



# **The BellSouth Start-Up Guide**

**BellSouth Interconnection Services**

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## Version History/Control

This section reflects modifications, enhancements, and/or improvements made to the CLEC Start-Up/Activation process. As changes are made to this process, this document will be updated accordingly.

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All	March 2000/Issue 1	<ul style="list-style-type: none"> <li>• Initial Issue</li> </ul>
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## **1.0 Introduction**

### **1.1 Preface**

BellSouth Interconnection Services has designed its Competitive Local Exchange Carrier (CLEC) documentation to help CLECs do business with BellSouth. Documents within each area of BellSouth's CLEC business model provide appropriate introductory and process specific material. This Start-Up Guide provides both Resale and Facility-Based CLECs the information necessary to begin a business relationship with BellSouth.

### **1.2 Purpose**

The Start-Up Guide contains general, and useful information introducing the CLEC to the specifics of working with BellSouth. Since the intent is for the CLEC reader to use the information contained in this guide for insight on how to do business with BellSouth, the guide makes references to more detailed documentation as appropriate. Whenever possible, a Web site link is also provided. (NOTE: It is highly recommended that CLECs have access to the Internet and the World Wide Web because BellSouth provides large amounts of important information to its customers in this format.)

### **1.3 Audience**

This guide is written for Resale and Facility-based CLECs initiating business with BellSouth Telecommunications, Inc. Except where necessary, this guide does not differentiate between Resale and Facility-based CLECs.

### **1.4 How to Read this Guide**

Each section of the Start-Up Guide addresses a topic in which a CLEC will need to become knowledgeable as the relationship with BellSouth is initiated. Although it is recommended that a CLEC read the entire Start-Up Guide, the sections are designed so that the reader can refer to an individual section for information on a particular topic. For example, if the reader is interested in knowing more about BellSouth's CLEC Training program, he/she can refer directly to the *CLEC Training* section of the Start-Up Guide.

The sections of this guide are organized as follows:

- Overview of BellSouth's CLEC Program
- Overall Start-Up Process Flow
- BellSouth & CLEC Roles & Responsibilities

- Activation for Resale & Facility-based CLECs
- Local Interconnection Services for Facility-based Carriers
- Electronic Interfaces and Gateways
- Requesting Customer Service Records
- CLEC Training
- Business Process Overviews
- BellSouth Resources & Contacts
- Appendices

#### *Overview of BellSouth's CLEC Program*

This section provides an introduction to the CLEC's relationship with BellSouth. It offers a high-level overview of BellSouth's CLEC program and describes generally some of its various components.

#### *Overall Start-Up Process Flow*

This section describes the major activities that a CLEC participates in during start-up/activation with BellSouth, beginning with the "Initial Contact" phase and continuing through "Support for CLECs Utilizing OSS."

#### *BellSouth & CLEC Roles & Responsibilities*

This section outlines the key roles BellSouth plays and the responsibilities the company has in its relationship with the CLEC. It also covers the key roles the CLEC plays and the responsibilities it has in its relationship with BellSouth. Additionally, this section contains an overview of the start-up actions required to do business with BellSouth as a CLEC.

#### *Activation for Resale & Facility-based CLECs*

This section consists of two sub-sections: *CLEC Account Establishment* and *Doing Business as a CLEC*. *CLEC Account Establishment* addresses forms and actions that the CLEC must complete prior to establishing a "Q" Account. *Doing Business as a CLEC* provides additional information on forms the CLEC should be familiar with and other useful information for doing business as a Competitive Local Exchange Carrier.

#### *Local Interconnection Services for Facility-based CLECs*

This section provides information about local interconnection services that is specific to Facility-based carriers.

#### *Electronic Interfaces & Gateways*

This section provides an overview of the electronic interfaces and gateways available to CLECs to perform Pre-Ordering, Ordering, and Trouble Maintenance functions. It contains an overview of the following: LENS, BellSouth® RoboTAG™ software, EDI, TAG, TAFI, and ECTA.



### *Requesting Customer Service Records*

This section is an overview of the process used to request Customer Service Records (CSRs). CSRs provide the CLEC with account information for its end-users, as well as any BellSouth end-user.

### *CLEC Training*

This section provides an overview of the BellSouth CLEC training program, including the course schedule, course registration, and course offerings. It also contains links to the areas on the BellSouth Interconnection Services Web site which have current schedule, registration, and course information.

### *Business Process Overviews*

This section provides a high-level overview of the following core process areas within BellSouth: Pre-Ordering, Ordering, Provisioning, Maintenance and Repair, Billing, Collocation, and Local Number Portability Ordering. Since the overviews are not detailed, references and links are provided to where more specific process information can be located.

### *BellSouth Resources & Contact Information*

This section provides resources, along with contact information, that are available to assist the CLEC. This section also contains multiple links to helpful Web sites.

### *Appendices*

The *Appendices* provide helpful examples, necessary forms, and a glossary. References to the *Appendices* are made in bold throughout this guide.

## **2.0 Overview of BellSouth's CLEC Program**

With one of the most modern telecommunications networks in the world, BellSouth is known for its state-of-the-art technology, outstanding quality and widespread coverage in its nine-state region – Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee. Now, through BellSouth Interconnection Services all these advantages are available to carrier customers, including CLECs.

The BellSouth Interconnection Services Team has designed a comprehensive program to help CLECs navigate through the many specific requirements to be met and decisions to be made when entering the local telecommunications market. For example, a CLEC must first be certified by the state utilities/public service commission or regulatory authority to become a local exchange carrier and provide telecommunications services to customers. Each state has statutes, rules, and regulations regarding certification and the operation of telecommunications companies. Additionally, there are two primary methods through which a CLEC can provide telecommunications services to customers: as a reseller of telecommunications services purchased from other telecommunications carriers or through facilities owned or leased by the CLEC. Please see the *Activation for Resale and Facility-based CLECs* section in this guide for more specific Activation information.

To assist CLECs with all of these procedures, BellSouth offers multiple support options, including such resources as CLEC training, Internet access, CLEC documentation, dedicated service centers, and the BellSouth Interconnection Services Team. The BellSouth Start-Up Guide provides general information about the resources that BellSouth provides to assist CLECs in establishing successful business relationships.

### **3.0 Overview of Start-Up Process**

After contract negotiations between BellSouth and the CLEC are completed, the CLEC will be contacted by the BellSouth Pre-Sales Quality Team (PQT) or Account Team to initiate the CLEC Start-Up process. This involves establishing the new CLEC's Master Account with BellSouth for billing purposes and completing all required CLEC pre-ordering documentation. The PQT or Account Team will provide an activation kit with instructions and forms for the CLEC's completion and submittal back to BellSouth.

The CLEC may contact the PQT at 888-560-CLEC prior to the execution of an agreement to receive additional documentation concerning operating as a CLEC in the BellSouth region. Once the CLEC has established a Master Account and completed the CLEC Start-Up process prerequisites, the CLEC will be assigned to a BellSouth Account Team, which will be the CLEC's interface with BellSouth from that point forward.

The Start-Up process can be divided into five phases:

- Initial Contact
- Planning
- Technical Implementation
- Technical Implementation/End-to-End Testing
- Support for CLECs Utilizing OSS

The following table provides an overview of the major activities that will take place during each phase, and in turn, during the Start-Up process as a whole. The activities are listed in the approximate order they will occur; however, the listing is intended to provide a general process flow rather than an exact timeline. These activities may evolve in a different order for each CLEC/BellSouth relationship. Also, some activities may not be applicable to all CLECs.

<b>I. Initial Contact</b>	<b>II. Planning</b>	<b>III. Technical Implementation</b>	<b>IV. Technical Implementation/ End-to-End Testing</b>	<b>V. Support for CLECs Utilizing OSS</b>
<ul style="list-style-type: none"> <li>• Initial Contact with BellSouth</li> <li>• Receive CLEC Introductory Information</li> <li>• Become familiar with content of BellSouth Start-Up Guide</li> <li>• Sign contract with BellSouth</li> </ul>	<ul style="list-style-type: none"> <li>• Initial Welcome and Business Meeting</li> <li>• Contract Review Meeting</li> <li>• CLEC Account Establishment</li> <li>• Complete appropriate forms and actions in the BellSouth Start-Up Guide</li> <li>• BellSouth assigns an Account Team to CLEC, as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Implementation Meeting</li> <li>• Submit signed activation letter for Line Information Database/Optional Daily Usage File (LIDB/ODUF) options, as appropriate</li> <li>• Contact BellSouth Advertising and Publishing Company (BAPCO) for appropriate documentation</li> <li>• BellSouth follows up with BAPCO for signed agreement</li> <li>• BellSouth verifies that all information, certification, contracts, credit check, and deposits are complete</li> <li>• BellSouth verifies “Q” account has been established</li> <li>• Meet with Enhanced Billing Services (EBS) group</li> <li>• BellSouth outlines training options with CLEC</li> <li>• Electronic Communications Support Group confirms understanding of connectivity process for Operational Support Systems (OSS)</li> </ul>	<ul style="list-style-type: none"> <li>• Letter of Authorization (LOA) is processed to set-up Local Exchange Navigation System (LENS) profile, as appropriate</li> <li>• Complete End-to-End testing with BellSouth using Electronic Document Interchange (EDI), as appropriate</li> <li>• Complete End-to-End testing with BellSouth using Telecommunications Access Gateway (TAG), as appropriate</li> <li>• Complete End-to-End testing using BellSouth® RoboTAG™ software, as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Support Manager assists CLEC with Pre-Ordering and Ordering processes, as appropriate</li> </ul>

Further detail on the Start-Up and Activation activities, including an explanation of required forms, is provided in the *Activation for Resale and Facility-based CLECs* section of this guide.

## 4.0 BellSouth and CLEC Roles & Responsibilities

### 4.1 BellSouth Roles & Responsibilities

The following list provides an overview of the key roles BellSouth plays and the responsibilities the company has in its relationship with CLECs. Please note that some activities may not be applicable in all CLEC/BellSouth relationships.

<b>Responsibility</b>	<b>BellSouth Group</b>
Work with CLEC to develop marketing strategy	Account Team
Facilitate CLEC understanding of how to do business with BellSouth	Account Team
Match training classes to specific needs of CLEC	Account Team
Provide CLEC information on available Operational Support Systems	Account Team
Help CLEC resolve escalations	Account Team
Answer CLEC questions about BellSouth products and services	System Designer
Prepare service inquiries	System Designer
Determine price quotes	System Designer
Process special assemblies submitted by CLEC	System Designer
Responsible for activities surrounding the service order process, such as analyzing ordering data and communicating improvement recommendations to CLEC	Customer Support Manager
Identify and initiate proactive contact with the appropriate decision-maker in CLEC to review ordering performance data and coordinate action programs	Customer Support Manager
Act as advocate for CLEC and Local Carrier Service Center (LCSC) on concerns and issues that will positively impact operational efficiencies and productivity measurements	Customer Support Manager

Responsibility	BellSouth Group
Ensure the appropriate application of OSS and act as the single point of contact on electronic issues with CLEC after the testing period (as appropriate)	Customer Support Manager

## 4.2 CLEC Roles & Responsibilities

The following items are some of the major activities CLECs are required to complete in order to begin business with BellSouth as a Local Exchange Carrier. The list is not meant to be exhaustive, but provides an overview of the start-up actions to be taken. For further detail on the Activation requirements, please see the *Activation for Resale and Facility-based CLECs* section of this guide.

Activation Requirements
Obtain PSC/PUC Certification
Complete a Credit Application
Establish a "Q" Account
Provide Proof of Tax-Exempt Status (if applicable)
Obtain an Operating Company Number (OCN)
Sign a Resale Agreement with BellSouth (in states with no approved state tariff)
Sign a Blanket Letter of Authorization
Complete CLEC Misdirected Call Contact Number Form
Initiate Line Information Database Contract Negotiations (an optional agreement)
Obtain a CLEC Customer Name and Address Information Code
Complete a PIC/LPIC Change Notification Form
Obtain an ACNA/CIC (for Facility-Based CLECs and Access Providers only)

The following table provides an overview of the key roles the CLEC plays and the responsibilities the company has in its relationship with BellSouth. Please note that some activities may not be applicable in all CLEC/BellSouth relationships.

<b>CLEC Roles &amp; Responsibilities</b>
Provide customer service to end-users
Maintain all end-user records
Serve as the end-user's single point of contact regarding the BellSouth products and services resold
Provide end-user maintenance and repair
Provide billing to end-users
Work with BellSouth to develop marketing strategy
Handle all marketing/sales support for end-users
Establish end-user pricing
Become knowledgeable of all information provided by BellSouth to CLECs on the BellSouth Interconnection Services Web site: <a href="http://www.interconnection.bellsouth.com/">http://www.interconnection.bellsouth.com/</a>
Attend appropriate BellSouth training classes
Review ordering performance data and action programs with BellSouth



## **5.0 Activation for Resale & Facility-based CLECs**

This section provides Resale and Facility-based CLECs with an explanation of the forms and actions required to become a Competitive Local Exchange Carrier in the BellSouth territory.

### **5.1 CLEC Account Establishment**

#### **5.1.1 Steps To Establish A “Q” Account**

The forms or actions described in this section must be completed as described before the CLEC can establish a “Q” account, which BellSouth will use to bill the CLEC for the services it orders for its customers.

Submit the necessary information and completed forms to the following address or to the appropriate Account Team, as directed during initial contact.

BellSouth Interconnection Services  
Presale Quality Team  
8th Floor  
600 N 19th ST  
Birmingham, AL 35203  
888-560-CLEC (888-560-2532)

Expect to receive a response in approximately 10 business days. An example of each form described, along with any accompanying instructions, can be found in **Appendix A** of this guide.

##### **5.1.1.1 Proof of PSC/PUC Certification**

Certification is the process by which the state Public Service/Utilities Commission (PSC/PUC) authorizes a CLEC to conduct business in a particular state. Since each state commission in BellSouth’s nine-state region requires CLECs to be certified (licensed), the CLEC should contact the PSC/PUC in each state that it intends to offer service to determine certification requirements. Proof of such certification is required for the CLEC to complete BellSouth’s Master Account Application.

### **5.1.1.2 Proof of Tax Exempt Status (if applicable)**

CLECs must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof is not provided, applicable taxes will be billed.

The letter referencing this requirement can be found in **Appendix A** of this guide. An example of the Certificate of Continuing Exemption from Federal Excise Tax on Telecommunications Services is also in **Appendix A** of this guide.

### **5.1.1.3 Credit and Deposit Policy**

Before a new account can be established or orders can be submitted for processing, the CLEC must provide BellSouth with information to determine the CLEC's satisfactory credit and any deposit requirements. CLECs must provide proof of PSC/PUC certification and, if applicable, proof of tax-exempt status before submitting the credit profile.

The CLEC will need to complete the BellSouth Credit Profile. An example of this form is located in **Appendix A** of this guide. The form can be found on the Web at:

[http://www.interconnection.bellsouth.com/forms/ec/ec\\_form.html](http://www.interconnection.bellsouth.com/forms/ec/ec_form.html)

NOTE: Download the Acrobat Reader, if necessary, from the link, on this page, then click the PDF icon next to the form description to proceed to the form.

#### **5.1.1.3.1 Deposits**

A deposit is a sum of money or security obtained by BellSouth from the CLEC to ensure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue.

Accounts will be reviewed routinely and larger deposits will be requested on accounts when appropriate.

Deposits for CLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services. Additional deposits may apply for additional services. Each deposit applies to only one individual "Q" Account.

Deposits should only be paid after state/PSC certification has been completed.

BellSouth will accept a Surety Bond or an Irrevocable Bank Letter of Credit in lieu of a cash deposit.

### **5.1.1.3.2 Surety Bonds**

A Surety Bond is a legal obligation stating that a security company guarantees payment of accounts in the event of default by the bonded CLEC. The bond must be obtained from a security company meeting the requirements described on the BellSouth “Surety Bond” form, and it must be submitted on that form. An example of the BellSouth “Surety Bond” form is located in **Appendix A** of this guide.

### **5.1.1.3.3 Bank Letter Of Credit**

A Bank Letter of Credit is a legal document issued by a financial institution guaranteeing a specific amount of money for a specific period of time. An example of the BellSouth “Standby Letter of Credit” is found in **Appendix A** of this guide.

### **5.1.1.4 Master Account Application (i.e., “Q” Account)**

After completing the previous steps, the CLEC must complete the Master Account Application, which establishes a “Q” Account. The “Q” account is used to bill the CLEC for the services it orders for its customers.

NOTE: Separate “Q” Accounts must be established for Resale, INP, LNP, UNE Loops, and UNE Port Combos.

The CLEC will need the BellSouth Master Account Application – Competitive Local Exchange Carrier form. See **Appendix A** of this guide for a copy of this form.

## **5.2 Doing Business as a CLEC**

### **5.2.1 Before Ordering Services**

The CLEC must complete the forms or actions described in this section before ordering services. The necessary information and forms specified should be submitted to the following address or to the appropriate Account Team, as directed during initial contact.

BellSouth Interconnection Services  
Presale Quality Team  
8th Floor  
600 N 19th ST  
Birmingham, AL 35203  
888-560-CLEC (888-560-2532)

An example of each form, along with any accompanying instructions, can be found in **Appendix B**.

### **5.2.1.1 Operating Company Number**

Service requests cannot be processed without an Operating Company Number (OCN), an alphanumeric code assigned by the National Exchange Carrier Association (NECA). Contact the NECA at 973-884-8355 for appropriate information. The fax number for the NECA is 973-884-8469.

The “NECA Non-Member Company Code Request Form” that is required for an OCN can be found in **Appendix B** of this guide.

### **5.2.1.2 Blanket Letter of Authorization**

The CLEC must sign a blanket Letter of Authorization (LOA) prior to processing service order requests. This blanket LOA is required for CLECs to have access to BellSouth’s Customer Service Records (CSRs). The blanket LOA does not relieve the CLEC of the obligation to secure and maintain authorization from every end-user whose CSR it will view or use. BellSouth may request a copy of the end-user authorization obtained by the CLEC from the CLEC’s end-user to view and/or use in the event of an end-user dispute.

This BellSouth Blanket Agency Agreement for Local Service Providers is located in **Appendix B** of this guide.

### **5.2.1.3 CLEC Misdirected Call Contact Number**

A form is required to advise BellSouth how to handle a misdirected call from the CLEC’s end-user. For example, a CLEC’s end-user calling BellSouth Repair for maintenance or repair issues will be given the appropriate number(s) provided by the CLEC for calls misdirected to BellSouth.

The name of this form is Telephone Number for Misdirected CLEC Calls – CLEC Contact Number. This form can be found in **Appendix B** of this guide.

CLECs may use the following number to refer BellSouth end-users that dial a CLEC in error to BellSouth for assistance: 800-282-9973.

### **5.2.1.4 CLEC CNA Code**

Providing a contact number for Customer Name and Address (CNA) information is done pursuant to a reciprocal agreement between BellSouth and the CLEC. BellSouth will provide CNA information to aid CLECs in the investigation of toll calls placed by CLEC end-users to

BellSouth users. An investigation is necessary when toll charges are denied or questioned by the end-user. The CLEC is assigned a unique access code when the Master Account Application is processed.

A sample letter referencing Toll Call Investigations is located in **Appendix B** of this guide.

### 5.2.1.5 PIC/LPIC Form

The Primary Interexchange Carrier/IntraLATA Primary Interexchange Carrier (PIC/LPIC) Change Notification is a report provided to Resellers when the end-user's PIC/LPIC of record changes. This report will provide the CLEC with an up-to-date record of the end-user's account for subsequent order activity and accurate records for trouble reporting.

The CLEC only receives notification of PIC/LPIC changes for service requests processed mechanically through the Equal Access Service Center (EASC). Service orders issued in the LCSC at the request of the CLEC will not be included in the report.

To receive the report, the CLEC must complete the PIC/LPIC Change Notification Form and forward it to the Equal Access Service Center at the address provided below.

Manager - Equal Access Service Center  
BellSouth Interconnection Services  
600 19th Street North  
Floor 15  
Birmingham, AL 35203

State	Equal Access Service Center
Georgia, Florida, North Carolina, South Carolina	780-2778 *
Alabama, Mississippi, Louisiana, Tennessee, Kentucky	557-6001 *
All other states	800-456-9127

\*Dial local area code in areas where 10-digit dialing is required.

