Sonja Johnson opens, prints, sorts, retrieves from printer; stamps w/ receive date; puts in yellow FOC folder; delivers to SD. Usually 3 - 5 days to receive FOC. We do not receive all electronically. |
| CRSG is involved in billing explanations involving disputes. Specifically, any disputes resulting from Complex Service requests handled by the CRSG are resolved by the CRSG. |
| Approximately 30% of all complex orders received in the CRSG are placed into clarification. Thus, additional handling is required. Additionally, roughly 12% of orders received are misdirected. |
| Takes 6 - 12 mos. To have fully trained personnel capable of handling more detailed specific complex orders. The group is a sourcing pool for Acct. Teams; turned 50% of the group in 1998. |
| SD's do perform PM tasks by tracking orders to completion. Also, CRSG is continuously statusing CLECs on PON's. Average 2 status calls from CLEC per LSR. |

| Additional Assumptions: | |
|---|---|
| Special Assemblies | 50% of MegaLink orders require special assemblies. |
| UNE Orders | The Service Inquiry portion for UNE ADSL/HDSL loops. Generally, this process takes approximately 20 minutes to complete. |
| Interval Guide / Expedites | CLECs often submit orders with the requested Due Date less than Interval Guide stated criteria. A review of KMC & e.spire LSRs for 1Q99 showed 19% & 11% EXPEDITED, & 63% & 77% Less than Interval Guide, respectively. These conditions add to handling time |
| Large Sales | The CRSG supports large sale projects involving high volume concentration of certain complex products I.e., Intermedia Communication's State of Georgia Y2K project. |
| Type of Service | The Type of Service being ordered by TOP 5 CLECs include: Frame Relay, ISDN-BRI, ISDN-PRI, ESSX/MS, and Megalink |
| ESSX/Centrex Station Line | The average station size per ESSX/Centrex is 25 stations. |

**Administrative - Receiving LSR's via Fax**

Per Sherry Parsons & Sonja Johnson

General Assumption: Order is

| Action | Time in Minutes | Assumptions |
|---|---|---|
| Sherry receives LSR via FAX. | | |
| Picks up fax, verify # pages, stamp it. Create LSR acknowledgement and faxes to originator. Gets confirmation back and staples to original. | 5 | Fax is available and not a whole stack of orders. |
| Sherry puts LSR in Receive Tray on Sonja's desk.. | 2 | |
| Sonja takes it out of tray. Makes sure you have LSR, EU page. | 2 | All info provided that is needed. |
| Sonja starts logging into BRITE and assigns to SD. Sonja stamps w/date & who assigned to. | 5 | |
| Sonja turns to manual log and log, giving date, CLEC, PON#, TOS, & SD. | 3 | |
| Sonja gets folder, puts project ID # on it, takes that order, places it in folder, if expedite puts in red folder, then delivers to SD's desk to their "in" tray.. | 3 | |
| | **20 min.** | |

**Administrative - E-Mail receipt of LSR.**

Per Sonja Johnson

General Assumption: BRITE database is accessible and workload is running on the average.

| Action | Time in Minutes | Assumptions |
|---|---|---|
| First thing in a.m. SJ goes to CIS.CRSG mail box in open mail to see if received any LSR's. | | PC already on, already logged on, etc. |
| SJ opens LSR message & start printing it out. Order usually consists of 3 attachments: LSR, EU, Resale page: Ordering Document: and Diagram. | 5 | Receipt of 1 order. |
| Prints it. Has to sort out copies at printer and separate from everyone else's stuff. Makes sure has all pages. | 2 | |
| Returns to desk. Stamps w/receipt date stamp. | 2 | |
| Then SJ does "reply to message" back to customer via E-mail that it has been received & informs CLEC of assigned SD or informs CLEC that they'll be contacted by the assigned SD.. | 2 | |
| Sonja starts logging into BRITE and assigns to SD. Sonja stamps w/date & who assigned to. | 5 | |
| Sonja turns to manual log and log, giving date, CLEC, PON#, TOS, & SD. | 3 | |
| Sonja gets folder, puts project ID # on it, takes that order, places it in folder, if expedite puts in red folder, then delivers to SD's desk to their "in" tray.. | 3 | |
| | **22 min.** | |

**Administrative - Filing/Archival of Completed Folders**

Per Sherry Parsons
General Assumptions: Order is completed & placed in SD's "completed" tray.

| Action | Time in Minutes | Assumptions |
|---|---|---|
| | | Folder been handed off to SD. Order has been completed SD has either placed in "completed" tray. or the SD. |
| Sherry goes around to each SD's desk several times/day to retrieve folders. | | |
| Sherry pulls BRITE SD screen to verify that everything needed in BRITE has been populated. Then verifies CPX date is same as due date. | 5 | |
| If everything is verified in BRITE to be completed, Sherry stamps w/"verified" stamp and places in "to be filed" tray at her desk. | 1 | |
| If it hasn't, Sherry fills out query sheet indicating missing fields and takes it w/folder back to SD's "in tray". | 5 | |
| Sherry files the completed folders by month, by CLEC in alpha order, by PON's in numeric order under CLEC. If CLEC doesn't already have a folder in file cabinet, Sherry has to create one. | 30 | Sherry usually collects a day's worth of folders and files them all together. |
| Archiving - After 6 months of filing, Sherry removes the first month's folders and moves to archives. This is done by 5th of ea. mo. | 150 | |
| | **3 hours; 11 min.** | |

# Detail Process Analysis of ESSX/MultiServ Orders

Ave. Station Size Per Essx = 25 lines.

