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BellSouth Telecommunications, Inc.  
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September 21, 2001

Mrs. Blanca S. Bayó  
Director, Division of the Commission  
Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Docket No. 001305-TP (Supra-BellSouth Arbitration)**

Dear Ms. Bayó:

Enclosed are BellSouth Telecommunications, Inc.'s late-filed deposition exhibits for Clyde Greene, Ronald Pate, and Jerry Kephart.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

*T. Michael Twomey*  
T. Michael Twomey (KAT)

cc: All Parties of Record  
Marshall M. Criser III  
R. Douglas Lackey  
Nancy B. White

412181

DOCUMENT NUMBER DATE

11884 SEP 21 01

FPSC-COMMISSION CLERK


**CERTIFICATE OF SERVICE  
Docket No. 001305-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via  
Facsimile\* and Federal Express this 21<sup>st</sup> day of September 2001 to the following:

Wayne Knight\*  
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Division of Legal Services  
Florida Public Service Commission  
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T. Michael Twomey (KA)

**BellSouth Telecommunications, Inc.**  
**FPSC Docket 001305-TP**  
**Clyde Greene's Deposition**  
**LATE-FILED EXHIBIT CG-1**

Transmittal Cover Sheet for Clyde Green's Deposition LATE-FILED EXHIBIT-CG-1

A COMPARISON CHART SHOWING THE DIFFERENCES BETWEEN CABS AND CRIS BILLING.

Consists of 2-pages

## MAJOR DIFFERENCES BETWEEN BELLSOUTH CRIS AND CABS BILLING

FEATURE	CRIS	CABS
<b>Services Supported</b>	<ul style="list-style-type: none"> <li>• <b>BellSouth Retail</b></li> <li>• <b>ALEC Resale</b></li> <li>• <b>UNE (Port / Loop Combos, Unbundled Loops (SL1))</b></li> <li>• <b>Local Number Portability (LNP)</b>– Directory Listing Charges</li> <li>• <b>Interim Number Portability (INP)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Facility-based Interconnection</b> – Interlata, Intralata and local</li> <li>• <b>UNE (Unbundled Loops, EELs, etc.)</b></li> </ul>
<b>Account Types</b>	<ul style="list-style-type: none"> <li>• <b>Q-accounts</b> – ALEC end users telephone numbers are billed to the ALEC’s Q-account. Each Q-Account is business type specific; resale, LNP and INP charges will be billed on separate Q-accounts.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ancillary (A)</b> – Bills Inward Operator Service, Database Queries, and SS7 links</li> <li>• <b>Miscellaneous (C)</b> – Bills services that do not fit into other account types.</li> <li>• <b>Facility (N)</b> – Bills switched and special access facilities. No usage charges.</li> <li>• <b>Switched (S)</b> – Bills switched access usage, trunks and other related services. Contains usage and flat rated charges.</li> <li>•</li> </ul>
<b>Bill Formats</b>	<ul style="list-style-type: none"> <li>• <b>Customized Large User Bill (CLUB) Paper Format</b> – default format for ALECs receiving CRIS bills.</li> <li>• <b>Diskette Analyzer Bill (DAB)</b> – Electronic format with the following delivery options: 3.5</li> </ul>	<ul style="list-style-type: none"> <li>• <b>CABS Paper Format</b> – default format for ALECs receiving CABS bills.</li> <li>• <b>Paper Image</b> – delivery options: 3.4 HD Diskette or CD-ROM</li> <li>• <b>CABS Billing Output Specifications (CBOS) Billing</b></li> </ul>

## MAJOR DIFFERENCES BETWEEN BELLSOUTH CRIS AND CABS BILLING

	<p>disk, CD-ROM or File Transfer Protocol (FTP)</p> <ul style="list-style-type: none"> <li>• <b>Billing Magnetic Tape (BMT)</b> – Electronic format. Delivery options: CD-ROM, FTP, Cartridge tape, or CONNECT:Direct electronic data transmission.</li> <li>• <b>Electronic Data Interchange (EDI)</b> – Electronic format. Delivery options: CONNECT:Direct, Value Added Network, or BellSouth Gateway.</li> <li>• <b>CABS Paper Format</b> – default format for ALECs receiving CABS bills. (UNE and Resale Only)</li> <li>• <b>Paper Image</b> – delivery options: 3.4 HD Diskette or CD-ROM (UNE and Resale only)</li> <li>• <b>CABS Billing Output Specifications (CBOS) Billing Data Tape (BDT)</b> – Delivery Options: Magnetic Tape Cartridge or CONNECT:Direct electronic data transmission. UNE and Resale only.</li> </ul>	<p><b>Data Tape (BDT)</b> – Delivery Options: Magnetic Tape Cartridge or CONNECT:Direct electronic data transmission.</p>
<p><b>Number of Bill Periods per Month</b></p>	<ul style="list-style-type: none"> <li>• 20</li> </ul>	<ul style="list-style-type: none"> <li>• 10</li> </ul>

