

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

**ATTACHMENT B TO
REQUEST FOR PRODUCTION,
ITEM NO. 3**

REDACTED

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC | _____
OTH _____

DOCUMENT NUMBER-DATE

00275 JAN 10 6

FPSC-COMMISSION CLERK



**The Bill Processing Service
Clearinghouse Operating Agreement**

Between
BellSouth Telecommunications, Incorporated
And
Enhanced Services Billing, Incorporated

Effective 9/1/05 – 8/31/07

2005.clghs Version of Agreement
6/1/2005

Master Table of Contents

The Bill Processing Service Clearinghouse Operating Agreement between Customer and BellSouth Telecommunications, Inc. is collectively comprised of the following documents, which are in the order that they are attached to this Master Table of Contents.

1. **The Principal Document**, which sets forth the terms and conditions for the basic contractual relationship, and for the application, calculation, billing, and reporting of the ~~Clearinghouse Customer's Taxes relating to Customer's billed revenue in the BellSouth End-User Bill.~~
2. **Exhibit A**, which sets forth the terms and conditions governing:
 - a. BellSouth Qualitative Processing Requirements,
 - b. BellSouth Security Requirements for Net Amounts Due BellSouth,
 - c. Customer Management and Oversight Tools,
 - d. Transmission standards for CONNECT:Direct[®] ("C:D"),
 - e. Investigation and Resolution of Customer Inquiries regarding Settlements and the B&C Services Bill, and
 - f. Claims.
3. **Exhibit B**, which sets forth the terms and conditions governing the Standard and Optional Billing and Collection ("B&C") Services provisioned under this Agreement, which include, but are not limited to:
 - a. Billing Environment Services of Message Processing and Bill Rendering,
 - b. Optional Services [e.g., Category 41 Service (Credits), Pack Thresholding, and Spanish Language Bills],
 - c. Optional Billing Information Services Custom Reporting, which is a sub-set of Optional Services (e.g., Daily Unbillables Data File, and Electronic Settlement Reporting),
 - d. Post-Billing Environment Services (e.g., Treatment and Collections, Without Inquiry Service, and Uncollectibles),
 - e. Settlement Reporting and Payment, and
 - f. The B&C Services Bill Content, Rendering, and Payment.
4. **Exhibit C**, which sets forth:
 - a. The rates and charges,
 - b. Billing of the rate element quantities,
 - c. Journalization of the B&C Services revenue, and
 - d. The interest rate applicable to a Cash Settlement Reserve; the interest rate applicable to a Claim payment associated with an Audit or Examination and to late payment of a Settlement or B&C Services Bill Net Amount Due; the formulas used to calculate the interest amounts to be paid.

Master Table of Contents (Cont'd)

5. **Exhibit D**, which sets forth the terms and conditions governing 'Conflict of Interest'.
6. **Appendix 1**, which sets forth a list of the acronyms and a list of the abbreviations used throughout this Agreement.

7. **Appendix 2**, which is the **Glossary**, sets forth the definitions of words and terms used throughout this Agreement in describing the B&C Services, processes, etc.
8. **Attachment 1**, which sets forth the **BellSouth Standby Bank Letter of Credit** form that the Customer and BellSouth may execute if the Customer is required to establish a Security Reserve in the form of a Bank Letter of Credit during the term of this Agreement and pursuant to **SEC. A.3, BellSouth Settlement Security Reserve Requirements, of Exhibit A.**
9. **Attachment 2**, which sets forth the **BellSouth Surety Bond** form that the Customer and BellSouth may execute if the Customer is required to establish a Security Reserve in the form of a Surety Bond during the term of this Agreement and pursuant to **SEC. A.3, BellSouth Settlement Security Reserve Requirements, of Exhibit A.**