Per Barbara Jones

General Assumptions: New order to add a line to an existing ESSX.

| Actions | Time in Minutes | Assumptions |
|---|---|---|
| Receives from Sonja. | | |
| *Try to pull up in BRITE via PON #. Assigns Start date. Looks at PON to ensure everything needed is there.* | 15 | |
| Ensures order is "clean". | 5 | |
| Looks up acct. in BOCRIS to do further varification and prints records. Looks up in ORION to verify address. | 10 | |
| Calls customer and identifies herself as the SD working on order. Discusses expected DD w/customer. Begins filling out folder while on phone. | 5 | |
| SD begins order processing. Assignment of # - may need to call Line & Number (which involves filling out form & faxing). Hopefully customer knows what #'s they have and will provide them to us. | 5 | |
| Ensure USOC's/features on the lines are correct. | 5 | |
| Proceeds to fill out transmittal sheet, prints it, attaches any other pertinent papers along w/cover sheet and will fax to appropriate center and project manager. | 15 | |
| Makes appropriate notes on folder. Indicates wtg. On FOC and places in "waiting on FOC" tray. | 5 | |
| In MOST cases, a call has to be made to CRSC to inquire about the FOC. 1 out of 5 times, info has to be resent to center. | 5 | |
| When FOC has been faxed back to us, it is delivered by Sherry to SD. SD prints copy of order from BOCRIS to scan for errors. | 5 | |
| Gets folder out of "waiting on FOC" tray. Pull up order in BOCRIS, scan over it for errors, print out copy for folder. Updates front of folder w/rec'd date, order #, due date, tel. #, FOC rec'd from center, FOC to PM and other critical date fields... | 5 | |
| Updates BRITE w/same information that goes on front of folder. | 5 | |
| Type the FOC transmittal sheet. | 5 | |
| Send via fax or e-mail the FOC to CLEC and to the PM. Files folder in "waiting on completion" tray | 5 | |
| Follow-ups to DD's will begin to ensure order worked. | 5 | |
| Once worked, prints another copy of order from BOCRIS for the folder. | 5 | |
| Updates CPX date on front of folder, enters completion date in BRITE. | 5 | |
| Puts "C" on folder and places folder in "out tray" for Sherry to pick up and file. | 5 | |
| | **115** | |
| | **1 hour, 55 min.** | |

## Detailed Process Analysis of New Centrex Service

Per Judy Woods

General Assumptions: New Centrex Order received from the CLEC utilizing the New Centrex Product offering. Assumption is that CLEC provides a clean order including, matrix of features, ordering document and signed service agreement. CRSG does not assign

| Actions | Time in Minutes | Assumptions: |
|---|---|---|
| Receive from Sonja. | | |
| Prepare folder. | 5 | |
| Screen the LSR, EUI, DLR, Ordering Document and all other necessary documents provided. | 75 | |
| Log Start Date in BRITE and notify CLEC of assignment. | 5 | |
| Validate address and premise information via BOCRIS/ORION. | 5 | |
| Prepare rate quote via Quote Expert. | 15 | |
| Prepare the transmittal form, attach other forms including ordering document, LSR, etc. and fax to the CRSC and Project Manager. | 25 | |
| Update BRITE and folder with pertinent order information. | 5 | |
| Indicate waiting on FOC and place in "Waiting on FOC" tray. | 5 | |
| When FOC is received from Center, print a copy of the Service order to scan for errors. | 10 | |
| If no errors, then send FOC to CLEC and Project Manager using the FOC form found on the M:\Drive. Type FOC transmittal and forward to customer via fax. | 5 | |
| Note FOC information on folder and in BRITE. | 5 | |
| Place folder in "Holding for Completion" tray on desk. | 5 | |
| Follow up on due dates by checking pending service order in BOCRIS for completion. | 5 | |
| Once complete, print another copy of service order from BOCRIS and place in the folder. | 5 | |
| Update folder and BRITE with CPX information. | 5 | |
| Put "C" on folder and place in out tray for pickup by Sherry Parson's. | 5 | |
| | **185** | |
| | **3 hours; 5 min.** | |

Meg

# Detail Process Analysis for MegaLink

Per Glenda Cook

| Steps | Time in Minutes | Assumptions |
|---|---|---|
| Received LSR in "in tray". | | **Assumption is that this is a "clean" order, requiring a contract.** |
| Take out of folder. Screen for obvious necessary fields.Is looking at LSR, EU, & ordering document & other required information. | 15 | |
| Call customer to acknowledge receipt & enter start date into Brite. | 5 | |
| Go to BOCRIS & pull Q acct & prints. Begin filling out folder | 15 | |
| Goes to ORION to verify addresses. Print that, continuing to update folder, placing copy in folder and enters start date into BRITE. | 10 | |
| Pulls contract & prepares. Faxes CLEC a copy of blank contract and puts LSR in "clarification" at that time, stating that contract needs to be filled out, signed, and returned. | 15 | |
| While waiting for contract to be returned, goes into SOCS, documents order number, go to ATLAS & get circuit ID. | 10 | |
| Contract is received back from CLEC. Takes order out of Clarification, updates BRITE that out of clarification and updates PM info and any other necessary info is added. Goes to Quote Expert and completes price quote. Compares quote w/contract and makes | 20 | |
| Prepare transmittal form and faxes to appropriate center and project manager. (attaches all necessary pages, usually total of 8 pages). | 15 | |
| Updates BRITE & folder, indicating faxing of transmittal forms, etc. Places folder in "pending FOC" tray. | 10 | |
| Receives FOC. Pulls folder. Goes into BOCRIS and prints pending service order, goes back over transmittal, checks service order for errors & verifying due date. If due date not what customer requested, advises CLEC of the new due date. If an earlier d | 20 | |
| Proactively ensures order is completed. Checks BOCRIS looking for order. | 10 | |
| Once order is completed, goes into BRITE & updates CPX date and also notes folder of CPX'd info. Puts 'C' on folder and places in outbasket for filing. | 5 | |
| | **150** | |
| | **2 hours, 30 min.** | |

## Detail Process Analysis of Traffic Studies

Per Randy Ray

| Actions | Time in minutes | Assumptions |
|---|---|---|
| Receive. | | |
| Review info for all data. Look up Q account. Update folder. | 15 | |
| Create fax transmittal where we restate all the basic information on traffic study to NSDC. | 15 | |
| Send to Center. | 5 | |
| Log into BRITE & update folder. | 5 | |
| After 10 days, if haven't received anything, will follow up. | 5 | |
| Once info received, transmit info to customer via regular mail. | 15 | |
| Complete service transmittal to send to appropriate CRSC for record order to bill. | 10 | |
| Upon receipt of FOC from the center for the biling record, send FOC to CLEC. | 5 | |
| Check BOCRIS after two days to ensure CPX'd. | 5 | |
| Update BRITE & note folder. Make copy of BRITE screen, place in folder, and put folder in "out" tray. | 5 | |
| | **85** | |
| | **1 hour; 25 min.** | |

## Detail Process Analysis for Termination Liability

Per Judy Woods

General Assumptions: CLEC will assume termination liability.

| Action | Time in Minutes | Assumptions |
|---|---|---|
| Prepare folder, screen the LSR, EU form. Verify info sent on termination liability & compare to the tariff charges. Notify CLEC of assignment. | 30 | |
| Log info into BRITE. | 5 | |
| Prepare Assumption Agreement and fax to CLEC. | 25 | |
| Receivce Assumption Agreement back from CLEC. Prepare transmittal and fax to CRSC. | 10 | |
| Update BRITE. | 5 | |
| Go to folder and close. Place folder in "to be filed" tray. | 5 | |
| | 1 hour; 20 min. | |

# Details Process Analysis on EBRU

Per Judy Woods

General Assumptions: We have received the EBRU disputed charges.