Notification to the Reseller is mechanically generated after the service request has been completed.

The form required is the PIC/LPIC Change Notification Report, which is located in **Appendix B** of this guide.

### **5.2.1.6 ACNA and CIC**

NOTE: This section is only applicable to Facility-based Carriers.

Facility-based CLECs must have an *Access Customer Name Abbreviation (ACNA)* and a *Carrier Identification Code (CIC)* to place orders for Access Service.

ACNA – To order Special or Switched Access from BellSouth, the CLEC must have an Access Customer Name Abbreviation (ACNA). To obtain an ACNA, the CLEC must:

1. Write a letter requesting an ACNA on company letterhead.
2. Provide a legal document which identifies the company.
3. Submit the completed information by fax to:

BellSouth Telecommunications - Interconnection Services  
Fax: 770-592-3453

CIC – To order Local Access Trunks from BellSouth, the CLEC must also have a Carrier Identification Code (CIC) in addition to the Access Customer Name Abbreviation (ACNA). To obtain a CIC, the CLEC must:

1. Write a letter requesting an ACNA on company letterhead
2. Complete the appropriate CIC application form
3. Local Exchange Carriers must submit a copy of their state certification granting Local Exchange Carrier Status
4. Submit the completed information by fax to:

BellSouth Telecommunications - Interconnection Services  
Fax: 770-592-3453

### **5.2.1.7 Disposition of LIDB Contract Negotiations**

Line Information DataBase (LIDB) is a database system designed to provide validation of calling card and other billing information. The purpose of providing LIDB access service is to provide screening validation on operator assisted calls on billing number records for CLECs with a signed LIDB Storage Agreement. The CLEC will provide its billing number records information to BellSouth's LIDB for the initial loading and daily updates each business day by a method agreed upon by both companies. The CLEC will arrange and pay for transportation of its updates to the LIDB database. The CLEC must advise BellSouth of its decision to

participate in LIDB storage. Contact your BellSouth Account Team for additional information concerning a LIDB storage agreement.

### 5.2.1.8 Tariffs

Copies of tariffs may be purchased through outside Tariff Advisory Services. Listed below are the tariff advisories currently contracting with BellSouth.

Connie Wightman  
Technologies Management, Inc.  
PO Drawer 200, or  
163 E. Morse Boulevard, Suite 300  
Winter Park, FL 32780-0200  
Telephone: (407) 740-8575

Maureen Osorno  
Product Manager Tariff Services  
Room 2B41  
100 South Jefferson Road  
Whippany, NJ 07981

Misty Mason  
Valucom, Inc.  
415 Church Street, NE, Suite 204  
Vienna, VA 22180  
Telephone: (703) 255-0700

Janice Fromer  
Tele-Tech Services  
P.O. Box 757  
McAfee, NH 07428  
Telephone: (201) 827-4421

Brian Lem  
CCMI/UGG  
11300 Rockville Pike  
Suite 1100  
Rockville, MD 20852-3030  
Telephone: (301) 816-8950

Public Reference Room In the FCC  
Room 514  
1119 M. Street, NW  
Washington, DC 20554

Ken Shafer  
Communications Image  
Technologies, Inc.  
2222 Gallows Road, Suite 160  
Dunn Loring, VA 22027  
Telephone: (703) 698-7050

International Transcription Service (ITS)  
Room 14021, M Street, NW  
Washington, DC 20037  
Telephone: (202) 857-3800

William Goddard  
Telecommunications Information Services  
280 North Providence Road  
Media, PA 19063  
Telephone: (215) 891-6857

### **5.2.1.9 Contract**

A Resale Agreement between the CLEC & BellSouth is required before a CLEC places service order requests at the applicable state discount in those states that do not provide this service via a tariff. In the event the Reseller does not have an agreement and desires services at resale, BellSouth must have a copy of the reseller's certificate with the Master Account Application prior to order processing.

### **5.2.1.10 Bona Fide Request Process**

#### **5.2.1.10.1 Request For Unbundled Capabilities**

The Bona Fide Request (BFR) Process has been developed to evaluate the availability and feasibility of all CLEC requests for unbundled services or capabilities not currently addressed in agreements. The BFR Process ensures that all requests for new services are answered in a timely and efficient manner and in compliance with applicable regulatory requirements.

If you would like to submit a Nondisclosure Agreement in association with your request, please request a BellSouth prepared non-disclosure agreement from the assigned Account Team. You should then complete and attach the agreement to your request. If you have questions or concerns regarding any of the information being requested, please contact the assigned Account Team representative.

The completed Request for Unbundled Capabilities form, located in **Appendix B** of this guide, should be mailed or faxed to the following address:

BellSouth Telecommunications  
Bona Fide Request Manager  
675 West Peachtree Street  
Atlanta, GA 36601  
Fax Number: 404-529-7839

### **5.2.1.11 Annoyance Call Center**

When an end-user receives threatening, abusive, or false report calls, that person should be referred to the BellSouth Annoyance Call Center (ACC) after the end-user has made a report to the appropriate local law enforcement agency. Examples of these types of calls are:

- Threatening Calls - Calls where there is a threat or intent that is harmful to a life or property (e.g., bomb threat)
- Abusive Calls - Calls that are intended to annoy or embarrass by using obscene or harassing language; harassing by hanging up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.



- **False Report Calls** - When a caller represents himself or herself as a law enforcement officer, hospital staff, or a school official and states that a child or spouse has been injured or killed in an accident.

BellSouth will cooperate fully with Resellers in the disposition of annoyance calls received by the Reseller’s end-users. Because of the nature of the work, the Annoyance Call Center will need to work directly with the Reseller end-user to resolve any problems.

BellSouth will expect Resellers to take appropriate corrective action with their end-users in those cases where the annoyance call is initiated by the Reseller’s end-user. Failure of the Reseller’s end-user to cease annoyance or harassing calls will result in the disconnection of the end-user’s service.

The Annoyance Call Center does not handle referrals concerning misdirected, debt collection, or solicitation calls.

<b>State</b>	<b>Annoyance Call Center</b>
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6222 * Central Time: 8:00 AM - 4:30 PM, Monday - Friday
Florida, Georgia, North Carolina, South Carolina	780-2969 * Eastern Time: 9:00 AM - 5:30 PM, Monday - Friday
All other states	205-328-9262 (Collect) Eastern Time: 9:00 AM - 5:30 PM Monday - Friday

\* Dial local area code in areas where 10-digit dialing is required.

#### **5.2.1.12 Access to Poles, Conduits, and Rights-of-Way**

Under the provisions of the Telecommunications Act of 1996, Section 224 (47 U.S. C. 224), BellSouth will grant to competing telecommunications service providers the authority to attach facilities to BellSouth owned or controlled poles or to place facilities within BellSouth owned or controlled conduits, ducts or rights-of-way. BellSouth will provide the requesting CLEC with equal and nondiscriminatory access to pole space, conduits, ducts, and right-of-way on terms and conditions equal to those provided by BellSouth to itself or to any other telecommunications service provider. Authority will be granted by individual licenses under terms specified in the “BellSouth Poles, Conduits and Rights of Way License” agreement.

The Telecommunications Act of 1996 allows parties to negotiate rates, terms, and conditions different from those that might have been negotiated with other entities. BellSouth offers a Generic Structures Access agreement, but CLECs are free to propose other terms. All CLEC Structures Access license agreements must be negotiated through the Competitive Structures Provisioning Center (CSPC).

For information regarding negotiations or for copies of “Inquiry and License Application” documents contact:

Competitive Structures Provisioning Center  
North W3D2  
3535 Colonnade Parkway  
Birmingham, AL 35243  
Fax (205) 977-7997

Staff Contacts:

Bob Thomas, Manager  
(205) 977-2682

John Chaucer, Specialist  
(205) 977-2631

Steven Chancellor, Specialist  
(205) 977-1862

### **5.2.1.13 End-users with Disabilities**

BellSouth offers local Directory Assistance at no charge on calls from an approved telephone line for end-users with disabilities. End-users who are legally blind or are visually or physically disabled may apply for the exemption. The application for Directory Assistance exemption automatically expires in two (2) years for a residential line and in one (1) year for a business line. For the end-user’s exemption to continue uninterrupted, a renewal request must be received in the Telecommunications Center for Customers with Disabilities (TCCD) prior to the expiration date. A copy of this application is located in **Appendix B** of this guide.

BellSouth also offers reduced long distance rates for calls from an approved telephone line for end-users with disabilities. End-users with an Impairment of Hearing or an Impairment of Speech condition may apply for the reduction. A copy of this application is located in **Appendix B** of this guide. The end-user must contact his/her long distance carrier, if other than BellSouth, for information concerning reduced rates for its service.

When a CLEC end-user wishes to apply for the local Directory Assistance exemption or the BellSouth reduced long distance rates, the CLEC should provide the end-user with the appropriate application. If an end-user already has a disability exemption for local directory assistance or for reduced long distance rate and switches to another local service provider, a new application must be completed. The CLEC is responsible for maintaining the end-user’s application in its files.

The end-user should return the application to the CLEC. After review by the CLEC to insure the application is complete, the application, along with proof of the disability, must be mailed to the BellSouth TCCD. The TCCD does not accept Local Service Requests. Only applications for end-user disability exemptions, special equipment inquiries, and orders after local service is established are accepted.

The completed application(s) and appropriate documentation from the end-user, should be mailed to:

Telecommunications Center for Customers with Disabilities  
BellSouth - Room 205N  
3196 Highway 280 South  
Birmingham, Alabama 35243

No credit for calls or charges prior to receipt and processing of the application (including calls or charges not yet billed) will be given.

CLECs may call the following voice-only numbers with questions about the local directory assistance exemption application and other special services and equipment available for use by the CLEC or CLEC end-users with disabilities. CLEC end-users should NOT be referred to these numbers.

<b>State</b>	<b>TCCD</b>
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253 *
Florida – Outside Miami Area, North Carolina, South Carolina, Georgia – Outside Atlanta Area	780-2273 *
Georgia Inside Metro – Atlanta Area	404-780-2273
Florida Inside Metro – Miami Area	305-780-2273
Non-BellSouth territory or Outside BellSouth Region	800-982-2891

\* Dial local area code in areas where 10-digit dialing is required.

#### **5.2.1.13.1 Application for BellSouth Directory Assistance Exemption**

Persons whose disability prevents their use of directories will not be charged for BellSouth Directory Assistance calls billed to their approved telephone number line. All BellSouth Directory Assistance calls charged to the approved telephone number line will be automatically exempted (deleted) from the bill. The number of allowable free Directory Assistance calls may vary by state. This exemption may be removed if abuse of this exemption is confirmed by investigation.

Persons with the following disabilities may qualify for BellSouth Directory Assistance Exemptions:

- **Legally Blind** - Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- **Visual Disabled** - Those whose visual disability, with correction and regardless of optical measurement with respect to “Legal Blindness” are certified as unable to read normal printed material. (This includes telephone book size characters.)
- **Physically Disabled** - Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; noncorrectable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.

The Federal Register (Vol. 35, No. 126, Tuesday, June 30, 1970) is the reference source for these definitions.

If the end-user needs an exemption for business use or employment, he/she must complete an application for that request also.

This application for BellSouth Directory Assistance Exemption is for 2 years for a residence and for one year for a business. At the end of that period, a renewal application will be requested which will not require recertification. For information about free Directory Assistance for long distance numbers, the end-user should call his/her long distance company.

A letter from the end-user’s physician, clinic or appropriate group/agency verifying the disability, on the official letterhead of the physician, should be attached to the application. The telecommunications company will not be responsible for any charges incurred to obtain certification. This application can be located in **Appendix B** of this guide.

#### **5.2.1.13.2 Application for Reduction in BellSouth Long Distance Charges**

Persons whose hearing or speech impairment requires their use of a teletypewriter or telecommunications device for the deaf for telephone communications are eligible for reduced long distance rates.

Those qualifying for reduction are: a) persons with hearing impairment as defined in the *Standards and Definitions of Impairment* section of this guide; or b) persons with severe speech impairment as defined in the *Standards and Definitions of Impairment* section of

this guide. Reductions will be provided where the telephone is in the disabled person's name or in the name of a member of his or her household.

Reduced rates may apply for long distance dial station-to-station (DDD) day or evening calls originated from a designated residence telephone associated with a Portable Communications Terminal or TDD/TTY. The reductions are as follows:

- a DDD call made in the day rate period will be billed at the evening DDD rate
- a DDD call made in the evening rate period will be billed at the night DDD rate

Please print clearly or type the application found in **Appendix B** of this guide according to the following instructions.

- Provide name and address of person applying for reduction
- Fill in the name and address of the customer to whom the telephone is billed.
- Fill in the 10-digit telephone number.
- Provide the manufacturer's name, model number and serial number of the TDD/TTY device. The manufacturer's name should be on the face of the TDD/TTY equipment, the model and serial numbers generally are on the back. Check with the supplier if unable to locate these numbers.
- After completing sections a, b, c and d on the form, please provide acceptable certification in item 7. This certification must be one of the following:
  - Signature of a physician, otolaryngologist, or licensed speech-language pathologist or audiologist, or of the authorized representative of a social agency that conducts programs for the hearing or speech impaired in cooperation with an official state agency.
  - As an alternative, submit a previous certification establishing the impairment of hearing or speech, such as those which qualify for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for the hearing or speech impaired.

### **5.2.1.13.3 Standards and Definitions of Impairment**

#### **5.2.1.13.3.1 Impairment of Hearing**

The American Academy of Otolaryngology (A.A.O.) has developed the following procedure for measuring and calculating the percentage impairment of hearing.

1. Using an audiometer that is calibrated according to American National Standard Specifications for Audiometer, S3.6-1969, readings are made on the "hearing threshold level dial" to determine the hearing level for pure tones of the frequencies of 500, 1000, 2000 and 3,000 Hz.
2. These readings show the number of decibels (dB) that the listener's threshold of hearing lies above the standard audiometric zero for each frequency.
3. The hearing level for speech is the average of the audio-metric measurements made at the four frequencies, computed separately for each ear.
4. Under the criteria used by the A.A.O., 60 percent impairment is reached when the average hearing level for pure tones in the better ear is 65 dB.
5. Where the average level is higher than 65 dB, the hearing impairment exceeds 60 percent.

In addition, certain individuals may have less than 60 percent impairment for pure tones, but have poor speech discrimination. Written confirmation from an audiologist or an otolaryngologist certifying that an individual's speech discrimination precludes normal use of the telephone will also be accepted as qualification for discounts.

#### **5.2.1.13.3.2 Impairment of Speech**

The American Medical Association's Committee on Rating of Mental and Physical Impairment recommends the following procedure for evaluating speech impairment\*:

Judgments of speech impairment should be based on direct observation of the person's speech and on reports of the person's performance in situations of everyday living. Following is a summary of the recommended standardized procedure for evaluation:

1. Place the person approximately eight feet from the examiner in a "reasonably quiet" environment.
2. Interview the person to permit observation of speech in ordinary conversation.
3. Observe the person's speech in reading aloud a simple prose paragraph.
4. The examiner should record his or her judgment of the person's speech capacity in the three categories with reference to the following classifications (65 to 85 percent of impairment, according to the AMA Committee's guidelines):
  - Audibility - Can produce speech of intensity sufficient for a few of the needs of everyday speech communications; can barely be heard by a close listener . . . able to whisper audibly, but has no voice.
  - Intelligibility - Can perform a few of the necessary articulatory acts for everyday speech communications; can produce some phonetic units...however, unintelligible out of context.

- **Functional Efficiency** - Can meet a few of the demands of articulation and phonation for everyday speech communication . . . such as single words or short phrases . . . speech is labored; rate is impractically slow.

The degree of impairment of speech function is equivalent to the greatest percentage of impairment as recorded for any one of the three categories.

\* See *Guides to the Evaluation of Permanent Impairment*, 109-111, American Medical Association, 1971.

## **5.2.2 CLEC End-user Support**

CLECs must establish Customer Service functions to initiate service orders for their customers. CLECs must maintain all end-user records since BellSouth does not manage this.

### **5.2.2.1 CLEC End-user Billing**

The CLEC must establish its own independent billing method and system for billing its end-users. BellSouth establishes a “Q” account from the completed Master Account Application for billing the CLEC for any services the CLEC orders for its end-users. After completing all pre-ordering requirements, the CLEC should work with the assigned Account Team representative to determine a billing option. Please see the *Billing Process* section of this guide for more information.

## **6.0 Local Interconnection Services for Facility-based Carriers**

This section provides information on local interconnection services that is specific to Facility-based CLECs.

### **6.1 Local Trunking Arrangements**

This section assumes that the CLEC has already completed the joint facility planning process with BellSouth (BST) to determine specific network design and trunking requirements.

#### **6.1.1 Description**

CLECs will submit requests to BST for Local/Toll (LT) trunk groups required to complete calls to BST end-users and the Transient (TS) trunk groups required for traffic through the BST Network to and from other carriers.

- The LT trunk groups are utilized to complete local and IntraLATA toll traffic to BST.
- The TS trunk groups are usually two-way trunk groups which are utilized to originate and receive InterLATA, IntraLATA toll and local traffic which transits the BST Network to and from connecting carriers (e.g., Interexchange Carriers, Independent Telephone Companies and other CLECs).

#### **6.1.2 Application**

The CLEC will submit Access Service Requests (ASRs) for the installation or other activities for trunk groups with the following Traffic Types:

- Local/IntraLATA Toll Group
- ASR Traffic Type (TRF TYP) = LT

The LT trunk group is usually a one-way terminating group from the CLEC's switch to a BST tandem or end office. The group will be used to terminate local or IntraLATA toll traffic from a CLEC's switch to a BST end office. The IntraLATA local/toll trunk groups allow a CLEC's end-user to dial and make contact with a BST end-user, or Wireless Service Provider.

- Transiting Group (BellSouth is Intermediary)
- ASR Traffic Type (TRF TYP) = TS

The transiting (TS) trunks are two-way trunk groups ordered from the CLEC's switch to an access tandem for the purpose of originating and/or terminating traffic to an:



- Interexchange Carrier
- Independent Company
- Alternate CLEC

Any question regarding other Trunking arrangements should be referred to the assigned Account Team representative.

- E911 Trunks:

The CLEC may order these trunks from its switch to an E911 access tandem for the purpose of terminating emergency traffic from the CLEC's switch to the E911 tandem. These trunk groups are one-way trunk groups.

- Direct Inward Dial (DID) Trunks:

Direct Inward Dial trunk groups are direct end office only Common Channel Signaling Access Capability (CCSAC) groups used for Service Provider Number Portability (SPNP). The former BST seven-digit telephone number is delivered to the CLEC, who in turn converts these digits to the new telephone number for the end-user.

- CHOKE Trunks:

A terminating trunk group used for the purpose of Choking locally defined CHOKE codes. Example: Phone numbers with Choke NXXs used to route traffic destined for local Choke codes; NXXs used by radio stations to control mass calling

### **6.1.3 Reciprocal Compensation**

Reciprocal compensation for Local Interconnection arrangements will be handled via contractual arrangements with each individual CLEC or through a Local Interconnection tariff, if applicable.

### **6.1.4 Record Exchange**

Record exchanges for the purpose of billing to third parties are available per standard industry formats and agreements.

### **6.1.5 Access Order Requirements**

ASRs will be the documents used by the CLECs when requesting facility-based services. The ASR will contain ordering, billing and provisioning information specific to the types of services ordered. For more information on completing an ASR, the CLEC should visit the ATIS Web site at: <http://www.atis.org/atis/clc/obf/obfdocs.htm>

### **6.1.6 ASR Page/Screen**

**(1) PLU: Interstate IntraLATA Usage Percentage** – This factor represents the percent local usage (PLU). The PLU will represent the percent of intrastate usage that is local usage. This factor must be provided when service is ordered. The factor will be entered in the PLU field of the ASR. Any future changes to the initial factor will be reported via a quarterly jurisdictional report.