Principal Document
Of The
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

Clearinghouse Principal Document

Table of Content

<u>Section</u>	<u>Page</u>
1. Scope of Agreement.....	2
2. Term of Agreement.....	3
3. Headings.....	3
4. Regulatory Actions Impacting Services.....	4
5. Customer and Client Services.....	4
5.1 Services BellSouth Will and Will Not Bill.....	4
5.2 Customer/Client Single Bill Fee.....	5
5.3 End-User Inquiries About Customer/Client Services and Network.....	6
<hr/>	
6. Lawful Use of Services.....	7
7. BellSouth End-User Bills.....	7
8. BellSouth Services.....	10
8.1 Service Provisioning.....	10
8.2 End-User Service Deposits.....	11
8.3 End-User Late Payment Charges.....	11
8.4 Authorization to Deny End User's Service for Non-Payment.....	12
8.5 Notification of Change in BellSouth Services or Performance Requirements.....	12
8.6 Impact of Customer/Client Changes to BellSouth Services.....	14
9. Settlements.....	14
10. Taxes.....	15
11. Proprietary Information; Non-Disclosure; Publicity.....	27
12. Trademarks, Trade Names and Service Marks.....	31
13. Software.....	32
14. Licenses.....	32
15. Limitations on Assignment or Transfer of Agreement.....	32
16. Amendments; Addendums; Waivers.....	33
17. Provision of Information to Court, Regulatory Body, or Government Agency.....	34
18. Liability and Indemnification.....	34
19. Notices and Demands.....	41
20. No Third-Party Beneficiaries.....	43
21. Authorization to Conduct Business.....	43
22. Individual Member Obligation.....	44
23. Customer Obligations as Billing Aggregator.....	45
24. Disclosure Obligation when Customer/Client Billing under Multiple Names/Affiliates.....	45
25. Termination of Billing for Client.....	47
26. Termination of Agreement Upon an Event of Default.....	49
27. Discontinuance of Services Upon an Event of Non-Compliance.....	52
28. Termination of Agreement for Convenience.....	53
29. Obligations that Survive Termination of Agreement.....	53
30. Severability of Provisions.....	55
31. Force Majeure.....	55
32. Governing Law; Venue.....	56
33. Entire Agreement.....	56
Signatures.....	57

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

AMENDMENT NO. 1

**PAGES
1 OF 4 THROUGH 4 OF 4**

PROPRIETARY



**Umbrella Addendum
To
Bill Processing Service
Operating Agreements**

**Between
BellSouth Telecommunications, Incorporated
And
Billing Concepts, Incorporated
On Its Own Behalf and as Authorized Agent
For the Participating Customers**

Effective September 1, 2005

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

UMBRELLA ADDENDUM

PAGES
1 OF 10 THROUGH 10 OF 10

PROPRIETARY

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

**PRINCIPAL DOCUMENT
OF THE
BILL PROCESSING SERVICE
CLEARINGHOUSE OPERATING AGREEMENT**

**PAGES
1 OF 57 THROUGH 57 OF 57**

PROPRIETARY

Exhibit A:
**Qualitative Processing Requirements, and
Customer Management and Oversight Tools**

Of the
**Bill Processing Service
Clearinghouse Operating Agreement**
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

Content

Section A.1	Qualitative Processing Requirements	1
A.1.1	Federal and State Certification/Authorization Requirements	1
A.1.2	Establishment of Sub-CIC Processing for Clients	1
A.1.3	BellSouth ISAT.....	2
A.1.4	BellSouth Age Limitations for Service Charges.....	3
A.1.5	Billing Block Requirements.....	4
A.1.5.1	BellSouth's Miscellaneous Charges Billing Block Service for End Users.....	4
A.1.5.2	Customer Obligation to Honor Billing Block Requests from Large Business Customers (i.e., End Users)	4
A.1.6	Optional Billing Block Notification Service.....	5
A.1.7	New Service Provider Notification Requirements	6
A.1.8	Retention Requirements for Customer Billing Data and BellSouth MSS Confirmation Reports.....	7
A.1.9	Billing and Collection Performance Requirements.....	8
A.1.9.1	Requirements for All Customer/Client Text Messages.....	8
A.1.9.2	BellSouth Service Program Approval Requirements.....	9
A.1.9.3	Occurrence of Unapproved Billing	14
A.1.9.4	Thresholds for Occurrences of Unapproved Billing Performance Violations.....	15
A.1.9.5	Terms and Conditions Governing an Occurrence of Unapproved Billing and Thresholds	15
A.1.9.6	Customer Obligation to Bill Only Authorized Charges	17
A.1.9.7	Customer Responsibilities for Billing Unauthorized Chrgs	20
A.1.9.8	Percentage of Adjustments to No. of Billed E-U Accounts	24
A.1.9.9	State PSC, FCC, & BellSouth Executive Level Complaints....	25
A.1.10	Testing Requirements.....	26
A.1.11	Pay-Per-Call ('900') and Similar Services.....	27
A.1.11.1	Definition.....	27
A.1.11.2	BellSouth Billing Policy for 900 Services.....	28
A.1.11.3	Customer Responsibilities	31
A.1.11.4	Applicable B&C Service Charges	31
A.1.11.5	End-User Bill Format	32
A.1.11.6	Post-Billing Environment.....	32