Ave. Station Size Per Essx = 25 lines.

| Steps | Time | Assumptions |
|---|---|---|
| Prepare folder and put info in BRITE. | 15 | |
| Review discrepancy that was sent with the customer service record in BOCRIS. Print and compare to the discrepancy. | 30 | |
| Call CLEC and go through each piece of the dispute and explain it - type of credit, overbilling, underbilling, etc. Usually have to give this info to someone other than the decision maker. | 60 | |
| Receive follow-up call from CLEC acknowledging receipt of info on dispute and authorizing us to go ahead and process, etc. Fax an authorization to EBRU telling them to go ahead and process order. | 10 | |
| Wait for EBRU to do their thing. EBRU forwards FOC to SD. FOC indicates that adjustment has been made to customer's record. Call made to customer notifying them that adjustments have been made. Update BRITE. | 10 | |
| | **2 hours; 5 min.** | |

## Detail Process Analysis of Frame Relay Orders

Per Janie Norris

General Assumptions: Fractional T-1 in BellSouth Territory.

| Actions | Time in Minutes | Assumptions |
|---|---|---|
| Receives LSR from Sonja. | | |
| Reviews LSR package to ensure all documents are there. These are LSR, EU, FR Ord. Doc., diagram. Checks for accuracy on these items on billing, speeds, any info on ordering doc or LSR that tells what they are ordering. | 15 | Assuming good clean order. |
| Begins folder preparation with PON, EU complete address, start date, etc. | 10 | |
| Notify CLEC of receipt and start. | 5 | |
| Validate "Q" account. Validate address in ORION. Go into SAP on "m" drive and deterine Cascade SWC and ICO mileage if needed. | 25 | Assuming BellSouth-served. |
| Request CLLI code by faxing to CLLI code coordinator. Update folder. | 10 | |
| Validate the site code in BOCRIS. Go to ATLAS to assign circuit ID#. Go to SOCS to request a preassigned order number and update folder accordingly. | 20 | |
| Make BRITE updates with start date, Project Mgr., RESH code, circuit ID info, # orders being issued, TOS info, Order #, and makes notation in remarks that CLLI code has been requested & date. | 20 | |
| Upon receipt of CLLI code, prepare Service Inquiry. Fax to appropriate CCM, SCM, & OSPE, approximately 3 pages each. Note folder & BRITE w/date being sent. | 25 | |
| Upon receipt of responses to Service Inquiry, note folder & BRITE. | 5 | |
| Prepare package for transittal to DCSC. Includes fax cover sheet, service transmittal form, fast package ordering document - total of 5 pages, plus first page of service inquiry form, the service inquiry responses from each dept., and the diagram, map or | 20 | |
| Receives FOC from DCSC via e-mail format. Go to BOCRIS and print pending orders, reviewing for accuracy and matching against previously gathered info. Puts billing # assigned on folder & in BRITE. | 5 | |
| Prepare FOC & send to CLEC & project mgr. Update folder & BRITE w/assigned due date, FOC to cust., FOC from center. | 5 | |
| One business after due date, go to BOCRIS print CPX'd order. Goes to folder & updates CPX date, marks folder w/"c" and goes to BRITE and update with CPX date. Puts printed copy of order in folder, places folder in tray for Sherry to pick up. | 10 | |
| | **175** | |
| | **2hours; 55 min** | |

## Detail Process Analysis for BRI

Per Randy Ray

| Steps | Time | Assumptions |
|---|---|---|
| Sonja delivers LSR to SD. | | |
| Ensure "clean order" Check DD, ensure w/in reason w/interval guide, check to see if expedite. Go to EU form, is it legible, is local contact populated. Go to Ordering document . . . Is it complete? Check to ensure DLR form is correct. | 15 | |
| Begin filled out top part of file folder w/necessary info. And populates receive date - start date. | 5 | |
| Go to BOCRIS, look up "Q" acct., validate the Q acct. & print. Go to ORION to validate address of EU & print out. Go to Netscape intranet for ISDN availability and verify whether or not ANSA is involved and switch type. | 30 | |
| Call customer & acknowledge receipt of order, obtain any further info needed, and let the know you are one working on it. | 5 | |
| Go to BRITE & complete necessary fields/steps. | 5 | |
| Pull up transmittal form from WORD. Complete form. Print out and complete fax cover sheet. | 5 | |
| Fax to DCSC & to Proj. Mgr. Typically 8 pages. Wait on confirmation. Go back to file folder & update. | 5 | |
| Puts flag on folder indicating date sent and place folder in "waiting on FOC" tray. | 5 | |
| Waiting on DCSC to send FOC. Proactive follow-up to DCSC, fax has to be created and follow-up performed by fax. | 10 | |
| FOC delivered to SD via Sherry. Look up order in BOCRIS, print order, verify details (order #, the two telephone #'s, & due date, & circuit ID info). | 10 | |
| Create an FOC transmittal form from WORD based on information acquired and fax to project mgr. and to CLEC. | 10 | |
| Go to BRITE & populate w/appropriate info. gathered. | 10 | |
| Update folder w/same. | 5 | |
| Put file in "waiting for completion" tray on desk. Three - five days after DD, to check BOCRIS to see if order has been CPX'd. If so, print copy of order, place in file. Update file folder. Update BRITE & print copy of BRITE screen. Place BRITE scre | 10 | Orders don't always CPX w/in 3-5 day interval. Estimate is 20% do not. This means the 10 minute step has to be repeated. |
| | **130** | |
| | **2hours; 10 min.** | |

## Detail Process Analysis for PRI

Per Leslie Earle
General Assumption: Clean order.