The quarterly report on a CLEC's BellSouth specific PLU must be sent to the Interexchange Carrier Service Center at:

600 North 19th Street  
Room 12C3  
Birmingham, AL 35203

After the initial report, CLEC PLU reports are due the first of January, April, July, and October of each year to be received by BellSouth no later than 30 days after the first of each such month. If a request for service is received prior to the PLU report, the PLU populated on the first Access Service Request will be used in lieu of an official report PLU. Once the official report is received, the records will be updated to reflect the new PLU. Please note that the PLU cannot be "0" if you have local service. The TPIU cannot be "100" if a PLU is reported. Following are the steps that should be taken in order to obtain the PLU:

<b>STEP</b>	<b>ACTION</b>
1	Identify intrastate MOUs from the CLEC that terminate to BellSouth end offices
2	Eliminate any terminating party pay traffic, e.g., 800 traffic
3	Identify local usage terminating to BellSouth end offices
4	Eliminate any local terminating party pay traffic
5	Divide the result of step 4 by the result of step 2 to obtain the PLU.

**Example:**

STEP	ACTION
1	11,250,000 (total traffic terminating to BST) - 600,000 (interstate traffic terminating to BST) = 10,650,000 (total intrastate traffic terminating to BST)
2	10,650,000 (intrastate traffic terminating to BST) - 65,000 (intrastate terminating party pays traffic) = 10,585,000
3	10,000,000 (Total local terminating traffic) - 0 (Total local terminating party pays traffic) = 10,000,000
4	10,000,000 (local terminating traffic) divided by 10,585,000 (local + intrastate-intrastate terminating party pays) = 94.47%
5	Round 94.47 to nearest whole number. PLU equals 94%

**(2) REQ TYP:** Requisition Type - Enter MD

**(3) TQ:** Translation Questionnaire

- Enter “DY” for Trunk Installations
- Enter “DX” for Switch Translations Only

Attach a copy of the completed TQ for switch and trunk translations.

Translation Items Expected or Required in EXACT

**(4) UNIT:** “C” = Number of Trunks ordered

**(5) LTP:** Local Transport - Enter the applicable transport/trunk code

**(6) BAN:** “N” = New Billing Account Number Requested

**(7) ACTL:** Access Customer Terminal Location - Enter the 11-character Common Language Location Identification (CLLI) code of the point of interface

**(8) NC:** Refer to Bellcore BR 795-403-100 *Common Language Network Channel Interface Guide* for Service Code Definitions.

Select one of the following:

<b>TRFTYP = LT</b>	<b>TRFTYP = TS</b>	
<b>CHOKE Group</b>	<b>E911 Group</b>	<b>DID Group</b>
SH-D	SBUC *	SDSA *
SHSA*	SDUC *	SBSA *
SHSC *		SDSC *

\* When SS7 Trunks are ordered, enter the Link Signaling Transport (STP) CLLI in Remarks and the STP Point Code in CSPC.

**(9) NCI:** Network Channel Interface Code (Digital or Analog Code)

- If Digital, New or Existing, Facility ID (CFA) must also be entered

**(10) TTT:** Transport Trunk Termination Code

- LT TTT = 2 or 3
- TS TTT = 1, (1 & 2) or 3
- DID TTT = 1
- CHOKE TTT = 2
- E911 TTT = 2

**(11) TRFTYP:** Traffic Type

- ATC = LT
- CMC = TS
- DID = PN
- CHOKE = CH
- E911 = E9

**(12) SECLOC:** Eleven-character CLLI Code of one of the following:

- ATC = LT
- CMC = TS
- E911 = E911 Tandem
- DID = End Office
- CHOKE = Access Tandem

**6.1.7 Intervals**

Intervals must be negotiated. Intervals for the initial start of service or for the establishment of new trunk groups are typically in the range of 2-6 weeks. Intervals for the addition of trunks to an existing trunk group are typically in the range of 1-2 weeks. The committed due dates will be dependent upon the quantity and type of trunks, equipment/facility availability, work load, etc.

The committed due date will be returned on the Firm Order Confirmation (FOC). The interval guides can be found on the Web at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

### **6.1.8 Service Specific Billing**

Refer to contracts and Section E6 of the state access tariff for specific rates associated with the billing of applicable rate elements such as:

- Local Channel
- Switched Transport
- Tandem Switching
- Local Switching
- Interconnection
- Carrier Common Line

## **6.2 Calling Name Query Service**

### **6.2.1 Service Description**

#### **6.2.1.1 Basic Service Description**

This service provides a method for companies selling Calling Name Delivery (using the technology defined in Bellcore Technical Reference 1188) to query, in response to an incoming call to a CNAM customer, the names of BellSouth customers. Also included is the ability to query, in response to an incoming call to a CNAM customer, for all other names stored in the BellSouth Calling Name Database under contracts BellSouth may have with other companies that store their names in the BellSouth CNAM database. This service requires the purchasing company to allow access to the names that are stored in its database by all other companies that contract with BellSouth for the BellSouth Calling Name Query Service (non-database owner version). Responses to queries will be returned by BST using TR 1188 standards.

#### **6.2.1.2 Basic Service Capabilities And Restrictions**

Included as part of this service are the following items: STP translations required to route queries to the appropriate database (either as intermediate Global Translations alone or a combination of intermediate and final Global Translations); lookup of a TR 1188 formatted calling party name (15-character maximum) from the BST CNAM Database; formatting of a TR 1188 response message containing the necessary routing information and the appropriate response from the BST CNAM Database; STP translations required to route the response message to the querying end office. Access to BST names must be on a reciprocal basis (i.e., in order for a CLEC to access the BST names, BST must be able to access the CLEC names).

### **6.2.1.3 How Does This Service Work**

The CLEC must have a Calling Name Database and an SS7 network capable of sending and receiving CNAM query/response SS7 messages in the TR1188 TCAP format. Queries are launched into the BST SS7 Network via SS7 links. (SS7 links are purchased through the SS7 Interconnection Tariffs.) Responses are returned via SS7 links. All CNAM queries and responses must be in the TR1188 format for both BST and the interconnecting CLEC. BST will provide access to all names stored within its CNAM Database and the CLEC must allow access to all names provided within its CNAM database.

### **6.2.1.4 Feature Interaction**

All feature interactions are at switch level and are controlled by the CLEC switch.

## **6.2.2 Installation Intervals**

Normal installation intervals do not apply and project coordination is required.

## **6.2.3 Service Inquiry & Ordering Guidelines**

### **6.2.3.1 Information Required**

NPA/NXXs included in CLEC database, point codes for all involved offices, requested service and test dates, single point of contact, LATAs included in service area, signaling point CLLIs, point(s) of interconnection (SS7) into the BST SS7 Network, and point codes of all CLEC connecting STPs and SCPs are required.

### **6.2.3.2 Source Of Information**

The required information is furnished by the CLEC.

### **6.2.3.3 Forms**

Please see the assigned Account Team representative for the applicable forms.

## **6.2.4 Customer Education**

There is no customer education available or necessary for this service.

## **6.3 800 Access 10-Digit Screening**

### **6.3.1 Description**

800 Access 10-Digit Screening (ATDS) service provides the information necessary for routing 800 originating calls based on the dialed 10-digit 800 number except for 800 calls to Canada, Bermuda, and the Bahamas. Routing for 800 calls to these areas will be based on the first 6-digits of the dialed 800 number.

### **6.3.2 Application**

The routing information is retrieved through queries to the Service Control Point (SCP). CLECs with Signal Transfer Points (STPs) may access BellSouth's Regional STP for the launching of queries to BellSouth's Service Control. CLECs without STPs or without third party STPs, must send the calls to BellSouth's Access Tandem for call completion.

### **6.3.3 Access Order Requirements**

CLECs with their own STP or utilizing a third party STP must order SS7 links and ports to connect directly to BellSouth's Regional STP for SCP database query information.

#### **6.3.3.1 ASR Page Screen**

In addition to the ASR requirements outlined for CCS/SS7 Signaling Connection (LINKS) (see the assigned Account Team representative), the following requirements apply to the ordering of 800 10-digit Screening:

NOTE: In the "Remarks" field enter "Access to 800 SCP" and the CLLI code of the CLEC Switch (ACSWITCH).

#### **6.3.3.2 Data Base Services Interconnection form (part of the ASR)**

1. CSPTS: Enter the STP point code(s). If a third-party link (LINK) provider is being used, the STP point code(s) of the link provider will be entered
2. ECCKT: Enter the exchange company's circuit of the links
3. TSC: Enter the TSC associated with the links
4. PSACT: Enter "N" for new
5. CSPC: Enter the switch point code(s)
6. OFC TYPE: Enter the office type of the switch originating the query
7. PC TYPE: Enter the type of point code

### **6.3.4 Intervals**

Intervals must be negotiated. Intervals for ordering access to the 800 SCP are typically 10 business days. If links are also being ordered, the due date will be 10 days following completion of the links. The committed due date will be returned on the FOC.

### **6.3.5 Service Specific Billing**

A per query charge, to be billed to the CLEC, will be applicable for each query launched to the database. The charges are found in Section E6.8.4 of the Access Tariff.

In addition to the query charge, if 800 10-digit screening via connection to the 800 SCP is requested, the following charges will also be applicable:

- NRBFA - Change of service (per request)
- NRBFD - Common block/translations rearrangement (one per STP)

## **6.4 Unbundled Tandem Switching**

### **6.4.1 Market Service Description**

#### **6.4.1.1 Basic Service Features**

This functionality allows CLECs who are purchasing Unbundled Network Elements (UNEs) from BST to route calls between BST end offices or between a CLEC switch and BST's end office(s).

#### **6.4.1.2 Basic Service Capabilities**

Additionally, this service allows BST to provide an intermediary switching functionality, whereby CLECs can route calls from their networks to the networks of other CLECs, IXCs, ICOs, etc. This is referred to as intermediary transit switching. Calls that originate from a BST end office within a tandem serving area will either be directly routed between end offices or come to the tandem in order to be routed to a terminating location within that same serving area. If the call is brought to the tandem it could be transported to another tandem serving area, or to another network provider (i.e., CLEC, IXC, CMRS, ICO, etc.). A call coming to a tandem from a CLEC switch will be terminated within that tandem's serving area either to a BST end office or to another network provider.

The tandem trunk port is a shared-use facility that provides the CLEC with the capability of terminating trunks into a tandem for the purpose of sending traffic to, and delivering traffic from, other locations outside of the dial-tone providing switch.



## 6.4.2 Network Architecture

### 6.4.2.1 Physical Network Configuration

#### Switching Requirements

Tandem Switching Functionality (UTS-SF) - Basic Switching and Billing functions will be provided. Generic upgrades will be performed as deemed necessary by BST.

Requests for features that require software and/or hardware not provided to BST will be priced out upon receipt of a BFR.

	1ESS		5ESS		DMS 100 / 200	4ESS
Generic	1AE11	1AE12	5E9	5E10	NA004	
Trunk Port						
2 Wire						
4 Wire						

#### Signaling

SS7 or Multi-frequency (MF) will be provided.

#### Recording

- Line side local/toll 100% measured service recording
- All other applicable industry AMA standards will be recorded by BST

#### Transport/Interconnection

Calls originating from tandem trunk ports will be transported via the BellSouth Public Switched Network (BPSN) or via trunk connections provided by other network providers interconnecting with the BellSouth Access Tandem.

CLECs will have the option of interconnecting at either the Access Tandem or Local Tandem. In areas where multiple local tandems exist, CLECs may elect to connect to one or more tandems as traffic dictates.

CLECs must interconnect to one access tandem in a local calling area for connection to Interexchange Carriers and IntraLATA toll.

If a CLEC insists on a single interconnection point within a LATA, the connection point would be at an access tandem and connectivity to cross-boundary switches would not be possible.

Figure 1 depicts Network Elements Unbundled Tandem Switching.

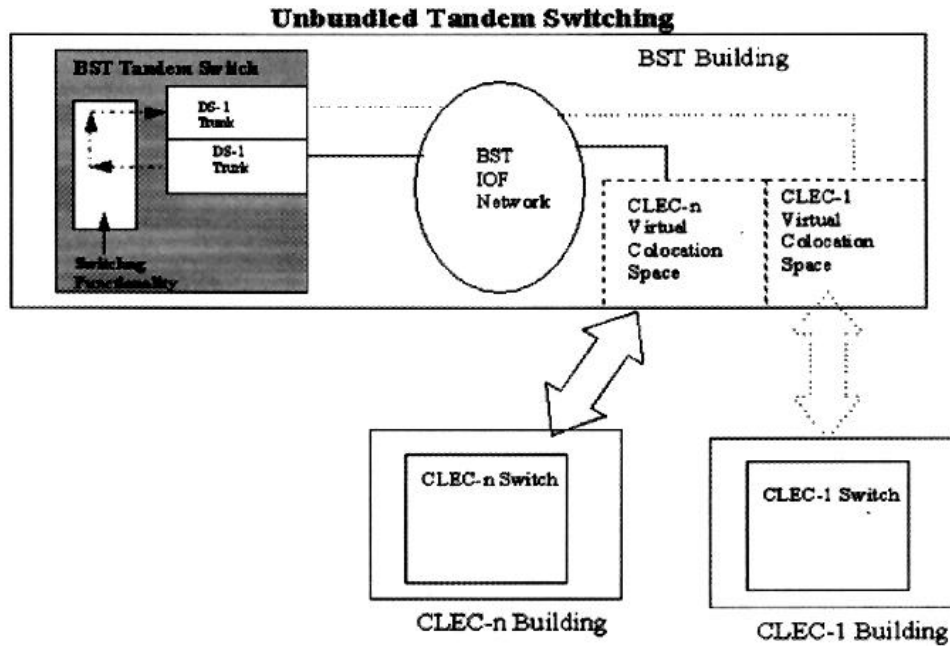


Figure 1 Network Elements Unbundled Tandem Switching

## 6.5 Unbundled Interoffice Transport (UIT-D)

### 6.5.1 Market Service Description

#### 6.5.1.1 Basic Service Features

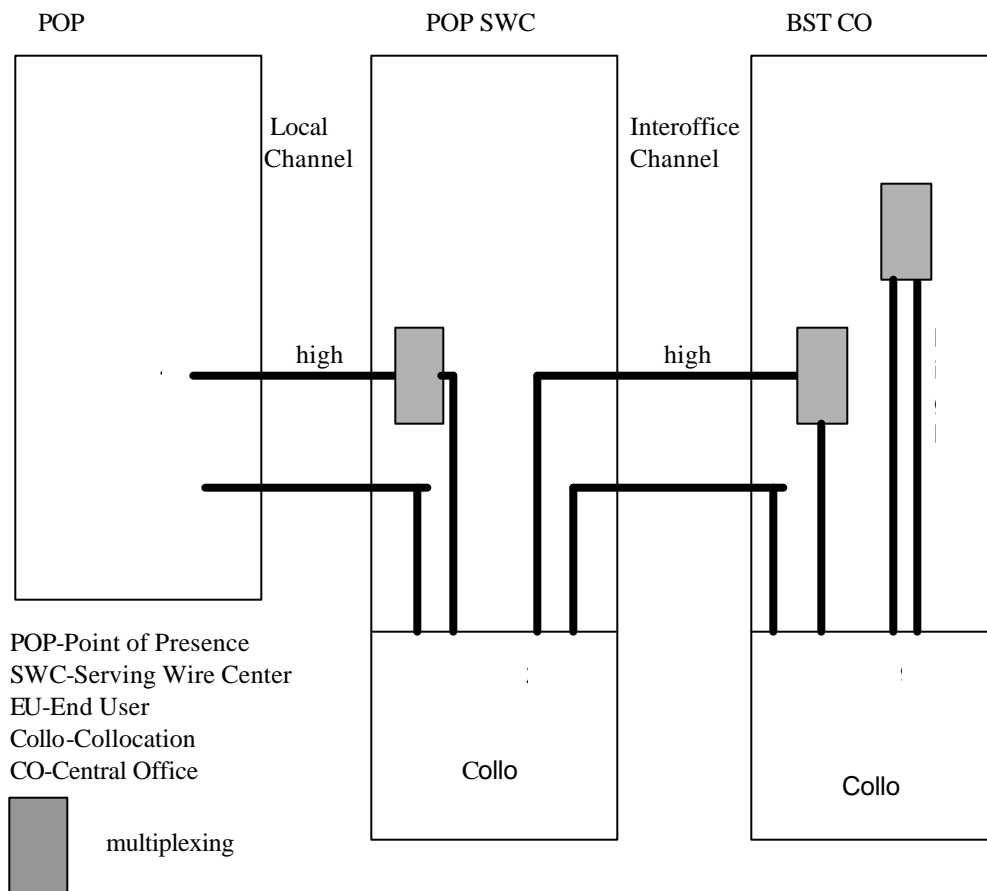
Dedicated Transport is defined as BellSouth transmission facilities dedicated to a particular customer or carrier that provide telecommunications between wire centers owned by BellSouth or requesting telecommunications carriers, or between switches owned by BellSouth or requesting telecommunications carriers.

These facilities can be used for Local Interconnection within a LATA, that is, from a CLEC's POP location to an interconnection point at a BellSouth switch location. These facilities can also be used to build a CLEC's network within a LATA. These facilities may be configured in various transmission configurations, may or may not include multiplexing functionality, and will provide the same transport capacities that exist in Section 7 of the FCC tariff (i.e., DS0, DS1,

DS3, etc.). The basic rate structure of this UNE will also be consistent with the existing interoffice transport elements in BellSouth's FCC tariff.

### 6.5.1.2 Basic Service Capabilities And Restrictions

CLECs can utilize UIT-D to transport their exchange and exchange access as well as transit traffic. Interoffice Transport has two architectures: Local Channel and Interoffice Channel, either can be channelized with a multiplexer. A Local Channel is the transport between the CLEC's POP and the POP servicing wire center collocation. The Interoffice Channel is the transport between the BellSouth wire centers collocations. If the CLEC's POP is in a BellSouth collocation site, then usually only the Interoffice Channel is used. The interoffice mileage will be computed based on the airline mileage between the BellSouth Central Offices regardless of how UIT-D is actually routed. Multiplexing functionality is offered as a part of a channelized facility over which lower level facilities may ride. Multiplexing functionality will also be offered as a stand-alone service. All UNE transports are terminated into the CLEC's collocation site and are accessible through collocation cross-connections. Figure 2 depicts UIT-D.



**Figure 2 UIT-D**

### **6.5.1.3 How Does This Service Work?**

UIT-D can be ordered at various transmission speeds (DS0, DS1, DS3, etc.) in order to allow the CLEC to utilize BellSouth interoffice facilities to complete a telecommunications service that it is providing for its end-user. If multiplexing is used, the higher capacity facility with multiplexing should be ordered before the lower capacity facilities.

#### **General Description of Performance Standards/Reliability**

- Service Performance Objectives: This UNE will be designed to meet the transmission standards in BellSouth's technical publications at parity with those facilities used for Special Access.
- Diversity Requirements: No requirements for UNEs, but some level of diversity may exist in BST network (embedded and forward looking).
- Performance Monitoring: No specific requirement, however, network element may be monitored as part of BST network infrastructure.
- Special Considerations: None.

#### **Deployment Schedule**

- Ubiquitous deployment assuming current Central Office capabilities
- Additional transport capacities development may be requested based on the Bona Fide Request (BFR) process. Special construction may apply as appropriate.

### **6.5.1.4 Feature Interaction**

Since UIT-D is strictly an interoffice transport service, it is the responsibility of the CLEC to ensure that other UNEs purchased from BellSouth and/or portions that it provides itself are compatible with the UIT-D element options that it is ordering. This would include such options as DS1 framing and formatting (e.g., ESF/B8ZS).

### **6.5.2 Service Inquiry & Ordering Guidelines**

A Complex Service Provisioning System (CSPS) Service Inquiry will be required for UIT-D DS3 and above level service requests and for DS1 level service requests associated with Unbundled Channelization (UC).

All CLEC requests for UIT-D, except those combined with an Unbundled Local Switching (ULS) port, should be sent to the LCSC via an LSR with UNE\*\* (where \*\* is a number representing a particular UNE to collocation arrangement or UNE combination). These requests will have the same field requirements as Special Access services, e.g. NC, NCI, SECNCI, ACTL, SECLOC, ACNA, etc. The LCSC will then issue a Service Order for either a CLS or CLF circuit to Carrier Access Billing System (CABS).