Exhibit A **BellSouth/Enhanced Services Billing**
Bill Processing Service Clearinghouse Operating Agreement

A.1.11.7	Compliance	32
A.1.11.8	Non-Compliance	33
Section A.2	Data Transmission Requirements	34
Section A.3	BellSouth Settlement Security Reserve Requirements	35
A.3.1	General Terms and Conditions	35
A.3.2	Periodic Review and Requirements	36
A.3.3	Cash Settlement Reserve	37
A.3.4	Bank Letter of Credit or Surety Bond.....	37
A.3.5	Multiple Uses of the Reserve for Payment of Outstanding Net Amounts Due BellSouth	38
Section A.4	Customer Management and Oversight Tools	40
A.4.1	The Open Billing Request ('OBR') Process	40
A.4.1.1	Scope and Definitions of Terms.....	40
A.4.1.2	BellSouth Responses and Guideline Timeframes	42
A.4.1.3	Response Timeframes	43
A.4.1.4	Customer Authorization and BellSouth Concurrence on All POs.....	44
A.4.1.5	PO Pre-Authorization	44
A.4.1.6	BellSouth Cancellation of POs Due to Lack of Response	45
A.4.1.7	Re-Submitting POs after Cancellation	45
A.4.1.8	PO Test Files	45
A.4.1.9	Sample of PO Results	46
A.4.1.10	Customer-Initiated Changes and Cancellations	46
A.4.1.11	Completion and Confirmation	47
A.4.1.12	Consultative POs for Complex Custom Svcs or Changes	47
A.4.2	Customer Options for Conducting an Audit, Examination, and/or Joint Recourse Study.....	48
A.4.3	Audits and Examinations	49
A.4.3.1	Scope	49
A.4.3.2	Miscellaneous	49
A.4.3.3	Handling and Use of Materials	50
A.4.3.4	Written Notification and Timeframe Requirements.....	50
A.4.3.5	Final Report and Claim Payment	51
A.4.4	Joint Recourse Studies.....	53

A.4.5 Optional Monthly Multi-Jurisdictional TAR Codes ('MKIS') Rprt.. 53
A.4.5.1 Description of Service 53
A.4.5.2 General Provisions 54

Section A.5 Investigation and Resolution of Service Errors 55

A.5.1 Customer Inquiries Regarding Settlements and
The B&C Services Bill 55
A.5.1.1 Scope and Limitations 55
A.5.1.2 Inquiry Documentation..... 56
A.5.1.3 Resolution of the Inquiry 57
A.5.1.4 Documentation of the Inquiry Resolution..... 58

A.5.2 Self-Reporting of Errors By BellSouth..... 58

Section A.6 Claims..... 59

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

EXHIBIT A

**PAGES
1 OF 58;
2 OF 59 THROUGH 59 OF 59**

PROPRIETARY

Exhibit B:
**Services Provisioned Under this Agreement,
Settlements, and the B&C Services Bill**

Of The
**Bill Processing Service
Clearinghouse Operating Agreement**
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