**BellSouth Telecommunications, Inc.**

**FPSC Docket No. 001305-TP**

**Ronald Pate's Deposition**

**LATE-FILED EXHIBIT RMP - 1**

**Transmittal Cover Sheet for Pate's Deposition LATE-FILED EXHIBIT RMP - 1**

**This sheet transmits the**

**LENS and TAG Outages**

**For June through August 2001**

**Consists of 4 pages**

**On LENS and TAG Outages for June – August 2001**

Attached is a matrix that summarizes the LENS and TAG outages for the months of June through August 2001.

The attached matrix details the results of BellSouth's LENS and TAG outages noted at the BellSouth Interconnection Website under Change Control Process, Type 1 System Outages. The information represents the final resolution found for each of the outages, with each outage being classified into one of the four categories described below.

For LENS a conservative baseline of 548 hours per month was used to define system availability. This was based on a 7-day, 4-week month as opposed to the actual hours available for a full calendar month using 21 hours of system availability for Monday - Friday, 18 hours for Saturday, and 14 hours for Sunday. For TAG a conservative baseline of 515.33 hours per month was used to define system availability. This was based on a 7-day, 4-week month as opposed to the actual hours available for a full calendar month using 19 hours and 50 minutes of system availability for Monday - Friday, 15 hours and 50 minutes for Saturday, and 13 hours and 50 minutes for Sunday.

The first category of outage is a 'No (N) Outage' condition that may occur for several reasons. First, the investigation may determine that no problem actually exists. Second, the problem may be determined to have occurred on the ALEC side. Third, the investigation may be unable to confirm that an outage actually occurred. And finally, the reported outage may have actually occurred during a previously announced scheduled downtime.

Next is a 'Degraded (D) Outage'. A Degraded (D) Outage means that an application is processing less than normal capacity or is providing slow responses. This degraded condition may also impact one or more customers. Then, there is 'Loss of Functionality (LOF)'. Loss of Functionality (LOF) is incurred when a function normally provided by an application is unavailable to any customer. This may also impact one or more customers.

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And, finally, there is a 'Full (F) Outage'. A Full (F) Outage occurs when an application is down or is totally inoperative to one or more ALECs.

As the matrix reflects from the Outage data, the LENS and TAG systems have not been available due to a Full Outage for a minimum amount of time during the months of June, July and August 2001. Based on the loss of system availability due to a Full Outage, these systems have been available as noted below:

	LENS	TAG
• <b>June</b>	<b>99.30%</b>	<b>93.57%</b>
• <b>July</b>	<b>99.46%</b>	<b>99.68%</b>
• <b>August</b>	<b>99.38%</b>	<b>99.68%</b>

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<sup>1</sup> [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/ccp\\_so.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp_so.html)



TAG																	
	Month	No Outage (N)			Degraded (D)			Loss of Functionality (LOF)			Full Outage (F)			Total All			Actual % of Time System is Available - All Reasons
		# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	Total # Outages	Total Hours	Total % of Availability	
515.33	June	1	0	0.00%	3	102.63	19.92%	1	3.2	0.62%	4	33.13	6.43%	9	138.96	26.97%	73.03
515.33	July	3	0	0.00%	0	0	0.00%	1	0.76	0.15%	3	1.65	0.32%	7	2.41	0.47%	99.53
515.33	Aug	0	0	0.00%	2	15.08	2.93%	2	0.76	0.15%	6	1.65	0.32%	10	17.49	3.39%	96.61

Detailed Analysis of Change Control Process (CCP) Type 1 Change Requests

LENS

Month	No Outage (N)			Degraded (D)			Loss of Functionality (LOF)			Full Outage (F)			Total All			Actual % of Time System is Available - All Reasons
	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	Total # Outages	Total Hours	Total % of Availability	
548 June	3	0	0.00%	5	5.53	1.01%	4	10.08	1.84%	4	3.86	0.70%	16	19.47	3.55%	96.45
548 July	4	0	0.00%	7	7.65	1.40%	5	9.48	1.73%	4	2.95	0.54%	20	20.08	3.66%	96.34
548 Aug	2	0	0.00%	0	0	0.00%	2	5.03	0.92%	7	3.4	0.62%	11	8.43	1.54%	98.46