It is a requirement for all UNE-related LSRs to have the three characters “UNE” in the first three positions of the Project Field. If required, other Project Field information should then be entered in the other character positions.

All CLEC requests for UIT-D combined with an Unbundled Local Switching (ULS) port, should be sent to the LCSC via an LSR. The LCSC will then issue a Service Order for a Foreign Exchange type service (Telephone # Format) to the Customer Records Information System (CRIS).

All CLEC requests for UIT-D to be used for Local Interconnection should be sent to the Interconnection Purchasing Center (IPC) on an ASR.

#### **6.5.2.1 Deployment Schedule**

UIT-D is available in all states within BellSouth region.

#### **6.5.3 Customer Education**

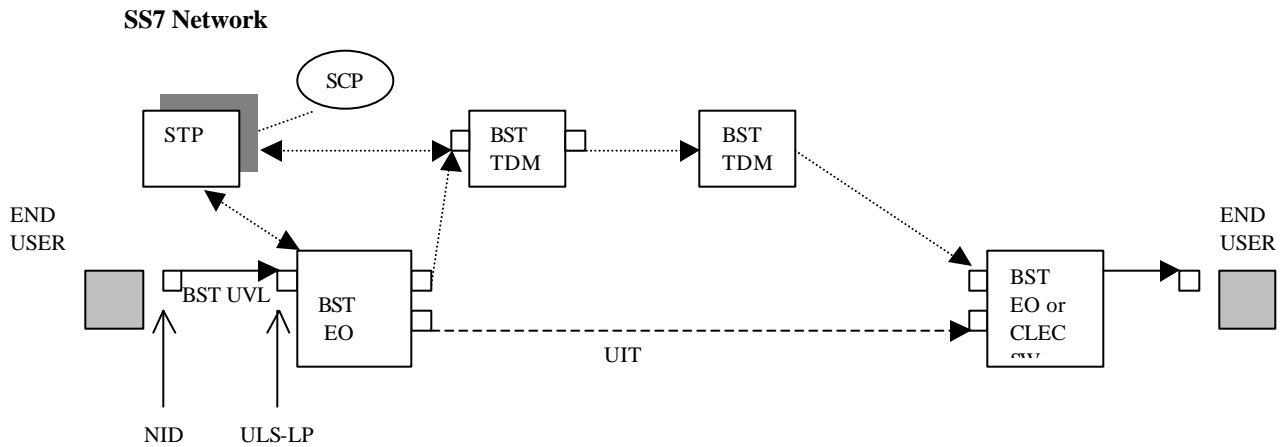
Customer Education for the ordering of UIT-D is available from the CLEC Account Team upon request.

## 6.6 UIT-S

### 6.6.1 Market Service Description

#### 6.6.1.1 Basic Service Features

Unbundled Interoffice Transport - Shared (UIT-S) provides a transmission path, and its associated electronics, allowing calls to be transported from a BellSouth end office to a BellSouth end office, BellSouth end office to a BellSouth tandem, or BellSouth tandem to a BellSouth tandem. These facilities/trunk groups are shared among all network providers that require calls to be transported between particular switching locations. These facilities/trunk groups may be transported over various transmission configurations (e.g., DS1, OC3) based on total shared network requirements. An example of a typical configuration for this UNE is as follows:



**Figure 3 UIT-S Configuration**

In the above diagram, Unbundled Interoffice Transport - Shared applies to the transport portion of the service only (i.e., the Tandem Switch and the End Office Switch are excluded from this rate element.) The elements associated with UIT-S include the physical transport facilities (e.g., fiber), any regenerating equipment, and the facility terminating equipment such as fiber-optic terminals and multiplexes.

UIT-S carries the originating traffic of a CLEC end-user (that utilizes BellSouth's Unbundled Local Switching and Unbundled Tandem Switching elements) to another BellSouth end office, to a BellSouth tandem, or between BellSouth tandems. This traffic could be originating local, toll, or access usage.

### **6.6.1.2 Basic Service Capabilities And Restrictions**

CLECs will utilize UIT-S to originate their local, toll, and access traffic and terminate their toll and access traffic within the BellSouth network. Various call flow diagrams have been developed that provide details of how UIT-S will be utilized. These call flows are found at the end of this UIT-S section.

The SS7 network will be utilized for call setup. This network will establish the physical connections for the call and will also determine when busy conditions exist.

CLECs will be required to interconnect with at least one BellSouth tandem in each LATA. For toll traffic, it is possible that toll tandem-to-toll tandem connections will be utilized.

When CLECs are switchless providers, they will utilize BellSouth UNEs to originate and terminate their calls. In this case, the interoffice mileage will be computed based on the airline mileage between the originating BellSouth End Office and the terminating BellSouth End Office regardless of how the call is actually routed. (NOTE: No distinction will be made in computing the mileage if the Serving Wire Center has its own switch or if the Serving Wire Center is utilizing a remote switch.)

Figure 3 depicts several routing possibilities. As mentioned earlier, it is possible that the call could actually route through two toll tandem offices. It is also possible that the BellSouth Tandem could establish shared direct trunk groups between the originating BellSouth End Office and the terminating BellSouth End Office. A meld of these possible configurations was utilized to determine the cost for this UNE.

### **6.6.1.3 How Does This Service Work?**

UIT-S is not ordered by the CLEC and is only available when used with unbundled local switching. Billing for UIT-S will be done based on minutes of use and mileage. UIT-S provides a transmission path, and its associated electronics, between switching locations. These facilities/trunk groups are shared among network providers. These facilities/trunk groups may be configured in various transmission configurations (DS1, DS3, etc.) based on total shared network requirements between switching locations. Depending on the distance between switching locations and the total service demands required, different combinations of SONET interoffice facilities will be utilized to transport the DS1 facilities carrying these shared trunk groups.

### **General Description of Performance Standards and Reliability**

Trunk Group Service Performance Objectives:

- Final Trunk Groups between BellSouth Switches carrying Local traffic:
  - The Design Blocking Objective is 1.0% during the Average Time Consistent Busy Hour over a 20-day period. These trunk groups are monitored for blockages on a weekly basis.
  - There are no parity measurements on these trunk groups, since they are shared resources with all of the parties receiving the same level of service. A CLEC call accesses the trunk groups in the same manner as a BellSouth call.
  
- This UNE will be designed to meet the transmission standards in BellSouth's technical publications similar to those facilities used for Common Transport Trunk Groups.
  - Diversity Requirements: No requirements for UNEs but some level of diversity will exist in BellSouth network (embedded and forward-looking).
  - Performance Monitoring: No specific requirement, however, network element will be monitored as part of BellSouth network infrastructure.
  
- Special Considerations:
  - None
  - Billing Guarantees do not apply
  - Blocking Performance reports: None

### **Credit Terms**

Since these charges are on a usage sensitive basis, there are no customer commitments for this service. There also are no volume or term options for this service.

### **Deployment Schedule**

There will be widespread deployment assuming current Central Office capabilities.

#### **6.6.1.4 Feature Interaction**

Customers purchasing this UNE will also be billed the Unbundled Tandem Switching (UTS) and must have purchased an Unbundled Local Switching (ULS) port.

#### **6.6.2 Installation Intervals**

Installation Intervals are not applicable to UIT-S.

#### **6.6.3 Service Inquiry & Ordering Guidelines**

Service Inquiry and Ordering Guidelines are not applicable to UIT-S.

#### **6.6.4 Customer Education**



Customer Education is available from the CLEC Account Team upon request.

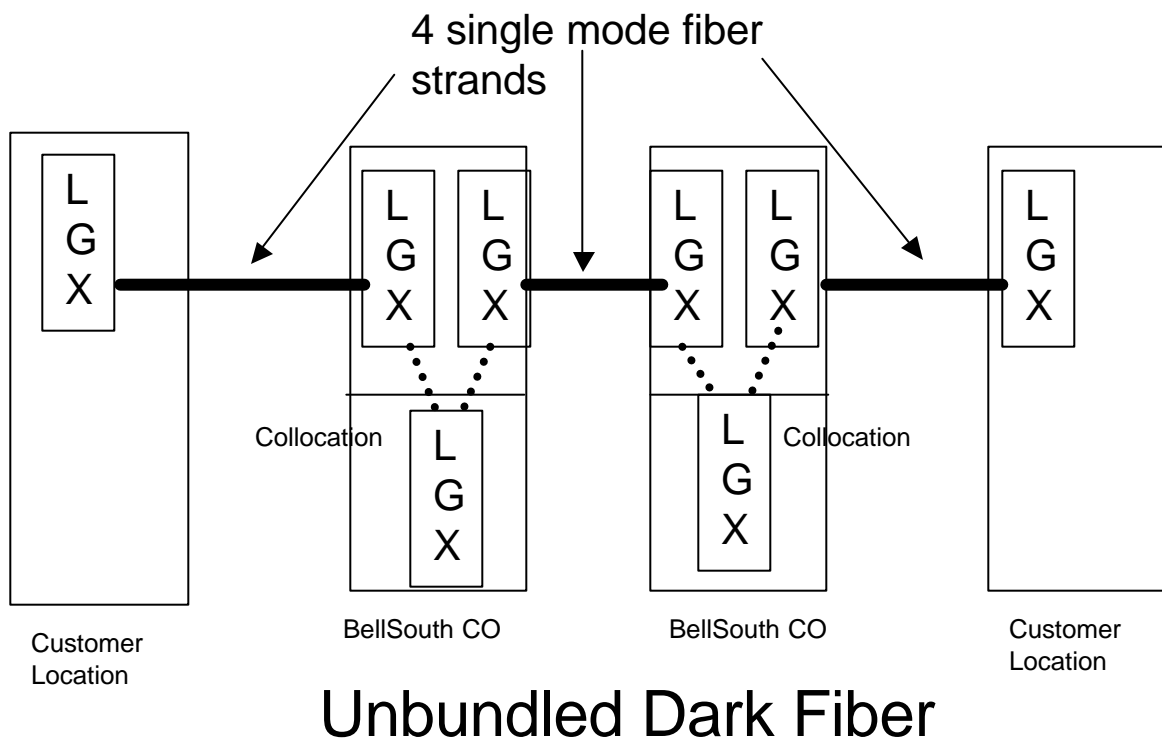
## 6.7 Unbundled Dark Fiber

### 6.7.1 Market Service Description

#### 6.7.1.1 Basic Service Features

Unbundled Dark Fiber (UDF) is unused fiber-optic transmission media. It is offered as a point-to-point arrangement between a CLEC designated premise and a BellSouth Wire Center or between BellSouth Wire Centers. This arrangement consists of four optical fibers and fiber terminating equipment as shown in Figure 12. UDF is offered without optical signal regeneration to compensate for signal losses.

BellSouth reserves the right to rearrange its network and to modify the manner in which it provides service in order to meet its overall service requirements. This includes, but is not limited to, the right to engineer and construct its fiber-optic facilities in accordance with its normal operations without the requirement to modify its materials, splicing techniques, or planned facility rearrangements to suit a specific CLEC request.



## Figure 12 UDF Architecture

### 6.7.1.2 Basic Service Capabilities And Restrictions

BellSouth makes no representations regarding the transmission capability of the facilities. UDF is to be used for exchange and exchange access traffic.

### 6.7.1.3 How Does This Service Work?

UDF can be ordered by a CLEC to utilize BellSouth fiber-optic facilities to complete a service that it is providing for its end-user or to construct its own network.

### General Description of Performance Standards and Reliability

- Service Performance Objectives: There will not be any specified performance objectives for UDF. However, at the request of the CLEC, if made prior to the installation of the facilities, BellSouth will attempt to estimate the transmission loss of the channel at the CLEC's intended transmission wavelength. BellSouth does not warrant that the CLEC's channel will operate at that estimated loss or that the transmission loss will remain constant during the period in which the CLEC obtains the facilities from BellSouth.
- Diversity Requirements: No requirements for UNEs, but some level of diversity will exist in BST's network (embedded and forward looking).
- Performance Monitoring: None.
- Special Considerations: None

### Deployment Schedule

UDF will be available, where spare fibers exist, in all states.

### 6.7.2 Installation Intervals

Installation intervals will be determined on an individual case basis. The targeted Installation is 30 calendar days after receipt of a clean LSR. Repair intervals are the same as the FCC Tariff Dry Fiber Arrangements.

### 6.7.3 Service Inquiry & Ordering Guidelines

A Service Inquiry will be required for UDF requests in order to determine spare fiber availability and installation interval due to connection requirements.

All CLEC requests for UDF should be sent to the LCSC via an LSR with UNE in the first three characters of the "Project" field and other appropriate information. These requests will have the

same field requirements as Special Access services e.g. NC, NCI, SECNCI, ACTL, SECLOC, ACNA, etc. The LCSC will then issue a Service Order for a CLS circuit to CABS.

UDF Ordering Information:

UNE Description	Class of Service	NC	NCI	SEC NCI Class	USOC
UDF Interoffice	UDF	LX-	02QBF.LLX	02QBF.LLX	1L5DF
UDF Local Channel	UDF	LX	02QBF.LLX	02FCF.X	1L5DC
UDF Local Loop	UDF	LX	02QBF.LLX	2FCF	1L5DL

1. The LSR and the service inquiry will be submitted by the CLEC to the appropriate account team. The account team will forward the service inquiry to the appropriate state OSPE and CCM organizations.
2. OSPE and CCM will review fiber availability in the requested cross sections. OSPE and CCM will confer on overall fiber availability if required. If fiber is not available the SI is returned to the account team who will then forward the response to the CLEC. If fiber is available OSPE and CCM will respond to the Account Team, providing the total fiber length being provided on the request, and the service provision interval.
3. The SI and LSR will then be forwarded to the LCSC. The LCSC will write the Service Order and will apply the appropriate USOC configuration for billing.

**6.7.4 Customer Education**

Customer Education for the ordering of UDF is available from the CLEC Account Team upon request.

**6.8 Unbundled Channelization**

**6.8.1 Market Service Description**

**6.8.1.1 Basic Service Features**

Unbundled Channelization (UC) provides the multiplexing capability that will allow a DS1 or DS3 UNE or collocation cross-connect to be channelized at a BellSouth central office. This can be accomplished through the use of a multiplex or a digital cross-connect system at the discretion of BellSouth. The CLEC can activate channels all at once or on an as-needed basis once the UC UNE has been installed by connecting lower level UNEs via Central Office Channel Interfaces (COICs).

**6.8.1.2 Basic Service Capabilities And Restrictions**

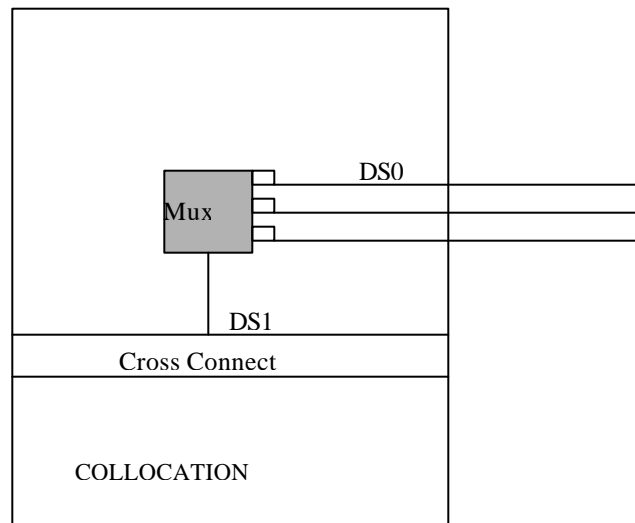
The initial set of Central Office channelization capabilities will be as follows:

- DS1 Central Office Channelization System: An element that channelizes a DS1 signal into 24 DS0s.

- Central Office Channel Interfaces (COCI): Elements that can be activated on a channelization system.
- DS1 Central Office Channel Interface elements can be activated on a DS3 Channelization System.
- Voice Grade or Digital Data Central Office Channel Interfaces can be activated on a DS1 Channelization System.
- AMI and B8ZS line coding with either Super Frame (SF) and Extended Super Frame (ESF) framing formats will be supported as options.
- The multiplexer should be ordered with the higher-level transport service, if it is to be combined with BellSouth higher level services. Collocation should already be established. Lower-level transport service to be used with a higher-level channelized service can be ordered to establish higher-level channelized transport service.

### 6.8.1.3 How Does This Service Work?

UC allows the CLEC to build channelized facilities that can interconnect with lower level UNEs in a more efficient manner. One example is shown in Figure 13 below. In this case, the CLEC is collocated in a BellSouth Central Office and chooses to interface with DS1 level cross-connects that are then channelized into a maximum of 24 DS0s for interfacing with DS0 level UNEs.



**Figure 13 Unbundled Channelization**

### General Description of Performance Standards and Reliability

- Service Performance Objectives: There will not be any specified performance objectives for this UC since it is a multiplexing functionality rather than a measurable end-to-end service arrangement.

- Diversity Requirements: None.
- Performance Monitoring: Whatever exists in Network Element that is used.
- Special Considerations: None.
- Deployment Schedule: UC is offered in the same offices as the tariffed multiplexing functionality.

Other channelization arrangements may be made available if requested via the Bona Fide Request process.

#### **6.8.1.4 Feature Interaction**

COCIs will be billed on the lower level UNE order that is interfacing with the UC arrangement and will have to be compatible with those UNEs. For example, a CLEC should not connect a 64 kbps loop to a Voice Grade Center Office Channel Interface.

#### **6.8.2 Service Inquiry & Ordering Guidelines**

A CSPS Service Inquiry will be required for service requests associated with Unbundled Channelization (UC).

All CLEC requests for UC should be sent to the LCSC via an LSR with UNE\*\* (where \*\* is a number representing a particular UNE to collocation arrangement or UNE combination.) These requests will have the same field requirements as Special Access services, e.g. NC, NCI, SECNCI, ACTL, SECLOC, ACNA etc. The LCSC will then issue a Service Order for a CLF circuit to CABS.

All CLEC requests for UC for Local Interconnection should be sent to the IPC via ASR. The above instructions above apply.

#### **6.8.3 Customer Education**

Customer Education for the ordering of UC is available from the CLEC Account Team upon request.

### **6.9 Physical Collocation**

#### **6.9.1 Service Description**

##### **6.9.1.1 Basic Service Description**

Physical collocation is a negotiated service offering which provides for the installation of collocator-owned equipment and facilities within leased floor space in BellSouth Central Offices for the purpose of connecting to the BellSouth network. Physical Collocation is available as Caged, Shared Caged, Cageless, and Adjacent. The equipment complement may include any type of equipment used or useful for interconnection or access to unbundled network elements in the provision of telecommunications services. The collocator is solely responsible for the timing, alarming, monitoring, performance, maintenance, provisioning, and repair of its equipment. Equipment ownership, maintenance and insurance are the responsibility of the collocator or its approved agent. Equipment and facilities placed as part of a collocation arrangement must be installed by a BellSouth certified vendor in accordance with BellSouth Technical Reference (TR) 73503.

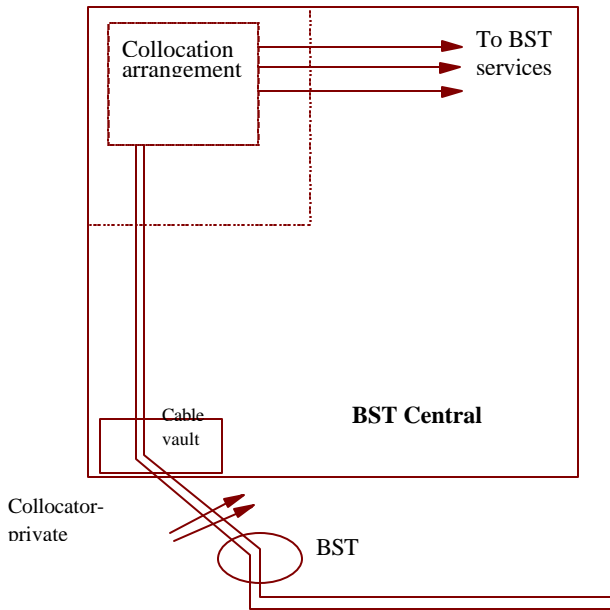
As part of the equipment installation, collocators may place a private fiber entrance facility from outside the central office to an interconnection point designated by BellSouth. This entrance facility will be pulled into the central office cable vault by BellSouth, spliced into collocator-provided fire retardant riser cable and connected to the equipment arrangement within the central office.