Content

Section B.1	Summary of Services	1
B.1.1	Services Provisioned Under this Agreement	1
B.1.1.1	Introduction	1
B.1.1.2	Standard Services	1
B.1.1.3	Optional Services	2
B.1.2	Services Not Provisioned Under This Agreement	3
Section B.2	Message Ready Billing Environment	4
B.2.1	Description and Scope of Service	4
B.2.2	Customer-Provided Billing Data	5
B.2.3	BellSouth Processing from Initial Entry Editing to Bill Date	5
B.2.3.1	Initial Entry Editing and Confirmation Reporting	5
B.2.3.2	After Initial Entry Editing – Processing of Billing Data to Bill Date	7
B.2.3.3	Reporting of Unbillables and Misdirects to Customer	8
B.2.4	Bill Format to Bill Rendering	9
B.2.4.1	Formatting of the Customer/Client Billing Data	9
B.2.4.2	Bill Presentation Errors and Omissions	9
B.2.4.3	Bill Rendering	9
B.2.5	Optional Services	9
B.2.5.1	Introduction	9
B.2.5.2	Customer Logo	10
B.2.5.3	Pack Thresholding	10
B.2.5.4	Six-Second Billing	10
B.2.5.5	Category 41 Service (Credits)	11
B.2.5.6	Category 42 Service (Misc. Flat-Rate Charges)	12
B.2.5.7	Pay-Per-Call ('900') and Similar Services	13
B.2.5.8	Spanish Language Bill	13
B.2.5.8.1	Service Names and Bill Presentation	13
B.2.5.8.2	Spanish Informational Messages	14
B.2.5.9	Informational Messages	15
B.2.5.10	Sub-CIC (i.e., Client) Helpful Number	15

Section B.3	Post-Billing Environment	16
B.3.1	Introduction	16
B.3.2	Adjustments	16
B.3.2.1	General Terms.....	16
B.3.2.2	Customer Obligation Regarding Adjustments	16
B.3.2.3	BellSouth Limitations Regarding Initiating Adjustments ...	17
B.3.2.4	BellSouth Requirements Regarding Adjustment Amounts..	17
B.3.2.5	Customer-Initiated Adjustments via CAT 41-xx-xx Credit Records.....	18
B.3.2.6	BellSouth-Init: Initial and Final SP/BOC Memo Process.....	19
B.3.2.7	BellSouth-Init: Final Only SP/BOC Memo Process	20
B.3.2.8	Customer's Total Adjustment Threshold Amount for Residence and Business Accounts.....	20
B.3.2.9	Paper and Internet SP/BOC Memo Methods	21
B.3.2.10	Paper SP/BOC Memo Method – Provision of Copies to the Customer.....	24
B.3.2.11	Recourse of Adjustments through Settlements.....	24
B.3.2.12	Reporting of Adjustments to the Customer	24
B.3.3	Without Inquiry Service.....	25
B.3.3.1	Introduction.....	25
B.3.3.2	Customer Helpful Number Printed with Customer's Billing Data	26
B.3.3.3	Clearinghouse Customer – Optional Svc of Printing the Client's Helpful Number with Client's Billing Data	26
B.3.3.4	State-Specific Customer and Client Contact Number Requirements	26
B.3.3.5	End-User Inquiries that are Exceptions to Without Inquiry Service	27
B.3.3.6	End-User Disputes with Customer/Client.....	27
B.3.3.7	Unresponsive Customer/Client Service Centers	27
B.3.4	Treatment and Collections.....	28
B.3.4.1	BellSouth Treatment Activities.....	28
B.3.4.2	Rendering of a Revised Final BellSouth End-User Bill.....	29
B.3.4.3	Uncollectible End-User Accounts.....	29
B.3.4.3.1	Recourse of Uncollectible Revenue.....	29
B.3.4.3.2	Reporting of Uncollectible Revenue to the Customer.....	31
B.3.4.3.3	Collection Obligations After Recourse	31
B.3.5	End-User Bankruptcies.....	31

Exhibit B **BellSouth/Enhanced Services Billing**
Bill Processing Service Clearinghouse Operating Agreement