**BellSouth Telecommunications, Inc.**  
**FPSC Docket No. 001305-TP**  
**Ronald Pate's Deposition**  
**LATE-FILED EXHIBIT RMP - 2**

Transmittal Cover Sheet for Pate's LATE-FILED EXHIBIT RMP - 2

This sheet transmits the

RNS and ROS Electronic Ordering of Products and Services

Consists of 5 pages

For BellSouth's business retail customers in Florida, BellSouth orders the following services via the Regional Ordering Systems ('ROS) sales and negotiation system.

### **Products and Services available in ROS**

Business lines (not requiring design information)  
Back-up line  
Non-list/Non-pub services  
FCO (Foreign Central Office)  
Inside Wire – Basic  
Enhanced Caller ID  
Caller ID Deluxe  
Call Waiting Deluxe  
Flexible Call Forwarding  
Call Forward Busy Line  
Call Forward Don't Answer  
Call Number Delivery Blocking  
Remote Activated Call Forwarding  
Automatic Call Back (Call Return)  
Automatic Recall (Repeat Dialing)  
Anonymous Call Rejection  
Voice Mail (MemoryCall)  
Custom Calling  
Prestige  
TouchStar  
Internet Call Waiting  
Message Waiting Indicator  
RingMaster  
Area Plus  
Complete Choice  
Area Plus w/ Complete Choice  
Expanded Area Calling Service  
Area Calling Plan  
Business Plus/Business Choice  
MegaLink Circuit (Point To Point)  
WATS/800 Service  
Flat Rate PBX Trunks/NARS (Trunks only)  
Toll Terminals - Y  
Message/Measured Rate PBX Trunks/NARS (Trunks only)  
DID  
Fax messaging Services  
LNP

BellSouth Telecommunications, Inc.  
FPC Docket No. TP-001305-TP  
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September 21, 2001  
Page 2 of 5

**Response: (ROS Continued)**

Primary Rate ISDN  
Basic Rate ISDN (a.k.a. Single Line ISDN)  
Synchronet  
Frame Relay Service

For BellSouth's residential retail customers in Florida, BellSouth orders the following services via the Regional Negotiation Systems ("RNS") sales and negotiation system.

### **Products and Services available in RNS**

- Residence Classes of Service  
(for example flat rate, measured, Complete Choice, and area plus)
- Block Busy Connect Announcement
- Custom Calling Services
  - Call Forwarding Busy Line
  - Call Forwarding Don't Answer
  - Call Forwarding Don't Answer Ring Control
  - Call Forwarding Variable
  - Call Hold
  - Call Pickup
  - Call Waiting
  - Call Waiting Deluxe
  - Customer Controlled Call Forwarding Busy Line
  - Customer Controlled Call Forwarding Don't Answer
  - Speed Calling 8
  - Speed Calling 30
  - Three Way Calling
  - Three Way Calling Block Per Activation
  - Three Way Calling With Transfer
- Customized Code Restriction
- Directory
- Internet Call Waiting
- Hunting
- Listings
- MemoryCall Services (Standard and Enhanced)
  - Answering Service
  - Answering Service Personal
  - Answering Service Plus
  - Answering Service Residential Messaging
  - Message Delivery Service
  - MessageLink
- Message Waiting Indicator
- Message Waiting Indicator Audio Visual
- Privacy Director

Response (RNS Continued)

- Ringmaster Service
- Touch Star Services
- Anonymous Call Rejection
- Call Block
- Call Return
- Call Return Block Per Activation
- Call Selector
- Call Tracing
- Call Tracing Block Per Activation
- Caller ID
- Basic Number Delivery
  - Basic Number Delivery With Anonymous Call Rejection
  - Deluxe
  - Deluxe With Anonymous Call Rejection
- Calling Number Delivery Blocking
- Calling Number Delivery Blocking Per Line Non-Pub
- Calling Party Number Delivery
- Preferred Call Forwarding
- Repeat Dialing
- Repeat Dialing Block Per Activation
- Optional Calling Plans
- Remote Access to Call Forwarding
- Selective Class of Call Screening
- Toll Billing Exceptions
- Wire Maintenance Plans
- Asymmetrical Digital Subscriber Line Service (ADSL)
- BellSouth Internet Service
- Calling Cards
- Complete Choice Packages with
  - Wireless
  - BellSouth Internet Service
  - Paging
- Equipment
- Equipment Maintenance Plan