A physical collocation arrangement which connects to private fiber entrance facilities is called Expanded Interconnection Service (EIS) as depicted in Figure 14. This arrangement provides the collocator the ability to interconnect its private network or remotely located switching/routing equipment to BellSouth transport services.

A collocator may elect to place its equipment in a BellSouth central office without the use of private fiber entrance facilities. In this scenario, the arrangement is known as Service Interconnection (SI), see Figure 15. This configuration allows the collocator to interconnect to unbundled elements without having to place private facilities to that central office location.

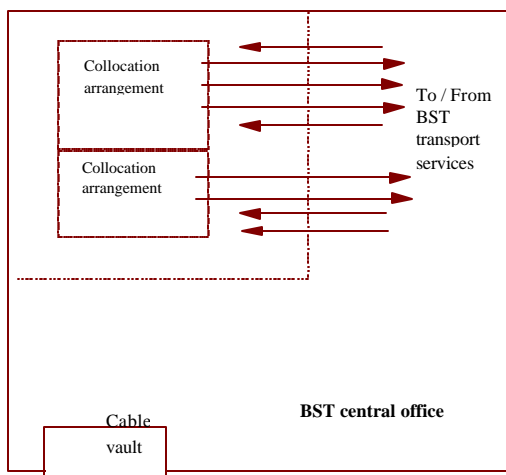
Floor space will be made available per central office on a first-come, first-served basis. Collocators may enclose their leased space within an enclosure meeting BellSouth specifications and local building code. The equipment complement may include transmission equipment, loop concentration devices, switching equipment, and Personal Computers. The official demarcation point between a collocator's equipment and BellSouth's network will be designated per location and will reside on the conventional distribution frame for two-wire and four-wire, the DSX for DS1 or DS3, and the LGX for fiber-optic terminations. Collocators may directly connect to other collocation arrangements that they own located within the same central office utilizing collocator-owned facilities or BellSouth cross-connects. Such connection may not be in lieu of connection to the BellSouth network.

With Expanded Interconnection, the collocator is “expanding” its private network to BellSouth’s network. Therefore, private fiber is placed to the central office and pulled through to the collocation arrangement. The collocator places its equipment in leased floor space and cross-connects to BellSouth’s transports.



**Figure 14 Expanded Interconnection Service**

With a Service Interconnection arrangement, the collocator places its equipment in leased floor space and purchases cross-connects to BellSouth’s Transport services.



**Figure 15 Service Interconnection**

### **6.9.1.2 Basic Service Capabilities And Restrictions**

A collocation arrangement allows a telecommunications service provider an efficient means for connecting to BellSouth tariffed services and unbundled network elements through the purchase of BellSouth cross-connects. Cross-connects provide a one-to-one dedicated transmission path between the interconnector's network equipment located in the Central Office and BellSouth's network at two-wire, four-wire, DS1, DS3, and fiber-optic levels.

Two-wire and four-wire cross-connects are for connection to BellSouth's unbundled voice loops, unbundled digital loops, dedicated DS0 services and unbundled port offerings. DS1 and DS3 cross-connects provide a 1.544 Mb or 44 Mb path, respectively, between the collocator and the following BellSouth services: tariffed DS1 and DS3 local channel or interoffice transport offerings (hi-cap, SMARTPath, Megalink, LightGate, etc.), central office channelization, SMARTRing central office node interfaces, FLEXServ, and unbundled digital (DS1) loops. Fiber-optic cross-connects provide a generic fiber connection between the collocator and unbundled dark fiber (where offered), SMARTRing Service and LightGate optical service at customer-designated bandwidths.

## **6.9.2 Service Inquiry & Ordering Guidelines**

### **6.9.2.1 Equipment Arrangement**

The application process for collocation is a two-phase process consisting of the Application Inquiry phase and the Bona Fide Firm Order phase. Both phases use BellSouth Expanded Interconnection forms (BSTEI forms). Please see section 6.9.5 *Customer Education* for more information about these forms.

For the Application Inquiry phase, a collocator must submit a complete and accurate BSTEI-1 Application Inquiry document, for review and planning by BellSouth equipment engineers, space planners and facility planners. The Application is Bona Fide when it is complete and accurate, meaning that all required fields on the Application are completed with the appropriate type of information. A proposed equipment layout, and an estimate of the square footage or bay space required must accompany each Application Inquiry as indication of a Bona Fide Request. BellSouth will inform the CLEC within ten (10) calendar days of receipt of an Application whether the Application is denied as a result of space availability and whether the Application is considered Bona Fide.

BellSouth will provide a comprehensive written response ("Application Response") within thirty (30) calendar days of receipt of a Bona Fide Application. The Application Response will include the configuration of the space, and the fees for all services requested by the CLEC. When multiple applications are submitted within a fifteen (15) calendar day window, BellSouth



will respond to the Bona Fide Applications as soon as possible, but no later than the following: within thirty (30) calendar days for Bona Fide Applications 1-5, within thirty-six (36) calendar days for Bona Fide Applications 6-10, and within forty-two (42) calendar days for Bona Fide Applications 11-15. Response intervals for multiple Bona Fide Applications submitted within the same timeframe for the same state in excess of 15 must be negotiated. All negotiations shall consider the total volume from all requests from telecommunications companies for collocation.

If a modification or revision is made to any information in Sections 2 through 12 or 15 of a Bona Fide Application for Physical Collocation, or Sections 2 through 10 or 13 of a Bona Fide Application for Adjacent Collocation, either at the request of the collocator or necessitated by technical considerations, BellSouth will respond to the Bona Fide Application within thirty (30) business days after BellSouth receives such application or at such other date as the Parties agree. If, at any time, BellSouth needs to reevaluate the collocator's Bona Fide Application as a result of changes requested by the collocator to the collocator's original application, then BellSouth will charge the collocator a fee based upon the additional engineering hours required to do the reassessment. Major changes such as requesting additional space or adding additional equipment may require the collocator to resubmit the application with an Application Fee. The collocator may modify Section 1, 13, 14, or 16 of a Bona Fide Application for Physical Collocation, or Sections 1, 11, or 12 of a Bona Fide Application for Adjacent Collocation, without incurring additional expense or a longer Application Response interval.

The collocator shall indicate its intent to proceed with equipment installation in a BellSouth Premises by submitting a Bona Fide Firm Order to BellSouth. A Bona Fide Firm Order requires the collocator to complete the Application/Inquiry process described above and submit the Physical Expanded Interconnection Firm Order document (BSTEI-1P-F) indicating acceptance of the Application Response provided by BellSouth ("Bona Fide Firm Order"). (Please see section 6.9.5 *Customer Education* for more information about this form.) The Bona Fide Firm Order must be received by BellSouth no later than thirty (30) business days after BellSouth's Application Response to the collocator's Bona Fide Application.

BellSouth will establish a firm order date based upon the date BellSouth is in receipt of a Bona Fide Firm Order. BellSouth will acknowledge the receipt of the collocator's Bona Fide Firm Order within seven (7) calendar days of receipt indicating that the Bona Fide Firm Order has been received. A BellSouth response to a Bona Fide Firm Order will include a Firm Order Confirmation containing the firm order date. No revisions will be made to a Bona Fide Firm Order. Space preparation for the Collocation Space will not begin until BellSouth receives the Bona Fide Firm Order and all applicable fees.

Once the Firm Order is placed, the collocator may negotiate with a BellSouth Certified Supplier for the equipment placement. Collocation equipment placement may not begin until BellSouth's space and infrastructure work is complete. This date is identified as the "Space and Infrastructure Complete Date" or "Space Ready Date." BellSouth may, at its sole discretion, agree to an equipment installation date prior to the completion of its infrastructure work,

provided the area is properly secured. For these exceptions, BellSouth will report this date as the Space Available for Occupancy Date. In these cases, the collocator must sign a liability waiver before such work may begin.

Requesting collocators may begin the Application Inquiry process prior to the execution of Physical Collocation agreement with BellSouth. However, the agreement must be executed prior to proceeding to the Firm Order phase.

NOTE: A collocator may contact its BellSouth Interconnection Services Account Team contact for copies of BellSouth's Request for Negotiations, BSTEI forms and BSTEI line-by-line instructions.

### **6.9.2.2 Interconnecting Service**

Interconnection to Physical Collocation is available at the two-wire or four-wire, DS1, DS3 or Fiber-optic interface levels on a negotiated basis only. Services to be interconnected to a collocation arrangement must be submitted on ASR forms or LSR forms using industry standards and code sets for accurate and complete requests. Please ask your BellSouth contact for specific information. For more information, including selecting the appropriate form, reference the *Access Service Ordering Guide* and Bellcore's Special Reports SR STS-471001 and 471004 regarding the ASR ordering process and field definitions and the *BellSouth Business Rules for Local Ordering* regarding the LSR ordering process and field definitions.

### **6.9.3 Price List References**

BellSouth assesses both non-recurring and recurring charges for physical collocation. The following is a description of each rate element. For the rate element descriptions, a designation of NRC or RC will follow the name of the element to indicate if the element is a non-recurring charge (NRC), a recurring charge (RC), or both. Please reference the Collocation Agreement for specific rate information.

#### **Application Fee - NRC**

The application fee is required per request, per location to cover the engineering and administrative expense associated with reviewing, analyzing and responding to the initial application inquiry. Associated with the review are design and planning activities including an engineering record search for conduit, rack, and floor space availability, preliminary construction design and cost estimates, power engineering assessment, and provisioning interval estimates.

#### **Subsequent Application Fee - NRC**

This one-time fee applies per request for subsequent activity to an existing collocation arrangement when the requested activity does not require BellSouth to expend capital (e.g., floor loading changes, construction of additional enclosure, changes to HVAC requirements, power requirement changes which may result in a power plant upgrade, environmental or safety requirements, or equipment relocation). The fee covers the cost for BellSouth to review, analyze and respond to the subsequent request. The application of this charge assumes the work required by BellSouth is more limited in scope than that required by a new application. Should BellSouth be required to expend capital in fulfilling the subsequent request, a full Application Fee is required.

### **Space Preparation - NRC**

Space preparation fees consist of a nonrecurring charge for Firm Order Processing and monthly recurring charges for Central Office Modifications, assessed per arrangement, per square foot, and Common Systems Modifications, assessed per arrangement, per square foot for cageless and per cage for caged collocation. CLEC-1 shall remit payment of the nonrecurring Firm Order Processing Fee coincident with submission of a Bona Fide Firm Order. The recurring charges for space preparation apply beginning on the date on which BellSouth releases the Collocation Space for occupancy or on the date CLEC-1 first occupies the Collocation Space, whichever is sooner. The charges recover the costs associated with preparing the Collocation Space, which includes survey, engineering of the Collocation Space, design and modification costs for network, building and support systems. In the event CLEC-1 opts for cageless space, the space preparation fees will be assessed based on the total floor space dedicated to CLEC-1.

### **Space Enclosure – RC**

The Space Enclosure Construction Fee is a monthly recurring fee, assessed per enclosure, per location with a one hundred (100) square foot minimum enclosure. It recovers costs associated with providing an optional equipment arrangement enclosure, which include architectural and engineering fees, materials, and installation costs. The cost for additional square feet is applicable only when ordered with the first 100 square feet and must be requested in 50-square-foot increments. The collocator may, at its option, arrange with a BellSouth Certified Contractor to construct the space enclosure in accordance with BellSouth's guidelines and specifications. In this event, the BellSouth Certified Contractor shall directly bill the collocator for the space enclosure, and this fee will not apply.

### **Floor Space - RC**

The floor space charge is a monthly recurring charge that covers the square footage assigned to the collocator for the equipment arrangement. This charge includes reasonable charges for lighting, HVAC, and other allocated expenses associated with maintenance of the Premises but does not include amperage necessary to power the collocator's equipment. When the

collocation space is enclosed, the collocator shall pay floor space charges based upon the number of square feet so enclosed. When the collocation space is not enclosed, the collocator shall pay floor space charges based upon the following floor space calculation: [(depth of the equipment lineup in which the rack is placed) + (0.5 x maintenance aisle depth) + (0.5 x wiring aisle depth)] (width of rack and spacers). For purposes of this calculation, the depth of the equipment lineup shall consider the footprint of equipment racks plus any equipment overhang. BellSouth will assign unenclosed collocation space in conventional equipment rack lineups where feasible. In the event the collocator's collocated equipment requires special cable racking, isolated grounding or other treatment which prevents placement within conventional equipment rack lineups, the collocator shall be required to request an amount of floor space sufficient to accommodate the total equipment arrangement. Floor space charges are due beginning with the date on which BellSouth releases the collocation space for occupancy or on the date the collocator first occupies the collocation space, whichever is sooner.

### **Cable Installation - NRC**

The cable installation charge applies only to collocators who place private fiber entrance facilities to their collocated equipment. This is a one-time charge per cable, per installation to arrange the punch-through to the manhole, pull fiber cable length from the serving manhole to the central office cable vault, perform splicing to collocator provided fire retardant riser, and pull cable length through the central office cable support structure to the collocation arrangement.

### **Cable Support Structure - RC**

This component covers the use and maintenance of the Central Office duct, riser and overhead racking structure when the collocator has elected to provide private fiber entrance to its equipment.

### **Power - NRC**

BellSouth shall make available – 48 Volt (-48V) DC power for CLEC-1's Collocation Space at a BellSouth Power Board or BellSouth Battery Distribution Fuse Bay ("BDFB") at CLEC-1's option within the premises.

Recurring charges for -48V DC power will be assessed per ampere per month based upon the BellSouth Certified Supplier engineered and installed power feed fused ampere capacity. Rates include redundant feeder fuse positions (A&B) and common cable rack to CLEC-1's equipment or space enclosure. When obtaining power from a BDFB, fuses and power cables (A&B) must be engineered (sized), and installed by CLEC-1's BellSouth Certified Supplier. When obtaining power from a BellSouth power board, power cables (A&B) must be engineered (sized), and installed by CLEC-1's BellSouth Certified power Supplier. CLEC-1 is responsible for contracting with a BellSouth Certified Supplier for power distribution feeder cable runs from a BellSouth BDFB or power board to CLEC-1's equipment. Determination of

the BellSouth BDFB or BellSouth power board as the power source will be made at BellSouth's sole, but reasonable, discretion. The BellSouth Certified Supplier contracted by CLEC-1 must provide BellSouth a copy of the engineering power specification prior to the day on which CLEC-1's equipment becomes operational ("Commencement Date"). BellSouth will provide the common power feeder cable support structure between the BellSouth BDFB or power board and CLEC-1's arrangement area. CLEC-1 shall contract with a BellSouth Certified Supplier who will be responsible for the following: dedicated power cable support structure within CLEC-1's arrangement; power cable feeds; terminations of cable. Any terminations at a BellSouth power board must be performed by a BellSouth Certified power Supplier. CLEC-1 shall comply with all applicable National Electric Code (NEC), BellSouth TR73503, Telcordia (BellCore) and ANSI Standards regarding power cabling.

If BellSouth has not previously invested in power plant capacity for collocation at a specific site, CLEC-1 has the option to add its own dedicated power plant; provided, however, that such work shall be performed by a BellSouth Certified Supplier who shall comply with BellSouth's guidelines and specifications. Where the addition of CLEC-1's dedicated power plant results in construction of a new power plant room, upon termination of CLEC-1's right to occupy collocation space at such site, CLEC-1 shall have the right to remove its equipment from the power plant room, but shall otherwise leave the room intact.

If CLEC-1 elects to install its own DC Power Plant, BellSouth shall provide AC power to feed CLEC-1's DC Power Plant. Charges for AC power will be assessed per breaker ampere per month. Rates include the provision of commercial and standby AC power. When obtaining power from a BellSouth service panel, protection devices and power cables must be engineered (sized), and installed by CLEC-1's BellSouth Certified Supplier except that BellSouth shall engineer and install protection devices and power cables for Adjacent Collocation. CLEC-1's BellSouth Certified Supplier must also provide a copy of the engineering power specification prior to the Commencement Date. Charges for AC power shall be assessed pursuant to the rates specified in Exhibit A. AC power voltage and phase ratings shall be determined on a per location basis. At CLEC-1's option, CLEC-1 may arrange for AC power in an Adjacent Collocation arrangement from a retail provider of electrical power.

### **Cross-Connect - NRC and RC**

These elements provide the one-for-one interconnection to BellSouth's tariffed or negotiated service elements as described under Service Capabilities (i.e., connection to a two-wire or four-wire unbundled loop or port, DS1, DS3 fiber-optic service). The cross-connect has a NRC fee for First and Additional and a RC rate component as well.

### **Security Access System – NRC and RC**

The Security Access System charges provide for key and card access to BellSouth premises. NRC charges are applicable per card for activations and for lost or stolen cards. RC charges

are applicable per card for activations and for lost or stolen cards. RC charges are applicable per premises per card. Keys are issued with a NRC charge.

### **Reports - NRC**

Collocators who request space availability reports will be assessed a report fee on an individual basis.

### **Cable Record charges**

These charges apply for work required to build cable records in company systems. The VG/DS0 per cable record charge is for a maximum of 3600 records. The Fiber cable record charge is for a maximum of 99 records.

### **POT Bay – RC**

When a Point of Termination (POT) bay or frame supplied by BellSouth for demarcation is utilized with physical collocation, a recurring monthly charge applies for each cross-connect. There is no non-recurring charge for this element. Effective June 1, 1999, BellSouth no longer utilizes a POT Bay as a demarcation point.

### **Security Escort - NRC**

A security escort will be required whenever the collocator or its approved agent desires access to the entrance manhole or must have access to the Premises after the one accompanied site visit allowed in the Collocation Agreement but prior to meeting BellSouth's security requirements and/or prior to Space Acceptance. Rates for a security escort are assessed in quarter hour increments.

### **6.9.4 Installation Intervals**

Construction and Provisioning intervals are mandated by the various State Commissions and the FCC. In general the guidelines are described below, but will vary slightly in each State. Excluding the time interval required to secure the appropriate government licenses and permits, BellSouth will use best efforts to complete construction for collocation arrangements under ordinary conditions as soon as possible and within a maximum of 90 calendar days from receipt of a Bona Fide Firm Order. Ordinary conditions are defined as space available with only minor changes to support systems required, such as but not limited to, HVAC, cabling and the power plant(s). Excluding the time interval required to secure the appropriate government licenses and permits, BellSouth will use best efforts to complete construction of all other Collocation Space ("extraordinary conditions") within 180 calendar days of the receipt of a Bona Fide Firm Order. Extraordinary conditions are defined to include but are not limited to major BellSouth equipment rearrangement or addition; power plant addition or upgrade; major mechanical addition or

upgrade; major upgrade for ADA compliance; environmental hazard or hazardous materials abatement; and arrangements for which equipment shipping intervals are extraordinary in length.

## **6.9.5 Customer Education**

BellSouth provides an overview on all Local Interconnection and Unbundled elements at CLEC training classes scheduled throughout the year. Customer information packages containing the BellSouth *Collocation Handbook*, Collocation Application and Firm Order documents, line-by-line instructions, and the standard collocation agreement are available from the Account Team Collocation Coordinator (ATCC). Contact the ATCC for more information.

## **6.10 Virtual Collocation**

### **6.10.1 Service Description**

#### **6.10.1.1 Basic Service Description**

Virtual Expanded Interconnection Service (VEIS, or virtual collocation) is a tariffed service offering which provides for the placement of collocator-owned transmission facilities and equipment in BellSouth Central Offices and the interconnection of this equipment to BellSouth switched access, special access, and unbundled network element services. VEIS arrangements are most commonly located in the BST equipment line-up.

As part of the equipment installation, collocators may place a private fiber entrance facility from outside the central office to an interconnection point designated by BellSouth. The entrance facility will be pulled into the central office cable vault, spliced into fire-retardant riser cable provided by the collocator and connected to the equipment arrangement within the central office. If multiple entry points are available and the collocator so desires, multiple entry points will be provided to the collocator for its fiber entrance facilities. Microwave facilities, in lieu of fiber facilities, may be used for interconnection where they may be reasonably provided.