B.3.6	End-User Charges Identified as Fraud	32
B.3.6.1	BellSouth Responsibilities	32
B.3.6.1.1	Subscription Fraud	32
B.3.6.1.2	All Other Types of Fraud	32
B.3.6.2	Customer Responsibilities	32
B.3.7	Optional Services Performed by the IPOC	33
B.3.7.1	Wire Checks	33
B.3.7.2	Suspected LEC Error Investigation	34
B.3.7.3	Investigation of Billed Charges	34
B.3.7.4	After-Hours Payment Verification Service	35
B.3.7.5	Customer-Initiated Special Projects	35
Section B.4	Billing Information Services	36
B.4.1	Summary of the Types of Optional Billing Information Services Custom Reporting	36
B.4.2	Service Requirements	37
B.4.2.1	Ordering Optional Billing Information Services Custom Reporting	37
B.4.2.2	Service Provisioning	37
B.4.2.3	Proprietary Information	39
B.4.2.4	Recreates	39
Section B.5	Settlements and the Journal Report	40
B.5.1	General Terms and Conditions	40
B.5.2	Settlement Reporting via Paper Statements	41
B.5.3	Electronic Settlements (EMI-Formatted Data File)	41
B.5.4	Terms Applicable to Paper and Electronic Reporting	42
B.5.4.1	Calculation of Payment Due Date	42
B.5.4.2	Payment of Net Amount Due	42
B.5.4.3	Late Payment Fee	43
B.5.4.4	Suspension of Billing for Non-Payment	43
B.5.4.5	Customer Inquiries and Resolutions	43
B.5.4.6	Miscellaneous	44
B.5.5	Settlement Entries	44
B.5.6	Settlement Journal Report	46

Section B.6 The B&C Services Bill 47

- B.6.1 Management of B&C Services Accounts..... 47
- B.6.2 Content of the B&C Services Bill 47
- B.6.3 Paper B&C Services Bill 47
- B.6.4 Electronic B&C Services Bill 48
- B.6.5 Terms Applicable to Paper and Electronic B&C Services Bills..... 49
 - B.6.5.1 Bill Date..... 49
 - B.6.5.2 Payment Due Date..... 49
 - B.6.5.3 Extension of Payment Due Date Due to
Transmission Delays..... 50
 - B.6.5.4 Late Payment Fee 51
 - B.6.5.5 Suspension of Billing for Non-Payment..... 51
 - B.6.5.6 Customer Inquiries and Resolutions..... 51
- B.6.6 Percent of Interstate Usage ('PIU') Factor..... 52
- B.6.7 Miscellaneous..... 52

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

EXHIBIT B

**PAGES
1 OF 52 THROUGH 52 OF 52**

PROPRIETARY

Exhibit C:
Rates, Charges, and Interest Rates

Of The
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

Content

	<u>Page</u>
Section C.1 Billing and Journalization	1
C.1.1 Billing and Application of The Rate Elements	1
C.1.2 Journalization of The B&C Services Revenue	1
C.1.2.1 Introduction	1
C.1.2.2 Message Processing Revenue	2
C.1.2.3 Inquiry Service Revenue	2
C.1.2.4 Category 42 Service Revenue	2
C.1.2.5 Bill Rendering Revenue	2
C.1.2.6 Services That Are 100% Interstate	3
C.1.2.7 Svcs Not Provisioned Specifically as Intra or Interstate	3
C.1.3 Services that Do Not Have Rates and/or Charges in Exhibit C	3
Section C.2 Fixed Rates and Charges	5
C.2.1 Introduction	5
C.2.2 Minimum Semi-Annual B&C Services Charge	5
C.2.3 Message Processing and Bill Rendering Rates	6
C.2.3.1 Definition of the Term 'Message'	6
C.2.3.2 Message Processing Rates	6
C.2.3.3 Bill Rendering Rate	6
C.2.3.4 Net Bad Debt ('NBD') Surcharge	7
C.2.3.5 Postage Escalator Applied to Core Bill Rendering Price	8
C.2.4 Administrative Fees Associated with the Billing and Collection Performance Requirements	9
C.2.4.1 Per-Occurrence of Unapproved Billing	9
C.2.4.2 Sub-CIC Cramming Complaints Exceeded for the Month	9
C.2.4.3 Post Notification Fee for Billing an Unauthorized Charge	9
C.2.4.4 Per-Escalated Complaint in Excess of Monthly Target	9
Section C.3 Rates and Charges That Are not Fixed	10
C.3.1 Introduction	10
C.3.2 Agreement Establishment Charge	10