| Steps | Time in Minutes | Assumptions |
|---|---|---|
| Sonja delivers LSR to SD's "in tray". | | |
| Pull folder out of tray and note key info throughout folder. | 5 | |
| Review content, looking for LSR, EU, Ordering Document, possibly a directory listing request page, any misc. notes that may be added by CLEC. Looking for DD, if it's an expedite or not. Verify necessary fields are populated on each sheet. | 15 | |
| Call CLEC to acknowledge receipt of order. | 5 | |
| Go to BRITE and enter start date, PM name & #, Qty, etc. | 5 | |
| Go into BOCRIS for that state/site. Use ORION for address validation. Print ORION info & match address against what was on LSR. | 10 | |
| Prepare to obtain CLLI code. Go to "m" drive, look under "CLLI" and get state specific to the order. Take CLLI request form specific to that state and copy it to "WORD". Then you begin to make entries into the CLLI request form. Then print CLLI reque | 10 | |
| Put CLLI code request in folder, update folder & place folder in " waiting for response" tray. | 5 | |
| Receive CLLI code from the coordinator via either fax or call and folder noted that it was received.. | 5 | |
| Begin SI process. Go to ISDN link screen on intranet & print. This gives SWC that PRI will be working from. Also note the SWC CLLI. | 10 | |
| Go into BOCRIS to preassign circuit ID#. Must verify site & prefix. Go to ATLAS in BOCRIS to get circuit ID#. Must go thru 3 different screens to get this. Print screen and place in folder. | 5 | |
| Go into BOCRIS to SOCS to get order #. Again must verify site. Print & place in folder. | 5 | |
| Job down circuit ID# & order # on ORION sheet. | 5 | |
| Go "m" drive, product info. Go to PRI, SI, select type of CO. Copy to "WORD" and save as EU. | 5 | |
| Go into WORD to complete SI form, using previously pulled info from various sources. Review for accuracy. Save & print. Place in folder. | 30 | |
| Go to "m" drive to determine contact list for that specific state. | 5 | |
| Prepare fax cover pages, & begin faxing SI (6 pages) to 5 different depts. Wait for confirmation on each fax. Staple confirmation to each depts. fax. | 20 | |
| Note file folder & update BRITE that SI has been sent to all 5 depts. BRITE will ask for preassigned order number. | 10 | |
| Responses to SI begin coming in and folder is noted as they come in. | 10 | |
| Begin preparing service transmittal process which includes preparation of service transmittal, the association, the responses on the SI, and any other data necessary to process the request. Type service transmittal, print, proof read. | 10 | |
| Fax hand-off package to project mgr. & to appropriate center. Usually 16 - 17 pages each. Fax machines are preprogrammed w/numbers for frequently dialed depts. | 5 | |
| Go to BRITE and note that pkg. has gone to center & project mgr. Update folder w/same info. | 10 | |
| Put in folder & place folder in "waiting on FOC" tray. | 5 | |
| FOC shows up on desk. Pull folder from "wtg. On FOC" tray. Review FOC & print hard copy of service order from BOCRIS. Go to WORD & populate FOC doc w/needed info. Check for accuracy against SO. Fax to CLEC & project mgr. | 15 | |
| Update BRITE & folder. Place in "pending file" or "waiting on completion" folder. | 5 | |
| Begin follow-up for due date. Go into BOCRIS to check order status. Make appropriate notes in BRITE and on folder. | 10 | |
| | **225** | |
| | **3 hours; 45 min.** | |

MESSAGE Dated: 8/7/00 at 6:11
Subject: Another One: CRSG/Account Team Cost Information Contents: 3
Sender: Debbie D. Timmons /m7,mail7a

Item 1

TO: Dan Meeks /m6,mail6a; PHONE=205-977-0350

Item 2

Here is another one I found. It was one of the very early ones.
Deb T.

MESSAGE Dated: 2/10/00 at 16:34
Subject: CRSG/Account Team Cost Information Contents: 3
Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Pam G. Williams /m3,mail3a; PHONE=205-977-5561
CC: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391

Item 2

Please let me know what additional information you require.
Thank you,
Debbie Timmons
205.321.4990

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

# Cost Input
# CRSG / Account Team
# for
# xDSL UCL UNE Environment

| UNE Headcount Allocation | | | |
|---|---|---|---|
| All Management Job Grades are on compensation. | | | |
| Name | JG/Cont | % UNE Work | Type of Work or Comments |
| Ruby Neely | 58 | 100% | Team Lead |
| Cheryl Lewis | 58 | 100% | Team Lead |
| Joanie Mahan | Contractor | 100% | Process orders |
| Cathy Compton | Contractor | 100% | Process orders |
| Cheryl Brown | 56 | 100% | Process orders |
| Laura Stephens | 56 | 100% | Process orders |
| Sonja Johnson | Contractor | 20% | Data management / admin |
| Lillie Lawson | Contractor | 20% | Data management / admin |
| Mary McCoy | WS10 Clk | 20% | Clerical / admin |
| Sandy Lang | Contractor | 100% | Clerical / admin |
| Terri Clark | 58 | 20% | Engineering Interface |
| Charlotte Donlon | 56 | 60% | Issue resolution / CRSG operational support |
| Monica Dodge | 56 | 60% | Customer care |
| Titania Alexander | 56 | 50% | Special construction estimates |
| Account Manager | K3 | 100% | Account management |
| Sales Support - Direct | 58 | 100% | Support: Acct Team, CRSG & customers |
| Sales Support - Direct | 59 | 35% | Support: Acct Team, CRSG & customers |
| Sales Support - Dept | 58 | 75% | Support: Acct Team & Interdepartmetal POC |
| Brenda Gibson | 58 | 25% | Supervision & information management |
| Account Team SDII | 58 | 100% | Account management |
| Tracey Morant | 58 | 10% | Supervision & customer relationship |
| Mitzi Link | 59 | 90% | Supervision & leadership of CRSG |

Information prepared by:
Debbie Timmons
205-321-4990

| Contractor/Temp | Jan. 2000-June 2000 |
|---|---|
| Johnson, Sonja | $ 41.00 |
| Nelms, Leesona | $ 36.50 |
| Norris, Janie | $ 38.00 |
| Jones, Barbara | $ 37.50 |
| Lawson, Lillie | $ 52.00 |
| Mahan, Joanie | $ 49.00 |
| Compton, Cathy | $ 49.00 |
| Lang, Sandy | $ 20.00 |