To ensure the compatibility of the transmission capabilities of the facilities and equipment used in the provision of VEIS, equipment and facilities, including the entrance fiber, associated fire retardant riser cable, terminal transmission equipment, plug-ins/line cards, software, unique tools and test equipment, will be provided by the collocator. The collocator will also provide the cabling from the arrangement to the BST cross-connect point and power cabling from the arrangement to the BST-provided power source. The collocator will contract directly with its chosen BellSouth certified vendor for engineering and installation activities for the arrangement. The collocator will lease to BellSouth all equipment and support components required to provision and maintain/repair VEIS on an ongoing basis for the nominal sum of \$1.00.

The VEIS collocator is responsible for performance monitoring, alarm monitoring, and software cross-connect control of all facilities and equipment owned by the collocator and leased from BellSouth. BellSouth will perform all maintenance and repair on collocator equipment once

notified by the collocator that such work is necessary. If a collocator has selected terminating transmission equipment hardware and/or software which is not currently in use in the BellSouth location where VEIS will be provided, the collocator is responsible for payment of tuition fees and employee time and travel expenses associated with any necessary training for BellSouth personnel to install and repair the equipment.

Space is available for VEIS in each BellSouth central office on a first-come, first-serve basis. The Company's central office site designations are listed in the National Exchange Carrier Association (NECA) Tariff FCC No. 4. The first-come, first-serve policy is determined based upon the order of receipt of applications for VEIS along with the Application Fee.

### **6.10.1.2 Basic Service Capabilities And Restrictions**

A virtual collocation arrangement allows a telecommunications service provider an efficient means for connection to BellSouth tariffed services and unbundled network elements, through the purchase of BellSouth cross-connects. VEIS cross-connects provide a one-to-one dedicated transmission path between the interconnector's transmission equipment located in the Central Office and BellSouth's network at two-wire, four-wire, DS1, DS3, and fiber-optic levels.

Two-wire and four-wire cross-connects are for connection to BellSouth's unbundled voice loop, unbundled digital loop, dedicated DS0 services and unbundled port offerings. DS1 and DS3 cross-connects provide a 1.544 Mb or 44 Mb path, respectively, between the collocator and the following BellSouth services: tariffed DS1 and DS3 local channel or interoffice transport offerings (e.g., SPA DS1/DS3, SPA DS1/DS3 Shared Ring, SWA DS1, SWA DS3, SWA Dedicated Transport), central office channelization, Dedicated Ring central office node interfaces, SPA Customer Reconfiguration and unbundled digital (DS1) loops. Fiber-optic cross-connects are for interconnection to BellSouth's SMARTRing optical and LightGate optical interfaces, to unbundled dark fiber (where available), or to another collocated party.

## **6.10.2 Service Inquiry & Ordering Guidelines**

### **6.10.2.1 Equipment Arrangement**

The virtual collocation ordering process has two phases: Application Inquiry and Bona Fide Firm Order. BellSouth requires the submission of its form BSTEI-1-V for both the Application/Inquiry and the Bona Fide Firm Order/Installation phases.

For the Application Inquiry phase, a collocator must submit a complete and accurate BSTEI-1-V Application Inquiry document, with the appropriate Application Fee, for review and planning by BellSouth equipment engineers, space planners and facility planners. The Application is Bona Fide when it is complete and accurate, meaning that all required fields on the Application are completed with the appropriate type of information. A proposed equipment layout and an



estimate of the square footage or bay space required must accompany each Application Inquiry as indications of a bona fide request. BellSouth will inform the CLEC within ten (10) business days of receipt of an Application whether the Application is denied as a result of space availability and whether the Application is considered Bona Fide. BellSouth will process applications for virtual collocation on a first-come, first-serve basis by location as determined through the receipt of the application fee.

Upon receipt of a Bona Fide Application, BellSouth will conduct the following design and planning activities: engineering record search and review to determine availability of conduit, rack, floor space and multiple entry points; determination of requirements of the requested virtual collocation arrangement design; and administrative activities required to process the application. Once BellSouth has completed the design and planning activities, the collocator will be informed of the floor space and power requirements. At this time, BellSouth will provide to the collocator a list of vendors certified to perform equipment installations.

The collocator will contract directly with its chosen BellSouth Certified Vendor for installation. BellSouth will retain project management responsibility and authority related to the installation work done in the central office (decisions as to specific location of the equipment bay, termination panel appearance, assignments, etc.). BellSouth will work cooperatively with the BellSouth Certified Vendor. BellSouth will notify the collocator in writing upon completion of the installation work and prior to activating the virtual collocation arrangement.

#### **6.10.2.2 Interconnecting Service**

Services to be interconnected to a collocation arrangement must be submitted on ASR forms or LSR forms using industry standards and code sets for accurate and complete requests. For more information, including selecting the appropriate form, reference the *Access Service Ordering Guide* and Bellcore's Special Reports SR STS-471001 and 471004 regarding the ASR ordering process and field definitions and the *BellSouth Business Rules for Local Ordering* regarding the LSR ordering process and field definitions.

#### **6.10.3 Price List Reference**

BellSouth assesses both non-recurring and recurring charges for virtual collocation. The following is a description of each rate element, including a NRC indicator for non-recurring and RC for recurring. For rate information, please reference Section 20 of BellSouth's FCC #1 tariff.

#### **Application Fee – NRC**

The Application Fee covers the engineering and administrative expense associated with reviewing, processing and responding to the initial application inquiry. Associated with the

review are design and planning activities, which include an engineering record search for conduit, rack, and floor space availability, and a determination of requirements for the requested VEIS design. The fee is a one-time charge required with each VEIS arrangement application submitted per location.

### **Cable Installation Charge – NRC**

The Cable Installation Charge applies for each VEIS fiber entrance cable ordered installed to an arrangement. Cable installation involves activities associated with arranging the manhole punch-through, pulling the collocator-provided/BellSouth leased fiber cable from the interconnection point to the central office cable vault, installing collocator-provided/BellSouth-leased fire retardant riser cable, and splicing the entrance fiber cable to the riser cable.

### **Cable Support Structure – RC**

This component recovers the use and maintenance of the duct from the point of interconnection to the central office cable vault and for riser and overhead racking structure. The charge applies to each private fiber entrance cable installed.

### **Floor Space – RC**

The VEIS Floor Space component consists of two recurring rate elements: per square foot and per ampere. The per square foot element applies for the floor space required to provision the VEIS arrangement and includes heat, ventilation and air conditioning (HVAC), lighting, and AC power. The per Ampere element consists of two -48 volt direct current feeds (A & B) with battery backup and applies per ampere for the equipment maximum power requirement per manufacturer's specifications.

### **Cross-connect – NRC and RC**

The cross-connect element allows the connection to either access or unbundled network elements. The physical cabling between the collocation arrangement and the cross-connect panel is completed by the collocator's certified vendor. The monthly recurring charge for cross-connects consists of the cross-connect panel, cable racks between the collocation arrangement and cross-connect panel, bay framework and other supporting hardware. Non-recurring charges are assessed on a "First" and "Additional" basis.

### **Training – ICB**

When collocator-provided training is required as described in section I.A. of the Collocation Agreement, the collocator must compensate BellSouth for employee living expenses per day, air fare/travel expenses per trip and labor rate each half-hour for Basic, Overtime, or Premium time.

### **Security Escort**

A Security Escort is provided by BellSouth to a collocator whenever the collocator or approved agent desires access to the collocation arrangement. Charges for the Security Escort are assessed in half-hour increments as Basic, Premium or Overtime charges. A request resulting in the dispatch of a BellSouth employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of three (3) hours.

#### **6.10.4 Installation Intervals**

BellSouth will complete its work for Virtual Collocation under ordinary conditions and under extraordinary conditions within the time frame set forth by the State PUC or the FCC. Although not generally required for Virtual Collocation preparation activities, the time interval required to secure any governmental licenses and permits will be excluded from BellSouth's Virtual Collocation Provisioning interval.

#### **6.10.5 Customer Education**

Customer information packages containing the Collocation Application and Firm Order documents, line-by-line instructions, a copy of the FCC #1 Virtual Expanded Interconnection tariff, as well as additional customer information and assistance with the application are available from the Account Team

### **6.11 Open Advanced Intelligent Network (AIN)**

#### **6.11.1 Service Description**

##### **6.11.1.1 Basic Service Features**

AIN Toolkit 1.0 is a product that is designed to provide a CLEC with the ability to create and offer AIN service applications to its end-users. Service applications are created in a BellSouth-provided Service Creation Environment (SCE) using a BellSouth-provided graphical user interface (GUI). AIN SMS Access 1.0 provides access to the SCE and supports administrative activities (e.g., inputting end-user specific data or accessing usage reports) associated with the service applications that are created using AIN Toolkit 1.0. AIN SMS Access 1.0 is required in conjunction with AIN Toolkit 1.0.

##### **6.11.1.2 Basic Service Capabilities And Restrictions**

AIN Toolkit 1.0: AIN Toolkit 1.0 will allow subscribers to access SS7 call information and AIN processing capabilities to create customized telephone services to meet the needs of end-users. AIN Toolkit 1.0 will support these major classes of applications: routing, incoming call screening, outbound call screening, routing, calls analysis reports, or a combination of these.

With AIN Toolkit 1.0, CLECs may create services by accessing a BellSouth-provided SCE. The SCE provides a set of tools that allows the CLEC to configure AIN capabilities. The tools include a set of nodes, or pre-defined building blocks of AIN service logic that may be combined to create AIN service applications in the form of Decision Graphs (DGs). Once a particular service application has been verified for network and service integrity, it will be distributed to elements (SCPs) in BellSouth's network and will be available for implementation on end-users' lines. Service activation and deactivation will be at the CLEC's discretion.

The triggers available will be: 1) Off Hook Delay, 2) Termination Attempt, 3) Public Office Dialing Plan, 4) Feature Code, 5) Customized Dialing Plan, 6) Off Hook Immediate. The nodes available will be: Announce & Collect, Announcement, Assign, Bill Carrier, Bill Subscriber, Carrier, Come Into, Comparison, Connection, Counter, Directory Number Validation, Day, Distribute, Flexible Table, Geography, Go To, Increment/Decrement, LATA, Leg Treatment, Length, Match, Percent, Query Parameters, Redirection Party ID, Table, Time, Trunk Group.

AIN SMS Access 1.0: The BellSouth provided SCE resides in the BellSouth AIN SMS. AIN SMS Access 1.0 provides the interface that allows CLEC personnel to access the SCE to create or modify AIN service applications. AIN SMS Access 1.0 also provides the capability for the CLEC to add or modify service subscription information, view service related information, and access reports (view online or download).

AIN SMS Access 1.0 supports access security, data security, and security based on class of users. Access security requires a security card authentication process in addition to log-in and password identifiers to the SMS. AIN SMS Access 1.0 ensures that each BellSouth AIN SMS Access 1.0 customer can access only data that belongs to that customer. In addition, the customer controls whatever portions of data may be accessed by each of the customer's users. This type of security is based on class of users, which is selected for each user by the customer.

AIN SMS Access 1.0 will interface only with services provided in association with BellSouth's AIN network or AIN service platforms. The BellSouth SMS is not capable of updating information stored on a non-BellSouth platform (SCP, SN, IP, database, etc.).

### **6.11.1.3 How Does This Service Work?**

The service itself depends on the application developed by the CLEC. As mentioned earlier, AIN Toolkit is a platform that will provide the CLEC with the capability to develop AIN applications. The manner in which services are created are as follows:

1. The CLEC orders AIN SMS Access 1.0 and will have a subscription created on SMS, as well as having security access and User IDs created.
2. The CLEC will use AIN SMS Access 1.0 to gain access to AIN Toolkit 1.0. The CLEC will then be able to create individualized AIN applications (Decision Graphs).
3. The CLEC will use AIN SMS Access 1.0 to download and activate its AIN applications to the BellSouth SCPs.

#### 6.11.1.4 Feature Interaction

The type of AIN Trigger that can be assigned to an end-user's Directory Number may conflict with switch-related features already provided by BellSouth. The charts contained on the next few pages (Figures 16-21) reflect how custom calling services, BellSouth® TouchStar® services, and other central office features interact with AIN Triggers. Limitations are shown by switch type.

The entries in columns two through six of each chart indicate whether or not a given switch feature is compatible with a specific Trigger. Possible table entries include:

<b>Term</b>	<b>Definition</b>
No	Trigger cannot be assigned to a line equipped with this switch-based feature.
Yes	Trigger can be assigned to a line equipped with this switch-based feature.
Special Conditions	Trigger can be assigned to a line equipped with this switch-based feature; however, special interactions may exist.

### 6.11.1.5 Other Special Considerations

If an end-user subscribes to BellSouth® Prestige® service, BellSouth® MultiServ® service, or ESSX service, special conditions may apply. Contact the assigned Account Team representative for assistance before assigning an AIN Trigger to any lines associated with these services.

CUSTOMER CALLING FEATURES	OHI TRIGGER	OHD TRIGGER	TAT TRIGGER	PODP TRIGGER	FC TRIGGER
Call Forwarding Busy Line (CFBL)	NO	NO	YES	YES	YES
Customer Control of CFBL	NO	NO	YES	YES	YES
Call Forwarding Don't Answer (CFDA)	NO	NO	YES	YES	YES
Customer Control of CFDA	NO	NO	YES	YES	YES
Call Forwarding Variable (CFV)	NO	NO	YES	YES	YES
Remote Access to CFV	NO	NO	YES	YES	YES
Multiple Call Forwarding	NO	NO	YES	YES	YES
Call Waiting	NO	NO	YES	YES	YES
Speed Calling 8	NO	NO	YES	YES	YES
Speed Calling 30	NO	NO	YES	YES	YES
Three Way Calling	NO	NO	YES	YES	YES

Figure 16 Interactions with 5ESS Custom Calling Services

Trigger Legend	
OHI	Off-Hook Immediate
OHD	Off-Hook Delayed
TAT	Terminating Attempt Trigger
PODP	Public Office Dialing Plan
FC	Feature Code

<b>TOUCHSTAR FEATURES</b>	<b>OHI TRIGGER</b>	<b>OHD TRIGGER</b>	<b>TAT TRIGGER</b>	<b>PODP TRIGGER</b>	<b>FC TRIGGER</b>
Anonymous Call Rejection (ACR)	NO	NO	YES	YES	YES
Call Block	NO	NO	YES	YES	YES
Caller ID Features	NO	NO	YES	YES	YES
Calling Number Delivery Blocking	NO	NO	YES	YES	YES
Call Return	NO	NO	YES	Special Conditions	YES
Call Selector	NO	NO	YES	YES	YES
Preferred Call Forwarding	NO	NO	YES	YES	YES
Repeat Dialing	NO	NO	YES	Special Conditions	YES

**Figure 17 Interactions with 5ESS BellSouth® TouchStar® Services**

<b>OTHER FEATURES</b>	<b>OHI TRIGGER</b>	<b>OHD TRIGGER</b>	<b>TAT TRIGGER</b>	<b>PODP TRIGGER</b>	<b>FC TRIGGER</b>
MemoryCall® Service	NO	NO	YES	YES	YES
Message Waiting Indication	NO	NO	YES	YES	YES
Ringmaster® Service	NO	NO	YES	YES	YES

**Figure 18 Interactions with other 5ESS Switch Features**

CUSTOM CALLING FEATURES	OHI TRIGGER	OHD TRIGGER	TAT TRIGGER	PODP TRIGGER	FC TRIGGER
Call Forwarding Busy Line (CFBL)	NO	YES	Special Conditions	Special Conditions	YES
Customer Control of CFBL	NO	YES	Special Conditions	Special Conditions	YES
Call Forwarding Don't Answer (CFDA)	NO	YES	Special Conditions	Special Conditions	YES
Customer Control of CFDA	NO	YES	Special Conditions	Special Conditions	YES
Call Forwarding Variable (CFV)	NO	YES	Special Conditions	Special Conditions	YES
Remote Access to CFV (see Note)	NO	NO	NO	Special Conditions	NO
Multiple Call Forwarding	NO	YES	YES	Special Conditions	YES
Call Waiting	YES	YES	YES	YES	YES
Speed Calling 8	NO	YES	YES	YES	YES
Speed Calling 30	NO	YES	YES	YES	YES
Three Way Calling	YES	YES	YES	YES	YES

**Figure 19 Interactions with DMS-100 Custom Calling Services**

NOTE: Remote Access to CFV may be compatible with AIN Triggers on DMS-100 central office switches. However, compatibility testing by the switch manufacturer has not been completed at the time of publication.

Trigger Legend	
OHI	Off-Hook Immediate
OHD	Off-Hook Delayed
TAT	Terminating Attempt Trigger
PODP	Public Office Dialing Plan
FC	Feature Code



TouchStar Features	DDI Features	DDO Features	TDI Features	PDDP Features	PC Features
Anonymous Call Rejection (ACR)	YES	YES	YES	Special Conditions	YES
Call Block	YES	YES	YES	Special Conditions	YES
Caller ID Features	YES	YES	YES	Special Conditions	YES
Calling Number Delivery Blocking	YES	YES	YES	Special Conditions	YES
Call Tracing	YES	YES	YES	Special Conditions	YES
Call Return	NO	NO	YES	Special Conditions	NO
Call Selector	YES	YES	YES	Special Conditions	YES
Preferred Call Forwarding	YES	YES	YES	Special Conditions	YES
Repeat Dialing	NO	NO	YES	Special Conditions	NO

Figure 20 Interactions with DMS - 100 BellSouth® TouchStar® Services

Other Features	DDI Features	DDO Features	TDI Features	PDDP Features	PC Features
MemoryCall® Service	NO	NO	NO	NO	NO
Message Waiting Indication	NO	NO	NO	NO	NO
Ringmaster® Service	YES	YES	YES	YES	YES

Figure 21 Interactions with other DMS - 100 Switch Features

### **6.11.1.6 AIN Toolkit 1.0**

Non-recurring charges will apply for the following rate elements:

- **Service Establishment Charge (per state) (Includes one set of user documentation)**
  - Initial Setup
- **Additional copies of user documentation (per set)**
- **Trigger Access Charge (per trigger, per DN)**
  - Terminating Attempt
  - Off-hook Delay
  - Off-hook Immediate
  - 10-digit Public Office Dialing Plan (PODP)
  - Customized Dialing Plan (CDP)
  - Public Office Dialing Plan (PODP) Feature Code
- **Monthly Report (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Special Study (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Call Event Report (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Call Event Special Study (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Training (if selected by the subscriber)**
  - SS7 signaling and AIN 1.0 messages (two-day training session, per attendee)
  - AIN Toolkit 1.0 (one-and-a-half-day training session, per attendee)
  - AIN SMS Access 1.0 (one-and-a-half-day training session, per attendee)

### 6.11.1.7 AIN Toolkit 1.0

Monthly recurring charges will apply for the following rate elements:

- **Trigger Access Charge (per trigger, per DN)**
  - Terminating Attempt
  - Off-hook Delay
  - Off-hook Immediate
  - 10-digit Public Office Dialing Plan (PODP)
  - Customized Dialing Plan (CDP)
  - Public Office Dialing Plan (PODP) Feature Code
- **SCP Storage Charge (per AIN SMS Access 1.0 service account)**
  - Per 100 kilobytes (or fraction thereof)
- **Monthly Report (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Call Event Report (if selected by the subscriber)**
  - Per AIN Toolkit 1.0 service subscription
- **Query**
  - Per query
- **Type 1 Node (per AIN Toolkit 1.0 service subscription)**
  - Announcement Node
  - Announce and Collect Node
  - Geographic Decision Node
  - LATA Decision Node
  - Writes to Flexible Table
- **Help Desk Support**
  - Per quarter hour (fractions of a quarter hour will be billed for a full quarter hour)

### 6.11.1.8 AIN SMS Access 1.0

Non-recurring charges will apply for the following rate elements:

- **Service Establishment Charge (per state)**
  - Initial Setup
- **Port Connection**
  - Dial/Shared Access
- **ISDN Access (where available)**

- **User Identification Codes**
  - Per User ID Code
- **Security Card (Per User ID Code)**
  - Initial or Replacement

#### 6.11.1.9 AIN SMS Access 1.0

Monthly recurring charges will apply for the following rate elements:

- **Storage**
  - Per 100k Unit
- **Session**
  - Per Minute
- **Company Performed Session**
  - Per Minute
- **Help Desk Support**
  - Per quarter hour (fractions of a quarter hour will be billed for a quarter hour)

#### 6.11.2 Installation Intervals

Normal installation intervals apply and project coordination is not required.