Exhibit C **BellSouth/Enhanced Services Billing**
Bill Processing Service Clearinghouse Operating Agreement

C.3.3	The OBR Process	10
C.3.3.1	Standard Services	10
C.3.3.2	Custom Services	11
C.3.4	Rate Elements Associated with the Message Ready Billing Environment	12
C.3.4.1	ISAT Processing	12
C.3.4.2	Printing of New Service Provider Notification Text Line ...	13
C.3.4.3	Category 41 Service (CAT 41-xx-xx Credit Records).....	13
C.3.4.4	Category 42 Service (CAT 42-50-01 Misc. Summary Charge Rcrds).....	14
C.3.4.5	CAT 42-50-01 and EMI 01-01-16 Value Based Billing.....	14
C.3.4.6	Informational Messages	14
C.3.4.7	Sub-CIC Helpful Number	15
C.3.5	Rate Elements Associated with the Post-Billing Environment..	15
C.3.5.1	Processing of SP/BOC Memos.....	15
C.3.5.2	Inquiry Service	16
C.3.5.3	Wire Checks.....	17
C.3.5.4	Suspected LEC Error Investigation.....	17
C.3.5.5	Investigation of Billed Charges	17
C.3.5.6	After-Hours Payment Verification Service.....	17
C.3.7	Rate Elements Associated with Optional Billing Information Services Custom Reporting	18
C.3.7.1	Optional Billing Block Notification Data Files	18
C.3.7.2	Optional Multi-Jurisdictional TAR Codes ('MKIS') Rprt....	18
C.3.7.3	Optional Billing Information Services Custom Reporting with ICB Rates and Charges	18
Section C.4	Interest Rates and Calculation of Payments.....	20
C.4.1	Interest Rate Paid on the Cash Settlement Reserve and Claim Payments Resulting from an Audit or Examination	20
C.4.2	Interest Rate Paid on Late Payments	20
C.4.3	Calculation of Payments	20
C.4.3.1	Cash Settlement Reserve	20
C.4.3.2	Claim Payments Resulting From an Audit or Examination	21
C.4.3.3	Settlement Payments.....	21
C.4.3.4	B&C Services Bill Payments.....	21

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

EXHIBIT C

**PAGES
1 OF 21 THROUGH 21 OF 21**

PROPRIETARY

Exhibit D:
Conflict of Interest

Of The
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

EXHIBIT D

PAGE 1 OF 1

PROPRIETARY

Appendix 1:
List of Acronyms

Of the
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

ABEC	Alternate Billing Entity Code
ACH	Automated Clearing House
ACNA	Access Customer Name Abbreviation
AL	Alabama
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunications Industry Solutions
B&C	Billing and Collection
BCCC	BellSouth Card Care Center (previously called the "BellSouth Fraud Center")
BOC	Bell Operating Company
BNA	Billing Name and Address
BS	BellSouth
BTN	Billing Telephone Number
BUS	Business
CABS	Carrier Access Billing System (Current name of the BellSouth system that generates the B&C Services Bills)
CARE	Customer (End User) Account Record Exchange
CAT	Category
C:D	CONNECT:Direct™ (Called 'NDM' before purchased by Sterling)
CDT	Central Daylight Time
CI	City
CIC	Carrier Identification Code
CLEC	Competitive Local Exchange Company
CLUE	Correction on-Line of Usage Errors
CLUB	Customized Large User Bill (A BellSouth End-User Bill)
CMDS	Centralized Message Data System
CMRS	Commercial Mobile Radio Service
CNA	Customer Name and Address
C.O.	Central Office
CSR	Customer (i.e., End User) Service Record
CST	Communications Services Tax (The name of a Florida state tax)
CWC	County Wide Calling
DA	Directory Assistance
DAB	Diskette Analyzer Bill (a BellSouth End-User Bill)
DAK	Deny All Knowledge
DDD	Domestic Direct Dialed
EC	Exchange Carrier
EMI	Exchange Message Interface
EST	Eastern Standard Time
EU	n. End User (<i>adj.</i> E-U for 'End-User')
FCC	Federal Communications Commission
FDB	Financial Data Base
FL	Florida
GA	Georgia
GSST	General Subscriber Services Tariff
IC	Inter-exchange Carrier
ICB	Individual Case Basis
ICO	Independent Telephone Company