UNE Volume 99-00

| Month | UCL | xDSL | Total | |
|---|---|---|---|---|
| Apr-99 | 0 | 24 | 24 | |
| May-99 | 1 | 41 | 42 | |
| Jun-99 | 0 | 63 | 63 | |
| Jul-99 | 43 | 91 | 134 | |
| Aug-99 | 125 | 300 | 425 | |
| Sep-99 | 78 | 568 | 646 | |
| Oct-99 | 708 | 476 | 1184 | |
| Nov-99 | 1009 | 529 | 1538 | |
| Dec-99 | 1119 | 700 | 1819 | |
| Jan-00 | 1258 | 502 | 1760 | |
| Feb-00 | 75 | 22 | 97 | As of 12Noon 2/4 |
| | 4416 | 3316 | 7732 | |

# NETWORK INSTALLATION
# OUTSIDE WORK GROUP - BUSINESS
# (NIOWGB)

This work group installs, removes, rearranges, and reconcentrates access lines for POTS from the local switch to the Network Interface (NI) including residential, business, coin and rural services.

They install, remove and rearrange:

- aerial and buried service wires
- grounds
- protectors
- network terminating wire
- network interface
- cross-connects
- jacks
- connecting blocks
- inside wiring.

These outside technicians also analyze and test circuitry and outside network equipment and perform installation tests.

**The work time data detailed in this section relates to the work performed by the outside technicians to install *business & non-designed* telephone services.**

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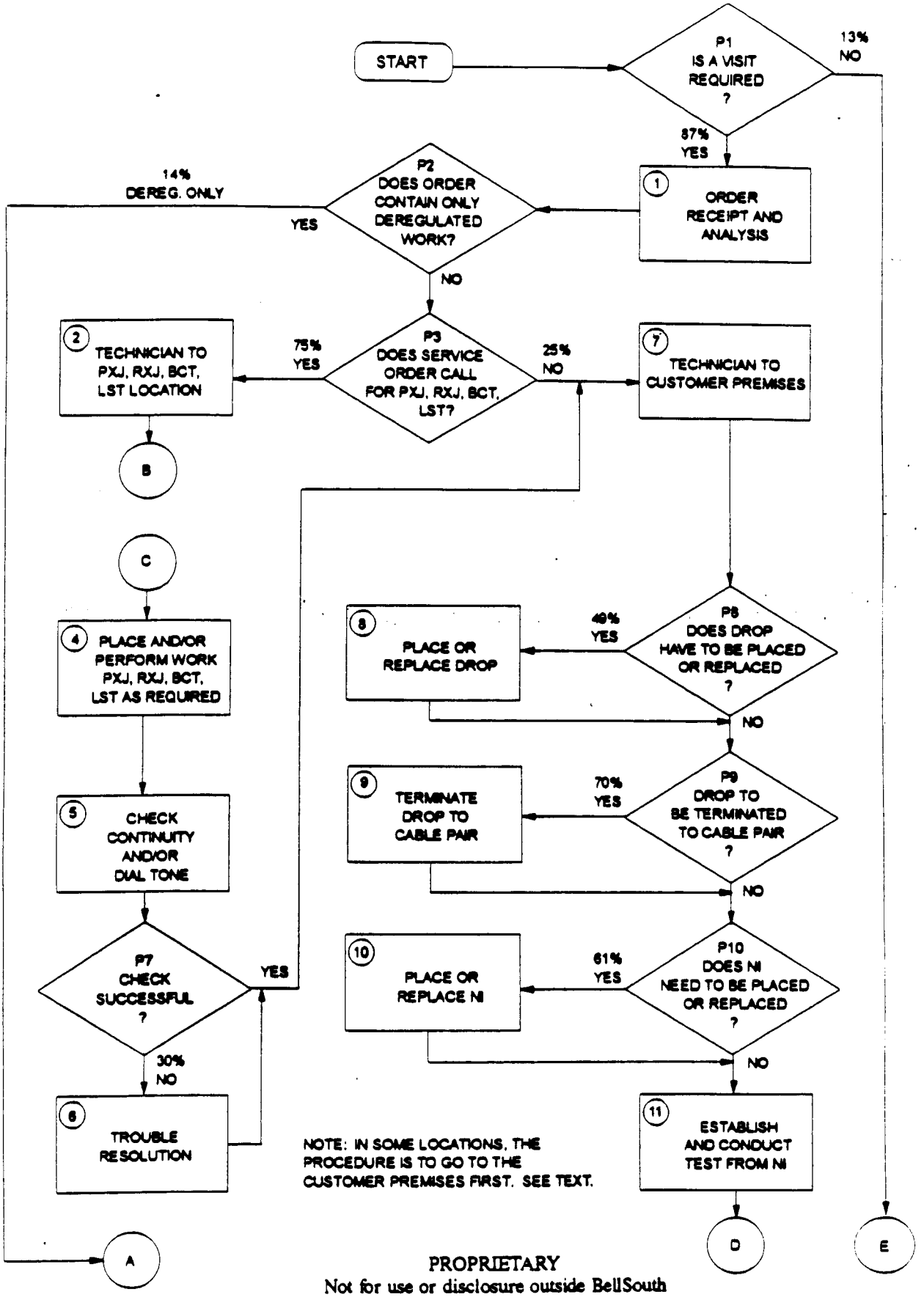
# NETWORK INSTALLATION OUTSIDE WORK GROUP
# BUSINESS & NON-DESIGN SPECIAL SERVICES
## NIOWGB