#### 6.11.3 Service Inquiry & Ordering Guidelines

A Service Inquiry is required

P/SIMS will provide information on where AIN Toolkit is available.

Abbreviation	Term
ATTP	AIN Toolkit 10-digit PODP
AT6P	AIN Toolkit 6-digit PODP
ATT	AIN Toolkit TAT
ATOD	AIN Toolkit Off-hook Delay
ATOI	AIN Toolkit Off-hook Immediate
ATCD	AIN Toolkit Customized Dialing Plan
ATFC	AIN Toolkit Feature Code

### **6.11.3.1 Forms**

The Account Team must complete a Service Request Form and fax it to the LCSC and BellSouth Applied Technologies (BAT).

### **6.11.4 Customer Education**

#### **6.11.4.1 Availability Of Material**

Material is available in the CLEC information package.

#### **6.11.4.2 Training Availability**

Training is available through CLEC Conferences.

#### **6.11.4.3 Costs**

N/A

#### **6.11.4.4 How To Order**

AIN Toolkit 1.0 and AIN SMS Access 1.0 should be ordered via a Service Request Form and faxed to the BAT.

## **6.12 Operator Call Processing**

### **6.12.1 Service Description**

Operator Call Processing includes Fully Automated Call Handling and Operator Provided Call Handling (0+ and 0- Operator Assistance).

- Live Operator Call Handling - Minutes of Use
  - With BellSouth LIDB Storage
  - With Non-BellSouth LIDB Storage
- Fully Automated Call Handling - Per Attempt
  - With BellSouth LIDB Storage
  - With Non-BellSouth LIDB Storage

NOTE: LIDB Storage is a competitive service offered by multiple vendors. CLECs may store their data with a LIDB Provider other than BellSouth. CLECs who elect to store their data in the BellSouth LIDB are charged lower Operator Call Processing rates, based upon revenues received by BellSouth due to the storage arrangement, than those who store in a non-BellSouth LIDB. In addition, if a Facility-based CLEC end-user wishes to use its Interim Number

Portability or Remote Call Forwarded number for alternate billing purposes, those numbers must be stored in the BellSouth LIDB until Local Number Portability is deployed. The assigned Account Team representative can provide information about LIDB storage.

### **6.12.1.1 Basic Service Features**

Operator Call Processing is available to all CLECs. While CLEC customers will have certain transport options concerning the method of connectivity to BellSouth's Operator Service System, there are no optional network features directly associated with this service. Connectivity to BellSouth's Operator Services Platform will be accomplished via a trunk group connecting the CLEC customer's Point of Interface (POI) and the BellSouth Traffic Operator Position System (TOPS).

### **6.12.1.2 Basic Service Capabilities And Restrictions**

Operator Call Processing provides live operator (Operator Provided Call Handling) and mechanized (Fully Automated Call Handling) functionality. BellSouth provides the following services to end-users on the CLEC customer's behalf via Operator Call Processing:

- Alternate Billing Services (collect, calling card, and third number billing)
- Person-to-Person calling
- Dialing Assistance and Instructions
- Verification/Interruption of a busy line
- General Assistance (all services BellSouth provides its own end-users)
- Operator Transfer Service
- Emergency Call Trace

The deployment of the BellSouth SS7 network and caller identification feature has reduced the number of such calls requested. The continued deployment of SS7 and its enhanced feature capability over the next 10 years will further reduce the need for Emergency Call Trace. The cost of Emergency Call Trace has not been incorporated into the price of Operator Call Processing, however, BellSouth will continue to provide this service upon request by an emergency agency (police, fire, EMT).

### **6.12.1.3 Selective Class Of Call Screening**

Screen codes provide the CLEC's end-users with the ability to block 1+ dialing, but allow alternately billed calls. The subscribing CLEC must provide updates to the BellSouth table to support this service. Currently, Screening updates for Facility-based CLECs are submitted manually to BellSouth using the Selective Class Of Call Screening/Directory Assistance Call Completion form found in **Appendix C** of this guide.

#### **6.12.1.4 Branding**

The BellSouth operator systems branding feature provides a definable announcement to CLEC end-users using Operator Call Processing prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows the CLEC to have its calls custom branded with the CLEC name.

BellSouth offers three service levels of branding to Facility-based CLECs ordering Operator Call Processing.

- Service Level 1 – BellSouth Branding
- Service Level 2 – Unbranded
- Service Level 3 – Customized Branding

The default Service Level for Facility-based CLECs is Unbranded Operator Call Processing. All service levels require the CLEC to order dedicated trunking from their end office's POI to the BellSouth TOPS switch.

Customized Branding includes charges for front-end, back-end, and 0-automation branding for Operator Call Processing. The recording and loading charges are non-recurring unless the CLEC elects to change the recorded name or requires access to additional TOPS switches. These charges will be populated on the CLEC's master "Q" account. The charge for loading of audio units will be billed on the state master account where the TOPS switch is located. Customized Branding is limited to the CLEC name.

#### **6.12.1.5 How Does This Service Work?**

Providing Operator Call Processing for Facility-based CLECs requires that the call be delivered to the BellSouth TOPS over a dedicated trunk facility. Modified Operator Services Signaling (MOSS) with Expanded Inband Signaling is the standard signaling format to be used to send the originating call to the Operator Services Switch. The signaling provides call control functionality such as coin control, operator hold, operator recall, ringback, and ii digits. Operator Call Processing requires that the CLEC provide Automatic Number Identification (ANI). All local and IntraLATA call completion attempts are routed over an inter-toll trunk facility on direct groups or by tandem routing to the terminating end office that serves the destination number.

#### **6.12.2 Installation Intervals: 30 - 180 days**

BellSouth will make every effort possible to complete service requests by the CLEC customer desired due date. Facility availability and construction requirements impact BellSouth's ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project coordination is required.

### **6.12.3 Service Inquiry and Ordering Guidelines**

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at:

<http://www.atis.org/atis/clc/obf/obfdocs.htm>

#### **Source of Information**

Information is available through the Ordering Guidelines and Account Team. TOPS locations are documented in the *Local Exchange Routing Guide* (LERG). Please see the assigned Account Team representative for more information on the LERG.

#### **Forms**

Required forms include the Operator Services CLEC Questionnaire, ASR, and the Selective Class Of Call Screening/Directory Assistance Call Completion form, found in **Appendix C** of this guide.

### **6.12.4 Customer Education**

#### **6.12.4.1 Availability Of Material**

CLEC training (for more information see the assigned Account Team representative) as well as a CLEC training manual, and ordering guidelines are available. Ongoing updates will be made to all materials to accommodate customer needs and to address any enhancements to this service. Operator Services will be represented at all CLEC Training Conferences.

#### **6.12.4.2 How To Order**

Forward completed ASR forms to the IPC.

#### **6.12.4.3 ASR Ordering Requirements For Operator Call Processing**

##### **TRUNK TYPE - Toll & Assist - FACILITY-BASED**

1. NC = SH-D
2. TRFTYP = OP
3. TTT = 4, 5, 6, or 7
4. OPS = J
5. SECLOC = BST TOPS TANDEM
6. BRAND = Y, C, or R. Y=Install, C=Change, R=Remove. When a Y or C is populated, the announcement must be populated in the ANNC field.



7. ANNC = Company Name to be used for branding recordings
8. EML = 6
9. TK SIG = OE preferred. MOSS with Expanded Inband Signaling is standard. CLECs without this capability may use traditional operator services signaling (Please contact the assigned Account Team). Upgrades from traditional signaling to MOSS require building an entirely new trunk group.
10. D.NPA/NXX = Local Exchange Customer NPA/NXX
11. REMARKS = Branding service level and # of calls and announcement holding time or # of simultaneous connections desired or # of announcement trunks desired.

Operator Services trunk groups will be one-way and must be MF. Separate trunk groups are required for each originating NPA.

#### **TRUNK TYPE - VERIFY TRUNK**

1. NC = SBXG OR SDXG
2. TRFTYP = VR
3. TTT = 1
4. OPS = N/A
5. SECLOC = BST TOPS TANDEM
6. BRAND = N/A
7. EML = 6
8. TK SIG = OE
9. REMARKS =

NOTE: A verification trunk should be ordered only when BellSouth is the provider of Operator Call Processing. This allows the BellSouth operator to verify numbers in the CLEC switch. Verification trunks are built from the BellSouth TOPS to the POI in each LATA.

Two-Way Inward Operator Services are available to CLECs and CLEC Operator Services Providers. Inward Operator Services should be ordered by the CLEC only when an Operator Service Provider other than BellSouth performs Operator Call Processing (0-, 0+) for the CLEC. Two-Way Inward is an Operator-to-Operator connection between the CLEC and BellSouth. It allows the CLEC operator to route to the BellSouth operator and the BellSouth operator to route to the CLEC operator. Please see the assigned Account Team about ordering Inward Operator Services for CLECs.

### **6.13 Directory Assistance Access Service**

#### **6.13.1 Service Description**

##### **6.13.1.1 Basic Service Features**

BellSouth will provide telephone listing information to Facility-based CLEC end-users on behalf of the CLEC customer. While CLEC customers have certain transport options concerning the method of connectivity to BellSouth's Directory Assistance (DA) locations, there are no optional network features directly associated with this service. Connectivity to BellSouth's Directory Assistance locations is accomplished by trunk groups connecting the CLEC's POI and the BellSouth DA location.

#### **6.13.1.2 Basic Service Capabilities And Restrictions**

- Directory Assistance Access CLEC customers will deliver end-user Directory Assistance calls to BellSouth DA location(s) via application specific interconnection trunks. Traffic types other than Directory Assistance calls may not originate via these trunks. DA Plus is part of the basic DA Access Service offering. BellSouth will only provide those listings residing in the BellSouth Directory Assistance Database. Addresses provided via DA Access may not reflect the end-user's actual address.
- National Directory Assistance (NDA) is provided to CLEC end-users where it is available to BellSouth end-users. It is part of the BellSouth basic Directory Assistance product and provided to the CLEC at no additional cost. NDA allows an end-user to call 411 or HNPA-555-1212 and request a listing for anywhere in the United States.
- Directory Assistance Access does not include non-published numbers. The Directory Assistance Operator will advise the end-user making a request for such a number, that the number is non-published.
- Reverse search capability is available where BellSouth provides this service to its own end-users: Alabama, Kentucky, Louisiana, Mississippi, and Tennessee.

#### **6.13.1.3 Branding**

The Directory Assistance Branding feature provides definable announcements to the CLEC end-users prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows the CLEC to have calls custom branded with the name of the CLEC.

BellSouth is currently offering three service levels of branding to Facility-based CLECs that order Directory Assistance.

- Service Level 1 – BellSouth Branding
- Service Level 2 – Unbranded
- Service Level 3 – Customized Branding

The default Service Level for Facility-based CLECs is Unbranded Directory Assistance. All service levels require the CLEC to order dedicated trunking from its end office(s) or POI to the BellSouth Directory Assistance location.

Customized Branding includes charges for recording of the branding announcement and the loading of the audio units in each TOPS switch for which the CLEC requires service. The recording and loading charges are non-recurring unless the CLEC elects to change the recorded name and/or requires access to additional TOPS switches. The recording charges will be placed on the CLEC's master "Q" account. The charge for loading of audio units will be billed on the state master account where the TOPS switch is located. Customized Branding is limited to the CLEC name.

#### **6.13.1.4 How Does The Service Work?**

Providing Directory Assistance Access for Facility-based CLECs requires that the call be delivered to the BellSouth Number Services switch over a dedicated TOPS trunk group type. Modified Operator Services Signaling (MOSS) with Expanded Inband Signaling is the standard signaling format to be used to send the originating calls to the Number Services switch. Directory Assistance Access requires that the CLEC provide Automatic Number Identification (ANI).

If the CLEC does not have the technical capability to provision MOSS, traditional operator services signaling may be used. Please see the assigned Account Team for further information. Any upgrades from traditional to MOSS signaling would require an N and a D order and the provisioning of an entirely new trunk group.

#### **6.13.1.5 Feature Interactions**

N/A

#### **6.13.2 Installation Intervals: 30 - 180 days**

BellSouth will make every effort possible to complete service requests by the CLEC customer Desired Due Date. Facility availability and construction requirements impact BellSouth's ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project coordination is required.

#### **6.13.3 Service Inquiry and Ordering Guidelines**

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at:

<http://www.atis.org/atis/clc/obf/obfdocs.htm>

## **Source of Information**

Information is available through the Ordering Guidelines and Account Team.

## **Forms**

Required forms include the ASR and Operator Services CLEC Questionnaire. Number Services switch locations are documented in the *Local Exchange Routing Guide* (LERG). Please see the assigned Account Team representative for more information on the LERG.

### **6.13.4 Customer Education**

#### **6.13.4.1 Availability Of Material**

CLEC training (see the assigned Account Team), BellSouth Interconnection Web site, and Ordering Guidelines are available. Ongoing updates will be made to all materials to accommodate customer needs and to address any enhancements to this service. Operator Services will be represented at all CLEC Training Conferences.

#### **6.13.4.2 How To Order**

Facility-based CLECs will order necessary POI to TOPS dedicated trunking with or without branding.

#### **6.13.4.3 ASR Ordering Requirements**

##### **TRUNK TYPE - DA WITHOUT CALL COMPLETION - FACILITY-BASED**

- NC = SH-J
- TRFTYP = DA
- TTT = 2
- OPS = N/A
- SECLOC = BST TOPS TANDEM
- BRAND = Y, C, or R. Y=Install, C=Change, R=Remove. When a Y or C is populated, the announcement must be populated in the ANNC field.
- ANNC = Company name to be used for branding recordings
- EML = 6
- TK SIG = OE. MOSS with Expanded Inband Signaling is standard. CLECs without this capability may use traditional operator services signaling. Please contact the assigned Account Team. Upgrades from traditional signaling to MOSS require building an entirely new trunk group.
- REMARKS = If customized branding is ordered, please provide # of calls and announcement holding time or # of simultaneous connections desired or # of announcement trunks desired.

Operator Services trunk group will be one-way and must be MF. Separate trunk groups are required for each originating NPA.

## **6.14 Directory Assistance Call Completion**

### **6.14.1 Service Description**

#### **6.14.1.1 Basic Service Features**

Directory Assistance Call Completion (DACC) Access will be offered to CLECs who also subscribe to Directory Assistance (DA) Access Service. DACC will allow a CLEC end-user's calls to BellSouth Directory Assistance to be automatically (without having to dial the number) completed after obtaining a directory listing number. Following the provisioning of the number from Directory Assistance, a standard announcement will advise the end-user of an option to have the call completed.

#### **6.14.1.2 Basic Service Capabilities And Restrictions**

All local and IntraLATA call completion attempts are routed over an intertoll trunk facility on direct groups or tandem routing to the terminating end office that serves the designated number. An Automatic Message Accounting (AMA) record that includes conversation time, originating, terminating number, and billing details is made for each call completion attempt. The record is in addition to the record made of the Directory Assistance transaction. CLECs that order DACC must also order Directory Assistance. DACC does not stand alone as a service. Directory Assistance Access may, however, be ordered without DACC.

#### **DACC Access Service is available to CLECs subject to the following conditions:**

- CLEC must subscribe to BellSouth Directory Assistance Service.
- CLEC must provide Automatic Number Identification (ANI).
- The requested listing must be a published number.
- The number retrieved from the database must be local or intraLATA with respect to the end-user originating number.
- DACC Access Service is provided via mechanized means. No live Operator Assistance will be provided in conjunction with DACC at this time.
- End-users must indicate via keypad DUAL Tone Multi-Frequency (DTMF) input that they desire call completion.

DACC Access Service may be provided to a CLEC only if all the above conditions are met. NPAs 500, 700, 800, and 900 are not eligible for DACC Access Service. Certain NXXs are also excluded.

**The basic DACC Access Service offering does not include the following:**

- Speech recognition
- Alternate Billing capability
- Access from Public Access Telephones
- Detail Billing
- InterLATA Call Completion
- Retry or sequence calling
- Live Operator Access after selecting Call Completion
- Access from Selective Class of Call Screened Line
- Access from Hotel/Motel or Cellular

**6.14.1.3 Blocking**

Blocking of DACC for CLEC end-users can be provided. The subscribing CLEC must provide updates to the blocking database to support this service. Currently DACC end-user blocking updates are submitted manually to BellSouth using the Selective Class Of Call Screening/Directory Assistance Call Completion form found in **Appendix C** of this guide.

**6.14.1.4 Feature Interaction**

N/A

**6.14.2 Installation Intervals: 30–180 days**

The provisioning of DACC is done simultaneously with that of Directory Assistance Access Service.

BellSouth will make every effort possible to complete service requests by the CLEC customer desired due date. Facility availability and construction requirements impact our ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project coordination is required.

**6.14.3 Service Inquiry and Ordering Guidelines**

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at:

<http://www.atis.org/atis/clc/obf/obfdocs.htm>

**Source of Information**

Information is available through the Ordering Guidelines and Account Team.

## **Forms**

Required forms include the ASR and Operator Services CLEC Questionnaire.

### **6.14.4 Customer Education**

#### **6.14.4.1 Availability Of Material**

CLEC Training (see the assigned Account Team), BellSouth Interconnection Web site, and Ordering Guidelines are available. Ongoing updates will be made to all materials to accommodate CLEC needs and to address any enhancements to this service. Operator Services will be represented at all CLEC Training Conferences.

#### **6.14.4.2 How To Order**

Order through the ASR process (contact the assigned Account Team to complete the Operator Services Questionnaire)

#### **6.14.4.3 ASR Ordering Requirements For DAC**

##### **TRUNK TYPE - DA WITH DACC - FACILITY-BASED**

1. NC = SH-J
2. TRFTYP = DC
3. TTT = 2
4. OPS = N/A
5. SECLOC = BST TOPS TANDEM
6. BRAND = Y, C, or R. Y=Install, C=Change, R=Remove. When a C or Y is populated, the announcement must be populated in the ANNC field.
7. ANNC = Company Name to be used for branding recordings
8. EML = 6
9. TK SIG = OE. MOSS with Expanded Inband Signaling is standard. CLECs without this capability may use traditional operator services signaling. Please contact the assigned Account Team. Upgrades from traditional signaling to MOSS require building an entirely new trunk group.
10. D.NPA/NXX = Local Exchange Customer NPA/NXX
11. REMARKS = If customized branding is ordered, please provide the # of calls and announcement holding time or # of simultaneous connections desired or # of announcement trunks desired.

Operator Services trunk groups will be one-way and must be MF. Separate trunk groups are required for each originating NPA.

## **6.15 Direct Access To DA Service**

### **6.15.1 Service Description**

#### **6.15.1.1 Basic Service Features**

DADAS provides a CLEC with direct access to BellSouth's Directory Assistance Listing Database, Directory Assistance Search Application, and Database Administration Call Control for the sole purpose of providing a traditional voice directory assistance service. Non-published listings and listings of BellSouth customers requesting to be omitted are not provided.

#### **6.15.1.2 Basic Service Capabilities And Restrictions**

DADAS provides the CLEC's operators with the ability to search all eligible BellSouth listings in its database using a BellSouth standard Directory Assistance (DA) search format. BellSouth will provide DADAS from its Directory Assistance (DA) location in Jackson, Mississippi. The CLEC is responsible for providing the physical links and facilities required for connecting to the point of availability in Jackson, Mississippi. These facilities may be purchased from the Telephone Company at rates and charges billed separately from the charges associated with this service.

CLECs are responsible for providing their own switch, operator workstations, audio subsystem (optional), and transport facilities. The minimum service period is one month.