ICSC	Inter-exchange Carrier Service Center (BellSouth CABS Service Center)
IL	Information Letter
IND	Indicator
INTL	International
IP	Information Service Provider
IPOC	Initial Point Of Contact
ISAT	Inter-exchange Service Authentication Table
IVF	Implementation Validation Form
IXC	Inter-exchange Carrier
KY	Kentucky
LA	Louisiana
LATA	Local Access Transport Area
LEC	Local Exchange Company
LIDB	Line Information Data Base
LNP	Local Number Portability
LOA	Letter of Authorization
MIC	Message Investigation Center
M&P	Method and Procedure
MS	Mississippi
MSS	Message Switching System
NC	North Carolina
NPA	Numbering Plan Area (Area Code)
NXX	Exchange Code
OBF	Ordering and Billing Forum
OBID	Obligation Identification
OBR	Open Billing Request
OCA	Outside Collection Agency
OC&C	Other Charges and Credits
OM	Order of Magnitude
OPH	Operator Handled
PBA	Post-Billing Adjustment
PIC	Pre-subscribed Inter-exchange Carrier
PICC	Pre-subscribed Inter-exchange Carrier Charge
PIN	Personal Identification Number
PIU	Percent of Interstate Usage
PO	Purchase Order
PON	Purchase Order Number
POS	Position
PSC	Public Service Commission
RAO	Revenue Accounting Office
RBOC	Regional Bell Operating Company
REI	Rate Element Indicator
RES	Residence
SBF	Single Bill Fee
SC	South Carolina
SP	Service Provider
SVC	Service
TAR	Taxing Area Responsibility

Appendix 1 **BellSouth/Enhanced Services Billing**
Bill Processing Service Clearinghouse Operating Agreement

TC# (MS TC#: also referred to as 'TSC#') Telecommunications Identification Number
TCIF Telecommunications Industry Forum
TN Tennessee
TSC# (MS TSC#: also referred to as 'TC#') Telecommunications Identification No.
T&C Time and Cost
UB Unbillable
UC Uncollectible
UNE Unbundled Network Equipment
URL Uniform Resource Locator
U.S. United States
USF Universal Service Fund
WTN Working Telephone Number
900 Pay-Per-Call

Appendix 2:
Glossary

Of the
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

APPENDIX 2

**PAGES
1 OF 19 THROUGH 19 OF 19**

PROPRIETARY

Attachment 1:
The BellSouth Standby Bank Letter of Credit

Of The
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

ATTACHMENT 1

**PAGES
1 OF 2 THROUGH 2 OF 2**

PROPRIETARY

Attachment 2:
The BellSouth Surety Bond Form

Of The
Bill Processing Service
Clearinghouse Operating Agreement
Between
BellSouth Telecommunications, Inc.
And
Enhanced Services Billing, Inc.

2005.clghs Version of Agreement
6/1/2005

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

ATTACHMENT 2

**PAGES
1 OF 4 THROUGH 4 OF 4**

PROPRIETARY

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 060650-TL
Staff's 1st Request for Production
October 20, 2006
Item No. 3
Attachment B

**THE BELLSOUTH SERVICES LIST
FOR THE
6/1/2005 BILL PROCESSING SERVICE
CLEARINGHOUSE OPERATING AGREEMENT**

**PAGES
1 OF 2 THROUGH 2 OF 2**

PROPRIETARY