Response (RNS Continued)

- Jacks and Wiring
- Paging and Wireless Email
  - Call Forwarding Busy Line
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Call Hold
  - Call Pickup
  - Call Waiting
- Wireless Services
- BellSouth VoiceMail
  - Sub-mailboxes
  - Message Delivery Service
  - Call Transfer
  - Multi-Line
  - Pager Out-dial Notification
  - Fax Mail
  - Wireline Wireless Integration
  - Star 98
- Prestige Unbundled Single Line
  - Basic Groups
    - Call Pickup
    - Transfer and Conferencing
    - Transfer conferencing and Hold
    - Transfer Conferencing and Call Pickup
    - Transfer Conferencing, Call Pickup and Hold



**BellSouth Telecommunications, Inc.**  
**FPSC Docket 001305-TP**  
**Jerry Kephart's Deposition**  
**LATE-FILED EXHIBIT JK-1**

Transmittal Cover Sheet for Jerry Kephart's Deposition LATE FILED EXHIBIT JK-1

**BELLSOUTH'S WRITTEN POLICY REGARDING CRIMINAL BACKGROUND  
CHECKS AND THE EMPLOYMENT AND ASSIGNMENT OF INDIVIDUALS  
WITH A CRIMINAL RECORD.**

Consist of 2 pages

## Policy: Security Investigations

**General Overview:** BellSouth has an obligation to its employees, customers, shareholders, and the general public to ensure the privacy of communications, to maintain the safety of the switching network, to safeguard all company assets and customer property from theft or misuse, to provide safe working environments, and to ensure that personal safety of its employees and customers. To fulfill these responsibilities, fair and objective security procedures are used in the employment process. These procedures apply to all persons who will be hired into management or non-management job classifications and who will be classified as regular, part-time, temporary, or occasional employees.

### Guidelines:

1. Criminal background investigations are mandatory for all prospective hires into BellSouth Jobs.
2. Some jobs may require additional investigations depending on classification and job functions.
3. Candidates should not be added to the BellSouth Payroll until final determination of background results has been deemed acceptable by the requestor. Exceptions may be allowed in some instances only when the employment offer is extended to the applicant with the expressed understanding that said offer is "Contingent upon the favorable results of the investigation."
4. Information required for completing pre-employment investigations will be reported by the candidate on the BellSouth Employment Application and shall include:
  - a. Name
  - b. Date of Birth
  - c. Current Address
  - d. Previous Address
  - e. Social Security Number
  - f. Naturalization/Citizenship number where applicable
  - g. **Motor Vehicle License Number and state of issuance, when applicable**
  - h. US Military Service history, including DD214, when applicable
  - i. List of known Criminal Convictions
  - j. List of known Driving violations.Internal applicants will complete a Supplemental Reference Form (see below) in place of an Employment Application.
5. Applicants whose investigation results are inconsistent with acceptable guidelines for hire will be sent an "Adverse Action Letter" from the Staffing Organization, instructing them on the process to resolve discrepancies. The Staffing Organization will not disclose to the applicant, entities within the organization, or any other party the details that supported the decision not to hire.

### Responsibilities:

#### Staffing Organization

- Evaluates information reported by the applicant in order to request and complete pre-employment background investigations.
- Assesses the applicant's degree of risk.
- Determines whether the applicant's results are within acceptable parameters, approving or rejecting the hire decision.
- Maintains processes to ensure that applicant information confidentiality is maintained according to the Fair Credit Reporting Act, as it pertains to the hiring process.

Security Department/3rd Party Vendor:

- Conducts security investigations as requested by Staffing Organization
  - Criminal history investigations shall be completed on all candidates to whom we intend to extend offers of employment
  - Motor Vehicle/Driving history investigations shall be completed on all candidates as the final consideration factor in all BellSouth jobs of management distinction. In jobs classified as "Non-Management," this investigation is required only for a job where driving a motor vehicle is a function. Internal BellSouth employees who have been exempt from DMV investigations as a condition of hire, who later are considered for a position requiring such investigation, must complete a Supplemental Reference Form (RF-5971) to complete this investigation requirement.
- Completes investigation
- Reports results only to the person who originated the request, or their designee.

Approval to Hire	no change
Adjudication Withheld	no change
FCRA Compliance	no change
Table 5.13	no change