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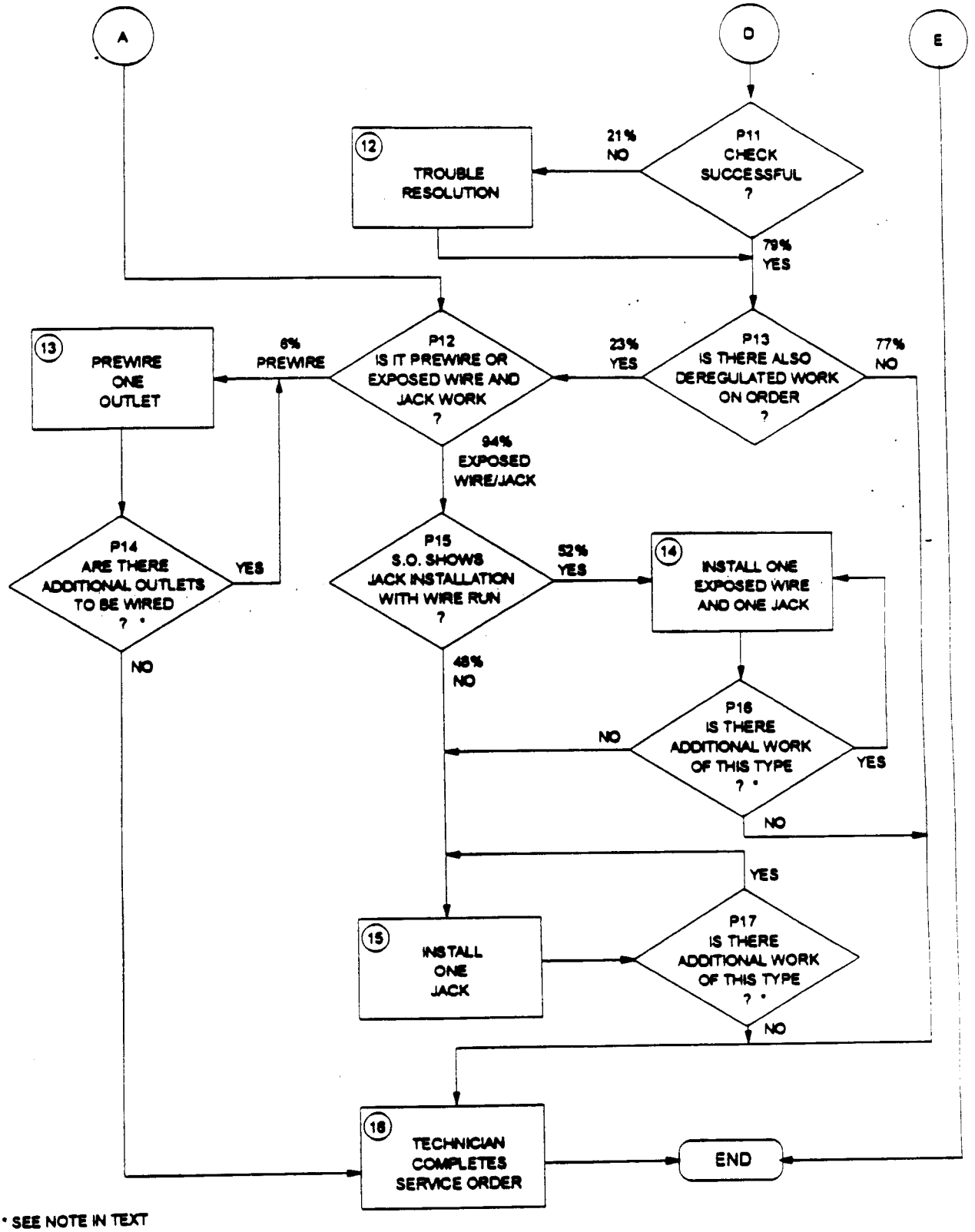
# NETWORK INSTALLATION OUTSIDE WORK GROUP
## BUSINESS & NON-DESIGN SPECIAL SERVICES
### NIOWGB (cont'd)




* SEE NOTE IN TEXT

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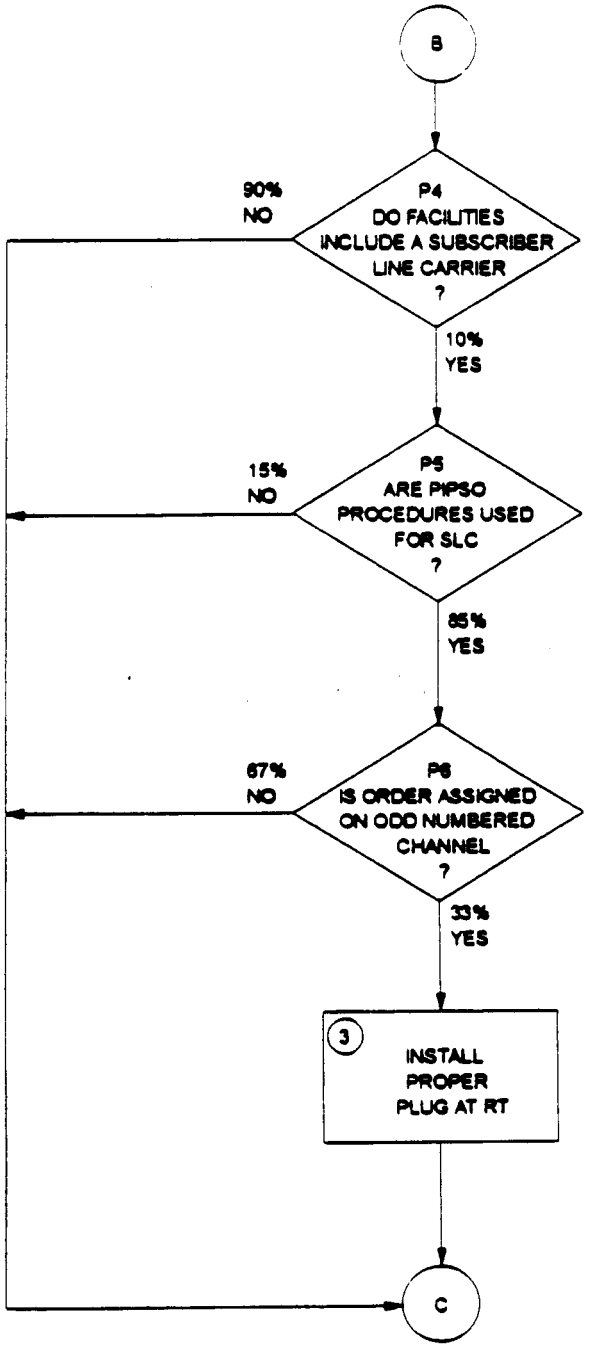
# NETWORK INSTALLATION OUTSIDE WORK GROUP
# BUSINESS & NON-DESIGN SPECIAL SERVICES
## NIOWGB (cont'd)




* SEE NOTE IN TEXT

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# INTRODUCTION

Subject Matter Experts (SME) have been used to provide the work time data in this document. These SME estimates have been collected from human estimation, work observations, CIMAP, WFA, self-reporting and various sizing models.

The following information is contained herein:

- Study Methodology
- Usage of This Work Time Data
- Selected Acronyms and Abbreviations
- Workflows, Worktimes and Probability Data

Reorganization, restructuring and re-engineering are three words that have become "business as usual" for most of us. The network cost group and its associated systems are also being restructured.

The Activity Based Information Structure (ABIS) is an activity-based costing system being developed to measure the cost and performance of activities and cost objects (products and services). Once this system is implemented, the detailed information provided in this document may no longer be available. However, ABIS will provide consistent and accurate cost information for all users. In the interim, this work time data will continue to reflect the network service provisioning operations in BellSouth.

Portions of this document will be updated as changes occur. Since changes may occur more frequently than resources are available to publish them, please contact the Network Cost Group before using this data in a study.

Any questions concerning this data or its application should be directed to Eusebia C. Sanderson (205) 977-7210.

Questions related to cost support for a specific product or service should be directed to Carolyn Kendrick, Manager - Network Cost Group. She can be reached at (205) 977-5046.

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# STUDY METHODOLOGY

Task Oriented Costing (TOC) provides detailed data which allows us to quantify and understand the relationship between operations expenses and technology, services, operating systems and architectures. The network elements are: (1) the work group and the service provisioning functions or steps performed by that group, (2) the average time in minutes it takes to perform each of those functions, (3) the probability that the particular function will be performed and (4) the Job Function Code (JFC) of the person performing the task. The JFC is used in determining the appropriate labor rate which is then used in the cost calculations for each work group. Each of those four network elements are included in this document.

Subject Matter Experts on the BellSouth Telecommunications network staff defined the discrete tasks which comprise the service provisioning functions performed by each network organization. These tasks were used to construct a flowchart that describes the beginning to end work flow of each network operation studied. The work flows were constructed to represent the provisioning processes in the network centers of the entire nine state region which makes up BellSouth Telecommunications, Inc. The Network field personnel have given this data their support and concurrence.

Work times for individual tasks in the flows were established using a mixture of actual time studies, estimations provided by a group of qualified estimators (a qualified estimator is defined as a worker with at least one year of experience on the job to be studied) or a Subject Matter Expert (SME) who is thoroughly familiar with that task. When group estimations were obtained, each worker was asked to give a "minimum" time estimate, a "most likely" time estimate and a "maximum" time estimate. These estimates were input into the Integrated TOC based Cost Analysis Program (ITCAP). Each estimator's three estimates per task were averaged to form a "pert mean" by using the following formula:

(the "minimum" +(4 x the "most likely") + the "maximum")/6

This method of estimating the average work time was also used by many of the SMEs.

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## STUDY METHODOLOGY (cont'd)

The estimated average work time furnished for each task herein has been rounded to the nearest minute unless otherwise noted.

Probability of occurrence data is necessary whenever tasks branch from a decision diamond of a work flow. This data is used to assign the weight to the times for the tasks on each branch. Any branching point in the work flow must be accounted for in the proper aggregation of the task times and costs.

Much of the probability of occurrence data could not be directly gathered from existing databases because the data needs pertain to aspects of the work process that usually are not directly monitored in the existing databases. This typically includes data related to interactions between work groups and organizations or the probability of test failures.

When the probability data could not be found in existing databases, estimations were provided for some of the decision blocks by a group of qualified estimators or a Subject Matter Expert (SME) who is thoroughly familiar with the work processes related to the probability of occurrence. Others probabilities will be provided by the appropriate SME when work time data is requested for a specific service.

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## USAGE OF THIS WORK TIME DATA

This work time data is presented as a guide for costing purposes only. These work times do not represent a performance goal or standard and should not be used as such.

Work times for each task in this study include only time from the beginning of the task until its end. WORKERS AND SMEs WERE ASKED SPECIFICALLY TO ESTIMATE HOW LONG IT TAKES TO PERFORM EACH TASK, NOT HOW LONG IT SHOULD TAKE TO PERFORM IT. Such things as interruptions (telephone calls, etc.), stretching, relief time, time between tasks and work time not directly attributable to a specific task are not included in the task work time. Refer to each task's activity profile for complete details.

When using TOC work time data to determine work times:

1. Choose only the task(s) that apply to the operation you wish to model. Read each task description carefully. The tasks have been constructed to allow the modeling of service additions, rearrangements and disconnects.

2. Consult the work flowcharts for the probability of certain tasks occurring and weigh the task's work time accordingly. For example, if an installer only encounters trouble on a circuit 20% of the time and the work time for resolving trouble is 10 minutes, then, on the average circuit you would add 2 minutes (20% of 10 minutes) for resolving trouble. IF you are only modeling situations where trouble is encountered, then you would use the entire 10 minute trouble resolution time.

3. Work group functions rather than center names are used in this study because the center name and the name of a work group performing a specific function may vary in some states within the region. Refer to the table of contents in Section 5 to determine the appropriate work functions to use in your model.

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #1**

## ORDER RECEIPT AND ANALYSIS

**Item Description:** Time spent in receiving and analyzing the local service order.

## ACTIVITY PROFILE

**Begins:**

- With beginning of order receipt process

**May Include:**

- Time spent on CAT and/or on phone with IMC obtaining data on next job *
- Time spent on analysis
- Time spent resolving discrepancies
- Time spent ordering equipment in connection with order

**Ends:**

- When technician is ready to proceed with field visit

**DOES NOT INCLUDE:**

- Waiting for call backs
- Breaks or restroom time

* The time the technician spends securing information on his or her next job often occurs in the middle of the time interval associated with closing out the previous job. (See Item #15). However, the actual time spent being dispatched on the next job is to be considered part of this Item.

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| Item Number | Work Time |
|---|---|
| 1.00 | [redacted] |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #2**

## TECHNICIAN TO X BOX AND/OR BCT OR LST LOCATION

**Item Description:** Travel time to Cross box and/or BCT or LST Location.

## ACTIVITY PROFILE

**Begins:**

- When technician is ready to begin travel to cross box, pair change or BCT location

**May Include:**

- Checking vehicle for materials
- Actual driving time to cross box, pair change or BCT location

**DOES NOT INCLUDE:**

- Time spent on vehicle breakdowns
- Time spent resolving parts discrepancies
- Break or restroom time

**Ends:**

- When technician arrives at cross box, pair change or BCT location

NOTE: Often procedures dictate that the technician visit the customer's premises before performing these work operations. However, so that the study will be consistent across the region, please make estimates for this work operation as it is described above.

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| | Item Number | Work Time |
|---|---|---|
| Travel from work ctr to the PXJ, BCT, RXJ, LST location (first order of the day) | 2.01 | 27.00 |
| Travel time from last job to the PXJ, RXJ, BCT, LST location | 2.02 | 20.00 |

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## NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #3**

### INSTALL PROPER PLUG AT RT

**Item Description:** Install or replace plug-in at remote terminal

## ACTIVITY PROFILE

**Begins:**

- When technician arrives at remote terminal *

**May Include:**

- Verification that proper plug is in place
- Set up time, including that necessary to insure ESD protection
- Placement or replacement of proper plug-in
- Ordering replacement plug

**Ends:**

- With verification of proper dial tone at remote terminal

**DOES NOT INCLUDE:**

- Vehicle breakdowns
- Time spent resolving parts discrepancies
- Break or restroom time

* Remote terminal is most often very close to the cross box and this Item should not come up unless it is necessary to visit the cross box.

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| Item Number | Work Time |
|---|---|
| 3.00 | 19.00 |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #4**

## PLACE AND/OR PERFORM WORK PXJ, RXJ, BCT, LST AS REQUIRED

**Item Description:** Actual placement and/or removal of cross connect jumpers, performance of line and station transfer work, or breaking of connect through.

## ACTIVITY PROFILE

**Begins:**

- On arrival at PXJ, RXJ, BCT or LST location

**May Include:**

- Set up time at job site preparing for work operation:
  - Tools, equipment
  - Ladder, placing
  - "Suiting up"
  - Opening/closing cross box, ped., terminal, etc.
- Performance of cross connect, LST or BCT work
- Coordination time
- "Dead time" waiting for assignments, frame, etc. while unable to do other work

**DOES NOT INCLUDE:**

- Vehicle breakdowns
- Initial travel to work location or trip to customer's premises
- Break or restroom time

**AVG. TIME FOR THIS TASK = 32.00 Minutes**

**Ends:**

- With PXJ, RXJ, BCT or LST being completed

## AVERAGE TIME PER OCCURRENCE

(Minutes)

| | Item Number | Work Time |
|---|---|---|
| PXJ | 4.01 | 16.00 |
| BCT/RXJ | 4.02 | 28.00 |
| LST | 4.03 | 60.00 |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #5**

## CHECK CONTINUITY AND/OR DIAL TONE

**Item Description:** Check loop pair(s) for continuity and/or dial tone before leaving cross box, LST, PXJ, RXJ, BCT location

## ACTIVITY PROFILE

**Begins:**

- At completion of PXJ, RXJ, BCT, LST operation

**May Include:**

- Checking for loop continuity to serving central office
- Checking for dial tone and/or ring back as required

**Ends:**

- With continuity established and dial tone verified, or with failure to achieve the above results

**DOES NOT INCLUDE:**

- Trouble resolution time
- Break or restroom time

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| Item Number | Work Time |
|---|---|
| 5.00 | 15.00 |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #6**

## TROUBLE RESOLUTION

**Item Description:** Attempt to resolve problems with continuity of the loop or lack of dial tone

## ACTIVITY PROFILE

**Begins:**

- With failure to establish circuit continuity or get dial tone

**May Include:**

- Time spent testing through CAT or using test equipment
- Time spent on line with IMC or Central Office trying to resolve problem
- Time spent by technician to obtain new pair
- "Dead time" spent waiting for new assignments and not doing any other office work
- Time spent making repairs or making changes in facilities to resolve problem

**DOES NOT INCLUDE:**

- Break or restroom time
- Time spent on other activity while waiting for new pair assignments

**Ends:**

- With resolutio of loop proble or decision to refer resoluti of problem to other group an complete the order at anoth time

---

## AVERAGE TIME PER OCCURRENCE

(Minutes)

| Item Number | Work Time |
|---|---|
| 6.00 | 45.00 |

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## NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #11**

### ESTABLISH AND CONDUCT TEST FROM THE NI

**Item Description:** Time spent "hooking up" test equipment and performing operational test from the network interface

## ACTIVITY PROFILE

**Begins:**

- With arrival of technician at customer premises or completion of drop and/or NI work if applicable

**May Include:**

- Time for "set up"
- Time to perform all necessary tests with CAT or test equipment
- Time spent storing test gear after use

**DOES NOT INCLUDE:**

- Time for trouble resolution
- Break or restroom time

**Ends:**

- With successful completion of tests or the need for trouble resolution

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| Item Number | Work Time |
|---|---|
| 11.00 | 20.00 |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #12**

## TROUBLE RESOLUTION

**Item Description:** Time spent in trouble resolution following failure of test performed at the network interface

## ACTIVITY PROFILE

**Begins:**

- With need to resolve problems which caused tests performed at the network interface to fail

**May Include:**

- All time spent resolving problems in:
  - Cable facilities
  - Drop, protector and/or NI
  - Network terminating wire
- Time spent testing with, or securing additional information from IMC or other centers in resolving problems or making corrections to records
- Travel time associated with trouble resolution

**DOES NOT INCLUDE:**

- Break or restroom time

**Ends:**

- With successful resolution of problem or decision to refer trouble to another group and to complete order later

---

## AVERAGE TIME PER OCCURRENCE
(Minutes)

| Item Number | Work Time |
|---|---|
| 12.00 | 56.00 |

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# NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

**Item #16**

## TECHNICIAN COMPLETES SERVICE ORDER

**Item Description:** Technician closes out service order on CAT and/or on phone with the IMC

## ACTIVITY PROFILE

**Begins:**

- When technician completes all physical work on order and is ready to begin close out procedure on CAT or with IMC

**May Include:**

- Placing call on CAT or to the IMC
- Entering close out information into CAT or relating that information to the IMC
- Calling IMC or other centers to correct records in connection with order
- Packing of gear, tools, etc.

**DOES NOT INCLUDE:**

- Time spent on CAT or on phone with IMC obtaining data on next job *

**Ends:**

- When the technician returns to truck and is ready to proceed with next job

* While the time the technician spends securing information on the next job is right in the middle of the time interval associated with this Item, it should not be considered part of this interval. It should be considered part of Item #1.

---

## AVERAGE TIME PER OCCURRENCE

(Minutes)

| Item Number | Work Time |
|---|---|
| 16.00 | 19.00 |

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