#### **6.15.1.3 How Does This Service Work?**

BellSouth's DADAS product provides high volume customers an alternative to traditional Directory Assistance Service. DADAS permits direct access to BellSouth's Directory Assistance Listing Database, Directory Assistance Search Application, and Database Administration Call Control. To interface, the CLEC must provide its own switch, operator workstations, audio subsystem (optional), and transport facilities. The CLEC will be able to search all available BellSouth subscriber-listing records. Queries to the database will be answered using the standard DA service format. Non-published listings will not be available to the CLEC. DADAS will have the same functionality as traditional Directory Assistance service. DADAS will be available to accept queries 24 hours a day, 7 days a week and will be updated



daily. DADAS will also provide the capability to connect an optional CLEC Audio Subsystem that will release automated messages and telephone numbers.

#### **6.15.1.4 Feature Interaction**

N/A

#### **6.15.2 Installation Intervals**

Normal installation intervals do not apply and project coordination is required.

#### **6.15.3 Service Inquiry and Ordering Guidelines**

##### **6.15.3.1 Information Required**

Ordering of the service is accomplished by contacting Operator Services wholesale product management, Interconnection Services, Industry Relations Account Team, and the CLEC Account Team. The DADAS-ASR-like application will be prepared by Operator Services personnel and forwarded to the appropriate LCSC group to input the service order.

##### **6.15.3.2 How To Order**

CLECs are responsible for providing their own switch, operator workstations, audio subsystem (optional), and transport facilities. The CLEC is responsible for providing the physical links and facilities required for connecting to the point of availability. These facilities may be purchased at rates and charges billed separately from the charges associated with this service.

A manual ASR is required.

#### **6.16 Intercept Access**

Utilize BellSouth Intercept Tandems form located in **Appendix C** of this guide.

##### **6.16.1 Service Description**

###### **6.16.1.1 Basic Service Features**

BellSouth will provide Intercept Access to CLEC end-users on behalf of the CLEC. Intercept Service refers calls from a disconnected or non-working number to the proper number. A database lookup is performed to retrieve the referral number. The referral number is provided to the calling party by a recorded audio announcement.

A separate dedicated intercept trunk facility to the TOPS switch is required for intercept. Standard trunk signaling is used to send the intercepted number to the Number Services switch.

### **6.16.1.2 Basic Service Capabilities and Restrictions**

For Facility-based CLECs, a separate, dedicated intercept trunk facility to the TOPS switch is required for intercept. Standard trunk signaling is used to send the intercepted number to the Number Services switch. Locations of the BellSouth Switches used for intercept can be found in the *Local Exchange Routing Guide (LERG)*. (Please see the assigned Account Team representative for more information on the LERG.)

The subscribing CLEC must provide updates to the intercept database to support the service. Initially, updates will be done via a manual process. Intercepted numbers will be available within 72 hours after being properly provided to the intercept database. Intercept service is provided for three months.

NOTE: Intercept Access provided on behalf of the CLEC by BellSouth is a service the CLEC would use for end-users that are disconnecting their service from the CLEC or changing their telephone number within the CLEC. End-users disconnecting service from BellSouth or changing telephone numbers within BellSouth are provided intercept by BellSouth.

#### **Basic Intercept Access Service does not include the following:**

- Custom Announcements
- Call completion
- Detail Billing

### **6.16.1.3 Updates To The Intercept**

The subscribing CLEC must provide updates to the Intercept database to support the service. Intercepted numbers will be available within 72 hours after being correctly provided by the CLEC to BellSouth. Intercept Service is provided for an average of 3 months or until a limited supply of numbers requires a reassignment. Currently, Intercept updates are submitted manually using the BellSouth LIDB and/or Intercept Service Order form found in **Appendix C** of this guide.

### **6.16.1.4 Feature Interaction**

N/A

### **6.16.2 Installation Intervals: 30-60 days**

BellSouth will make every effort possible to complete service requests by the CLEC's desired due date. Facility availability and construction requirements impact BellSouth's ability to always meet CLEC expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project coordination is not required.

### **6.16.3 Service Inquiry and Ordering Guidelines**

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS web site at:

<http://www.atis.org/atis/clc/obf/obfdocs.htm>

### **Source of Information**

Information is available through the Ordering Guidelines and Account Team.

### **Forms**

Required forms include the ASR and Intercept Update form.

### **6.16.4 Customer Education**

#### **6.16.4.1 Availability Of Material**

Material is available through the Account Team and the BellSouth Interconnection Web site. Ongoing updates will be made to all materials to accommodate CLEC needs and to address any enhancements to this service. Operator Services will be represented at all CLEC Training Conferences.

#### **6.16.4.2 How To Order**

Order through the ASR process.

#### **6.16.4.3 ASR Ordering Requirements**

##### **Trunk Type - Intercept - Facility-based**

1. NC = SDYB OR SBYB
2. TRFTYP = IR
3. TTT = 2
4. OPS = N/A
5. SECLOC = BST TOPS TANDEM
6. BRAND = N/A

7. EML = 6
8. TK SIG = TS

Separate trunk groups are required from each originating NPA.

## **6.17 Operator Systems Branding**

### **6.17.1 Operator Call Processing – Directory Assistance**

#### **6.17.1.1 Basic Service Features**

The BellSouth Operator Systems Branding feature provides a definable announcement to CLEC end-users using Directory Assistance/Operator Call Processing prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows the CLEC to have its calls branded with the CLEC name.

BellSouth offers three service levels of branding to Facility-based CLECs ordering Directory Assistance and/or Operator Call Processing:

- Service Level 1 –BellSouth Branding
- Service Level 2 – Unbranded
- Service Level 3 – Custom Branded

Unbranding is the default service level. All service levels require the CLEC to order dedicated trunking from its end office(s) or POI to the BellSouth TOPS switch.

Customized Branding includes charges for the recording of the branding announcement and the loading of the audio units for front end, back end, and 0-automation branding. The recording and loading charges are non-recurring unless the CLEC elects to change the recorded name or requires access to additional locations. Customized branding is limited to the CLEC name.

## **7.0 Electronic Interfaces and Gateways**

This section provides an overview of the electronic interfaces and gateways available to CLECs to perform Pre-Ordering, Ordering, and Trouble Maintenance functions. They include:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- BellSouth® Robust Telecommunications Access Gateway (RoboTAG™ software)
- Trouble Analysis Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (ECTA)

### **7.1 Local Exchange Navigation System (LENS)**

LENS is an on-line, interactive, menu driven system that permits subscribers to perform pre-order inquiry functions and process requests for various products, features and services currently offered by BellSouth. CLECs can use LENS for either new service (no existing telephone number) or existing service. The CLEC is also able to view Firm Order Confirmations (FOC), Completion Notices (CN), and LSR errors. CLECs using LENS can cancel pending orders or change due dates on pending orders that have been placed via LENS. For more information about LENS, the CLEC should contact its Account Team representative or review the Customer Guides section of the BellSouth Interconnection Services Web site at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

### **7.2 Electronic Data Interchange (EDI)**

Electronic Data Interchange (EDI) is an application-to-computer exchange of business documents in a standard format over a communications path. EDI requires the use of industry guidelines that define the format and the data content of the business transaction. This permits computers to clearly understand the transaction expected and the data necessary to conduct that transaction. Trading partners (e.g., BellSouth and the CLEC) must define the business information and supported standards that are necessary to transact business. This information is then encoded to fit a standard EDI transaction set for data transmission. EDI requires the use of industry guidelines that define the format and the data content of the business transaction. Currently, BellSouth's EDI gateway only supports specific guidelines applicable to ordering. For more information about these standards and the communication requirements, the CLEC should contact its Account Team representative or review the Customer Guides section of the BellSouth Interconnection Services Web site at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

### **7.3 Telecommunications Access Gateway (TAG)**

TAG is similar to EDI in that it is a computer-to-computer exchange of business documents in a standard format over a communications path. TAG provides a bi-directional flow of information from a CLEC to BellSouth's Operational Support Systems (OSS) and from BellSouth's OSS to the CLEC. The TAG interface provides both pre-ordering and ordering functionality through the CLEC's own application interface. Again, similar to EDI, TAG supports specific guidelines applicable to pre-ordering and ordering. For more information about these standards and the communications requirements, the CLEC should review the *TAG API Reference Guide* at the web address listed below or contact its Account Team representative:

[http://www.interconnection.bellsouth.com/markets/lec/oss\\_info.html](http://www.interconnection.bellsouth.com/markets/lec/oss_info.html)

NOTE: This Web site only contains a link to the TAG documentation Web site address, which is password-protected. Only those CLECs requiring access are granted a User ID and password. For more information, the CLEC should contact its Account Team representative.

### **7.4 BellSouth® Robust Telecommunications Access Gateway (RoboTAG™ software)**

The RoboTAG™ software is an interface to the Telecommunications Access Gateway. CLECs can use the RoboTAG™ software to perform pre-ordering inquiry functions such as address validations and telephone number assignments. CLECs can also submit orders for ports, loops, port/loop combinations, and others using the RoboTAG™ software. In addition, the RoboTAG™ software manages the orders that are submitted to BellSouth and the responses that BellSouth returns to the CLEC. For more information about RoboTAG™ software, the CLEC should contact its Account Team representative.

## **7.5 Trouble Analysis Facilitation Interface (TAFI)**

CLEC TAFI is a rules-based, machine-to-machine interface, that automates trouble receipt and screening functionality. TAFI is an application that guides its users through a series of questions and instructions to resolve or route Plain Old Telephone Service (POTS) customer service problems. These questions and instructions, called flows, trigger the collection of relevant data from the customer as well as from BellSouth's downstream applications/systems. TAFI processes the data to provide rapid, consistent, and efficient problem analysis and generates a recommendation for resolving the problem. Results from TAFI fall into one of three categories: resolved/closed, routed to the appropriate entity for resolution, or canceled.

With TAFI, the CLEC is restricted to accessing BellSouth records for its customers only.

For more information about TAFI, the CLEC should contact its Account Team representative or review the Customer Guides section of the BellSouth Interconnection Services Web site at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

## **7.6 Electronic Communications Trouble Administration (ECTA)**

The Electronic Communications Trouble Administration (ECTA) gateway is a machine-to-machine interface built to the ANSI T1.227 and T1.262 national standards. Using ECTA, the CLEC can enter a trouble report, modify an existing trouble report, close an open trouble report, and receive proactive status messages about open trouble reports in BellSouth's Loop Maintenance Operations System (LMOS) and Workforce Administration (WFA) system.

For information about ECTA the CLEC should contact its Account Team representative.

## 8.0 Requesting Customer Service Records

In general, Customer Service Records (CSRs) provide end-user account information. A CLEC cannot access any other CLEC's end-user information.

The CLEC can obtain an end-user's record in one of the following ways:

1. Submitting a Letter of Authorization (LOA) prior to a Firm Order

Prior to submitting a firm order request for local service, the CLEC may provide BellSouth with an end-user LOA request for records. This form can be found in **Appendix D** of this guide.

2. Online Interface

Account information for customers can be obtained online. Larger accounts can be provided electronically via a batch process.

BellSouth will provide CSR information to the CLEC via U.S. mail, fax, or electronic interface, provided the CLEC has submitted the appropriate Letter(s) of Authorization. BellSouth will provide the following Data Elements: Telephone Number or other means of identification, Listed Name, Listed Address, Directory Listing Information, Directory Delivery Information, Billing Name, Billing Address, Service Address, and Product and Service Information.

The CLEC agrees to compensate BellSouth for all BellSouth incurred expenditures associated with providing such information to the CLEC. The CLEC will adopt and adhere to the BellSouth guidelines associated with each method of providing end-user record information.



## **9.0 BellSouth CLEC Training**

BellSouth offers training courses to CLECs to help them interface efficiently with BellSouth. The classes are designed to aid the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved.

Seminars are taught by certified instructors experienced in BellSouth and the telecommunications industry. Seats are available on a first-come, first-serve basis.

Training information can be accessed on the BellSouth Interconnection Services Web site:

<http://www.interconnection.bellsouth.com/training/announce.html>

BellSouth also offers onsite delivery of each course. Call 888-404-9899 for details (some restrictions apply).

### **9.1 Course Schedule**

The CLEC training course schedule is available for viewing or download from the BellSouth Interconnection Services Web site:

<http://www.interconnection.bellsouth.com/training/schedule.html>

A copy of the schedule can be mailed to the CLEC upon request.

Note that the schedule may change based upon attendance totals and other factors. Please verify course availability by calling 888-404-9899 for details.

### **9.2 Course Registration**

The CLEC training course registration form is available for viewing or download from the BellSouth Interconnection Services Web site:

<http://www.interconnection.bellsouth.com/training/schedule.html>

A copy of the registration form can be mailed to the CLEC upon request. Call 888-404-9899 for details.

### **9.3 Course Offerings**

CLEC course offerings are listed and described below. Check the BellSouth Interconnection Services Web site for current courses since offerings are subject to change.

<http://www.interconnection.bellsouth.com/training/info.html>

#### **9.3.1 CLEC Basic**

##### **Course Description**

CLEC Basic was created to meet the needs of anyone requiring fundamental knowledge of the CLEC/BellSouth relationship. Designed for CLECs who have established “Q” accounts, this course also addresses Pre-Ordering, Ordering, Provisioning, Billing, and Maintenance of BellSouth products and services. The role of account teams and the Provisioning process for resale services are also addressed.

As the cornerstone course of the CLEC training curriculum, CLEC Basic includes critical skills and knowledge necessary for success in the additional courses of the CLEC curriculum. This course is for those who issue orders and maintain CLEC orders within the BellSouth region. Accordingly, this is a prerequisite for the more specially focused courses in the CLEC training curriculum.

##### **Target Population**

- All personnel who need a working knowledge of the CLEC/BellSouth interface in the area of non-complex resale services
- CLEC employees involved in the daily activities of ordering, customer services/support, provisioning, and maintenance

#### **9.3.2 CLEC Basic Service Ordering**

##### **Course Description**

This 2-day course is a condensed version of the 5-day CLEC Basic course. In this course attendees are provided a very broad overview of BellSouth business procedures. The class focuses on how to read a Customer Service Record (CSR) and how to complete Local Service Request (LSR) forms. In addition, the course also provides guidance on using BellSouth’s databases, reading BellSouth's tariffs, and navigating several user guides.

Completion of either this course or CLEC Basic is required before attending LENS and EDI courses.

### **Target Population**

- Customer service representatives who will conduct order input activities
- Management or others who manage order processing

### **Prerequisites**

- An established Q Account

## **9.3.3 Unbundled Network (UNE) Overview**

### **Course Description**

This three-day course introduces the concept of Unbundled Network Elements (UNE) available from BellSouth. General descriptions of some of the more common UNEs are provided with instructions for ordering these services, as well as a brief description of the billing elements involved. The area of Maintenance and Repair is also covered in this course.

### **Target Population**

- Personnel responsible for placing orders for UNEs
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

### **Prerequisites**

- CLEC Basic or CLEC Basic Service Ordering

## **9.3.4 Products and Services Overview**

### **Course Description**

This three-day course provides information on BellSouth's voice and data communications products and services targeted at the Residential/Business market. Coverage of each product includes the service description, tariff reference, technical functionality, features, customer applications, and ordering procedures including appropriate service order forms.

The Voice Products Overview covers Residential Basic Local Service, Business Basic Exchange Service, Measured Service Rate, Optional Calling Plans (Area Plus<sup>®</sup> plan), BellSouth<sup>®</sup> Complete ChoiceSM plan, Hunting Service, Custom Calling Services, BellSouth<sup>®</sup> MemoryCall<sup>®</sup> Service, BellSouth<sup>®</sup> MultiServ<sup>®</sup> Service, BellSouth<sup>®</sup> RingMaster<sup>®</sup> Service, PBX Trunks, DID Service and Off Premise Extensions.

The Data Services Overview explains BellSouth's 2.4-64 kbps digital data services, DS1-DS3 digital data services, Integrated Services Digital Network (ISDN), Fast Packet Service, LAN-to-LAN connectivity, BellSouth's data services that utilize a self-healing ring topology and SONET technology, and BellSouth's network management and reconfiguration tool.

### **Target Population**

- Sales
- Customer service ordering personnel
- CLEC administrators

### **Prerequisites**

- CLEC Basic or CLEC Basic Service Ordering

## **9.3.5 Trouble Analysis Facilitation Interface (TAFI)**

### **Course Description**

TAFI training provides students with an understanding of BellSouth's rules-based computer system for automated trouble receipt and screening of residence and business customer service problems with non-complex, Plain Old Telephone Service (POTS).

This two-day training class provides students with a high level of simulation and hands-on interaction with the TAFI training database. The lectures and hands-on exercises prepare students to effectively use TAFI for processing trouble reports and routing them for restoration. Upon completion of the course, CLEC students are expected to be able to effectively handle initial and subsequent trouble reports.

The *TAFI End-User Guide* is covered with students during the class to facilitate use of the document as a training text and operational reference. The course is designed to enable CLEC employees to return to their respective companies and facilitate TAFI training or use the TAFI system effectively to handle non-complex service repair calls from end-user customers.

### **Target Population**

- CLEC maintenance administrators
- CLEC-appointed trainers, supervisors, or managers

### **Prerequisites**

- Completion of CLEC Basic or CLEC Basic Service Ordering or experience in either provisioning or maintenance of local exchange service
- Commitment from sending company that trained resource will utilize acquired skills and knowledge immediately

## **9.3.6 Local Exchange Navigation System (LENS)**

### **Course Description**

This two-day course is designed to acquaint attendees with and enable them to successfully demonstrate use of LENS in a live production mode. Functions covered in the class include validating customer addresses, selecting telephone numbers, determining the availability of

services and features within specific C.O.'s, calculating due dates, and viewing customer records. Attendees will also successfully submit orders for typical simple residence and business resale orders. In addition, attendees will view the status and details of orders that are in error/clarification status, and issue supplements to pending orders.

### **Target Population**

- Order entry personnel
- Customer appointed trainers

### **Prerequisites**

- CLEC Basic or CLEC Basic Service Order or current knowledge of how to properly submit orders
- Typical PC user skills

## **9.3.7 Telecommunications Access Gateway (TAG)**

### **Course Description**

The TAG training course provides information and instruction to CLEC programmers to prepare them to design and develop client applications for the BellSouth TAG gateway. The course provides detailed documentation and information concerning the standard interface (API) that TAG provides to CLECs for use in developing their TAG-related OSS infrastructures.

The course includes one day of classroom instruction followed by one day of hands-on programming in a PC environment. During classroom instruction, the students learn about the Pre-Ordering and Ordering processes available through TAG. These processes enable CLECs to exchange information about current and future retail service. Students also are provided with examples of the exchange of information through the TAG API necessary for CLECs to service their customers. During the hands-on portion of the class, students put this knowledge into practice as they examine and execute a prototype of a TAG client application using pre-built source code components provided to them by their instructor(s).

### **Target Population**

- System designers and programmers

### **Prerequisites**

- C++ programming language
- Good understanding of the CLEC's business requirements

## **9.3.8 Access Service Request (ASR) - Order Local Interconnection**

### **Course Description**

This 3-day course introduces students to the concepts of requesting local interconnection trunking from BellSouth. The curriculum includes overviews of the architecture of local interconnection trunking for call transport and termination as well as guidelines for using the ASR for ordering these specific types of services. Students will be introduced to both manual and mechanized ordering environments. The *Access Service Ordering Guide (ASOG)* will be used as the primary reference document to teach students specific Access Service Request (ASR) forms and data element requirements for preparation of Access Service Requests.

### **Target Population**

- Employees of facility-based CLECs responsible for ordering Local Interconnection Trunking

### **Prerequisites**

- CLEC Basic or CLEC Basic Ordering
- CLEC Unbundled Network Elements (UNEs) Overview

## 10.0 Business Process Overviews

This section provides a high-level process overview for the following areas:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance & Repair
- Billing
- Collocation
- Local Number Portability Ordering Process

Each overview is intended to give the CLEC a primer of each business process. Since the overviews are not meant to supply details of the business processes, references are provided for more specific information.

### 10.1 Pre-Ordering Process

Pre-Ordering is the first step in the local ordering process with BellSouth. The Pre-Ordering process begins when the CLEC submits a request completed with the appropriate customer data. Once the request is submitted, data validation is performed to ensure that there is complete and accurate information provided on the LSR. If the CLEC is using one of the provided BellSouth electronic interfaces (e.g., LENS, RoboTAG™ software), data validation is a function of the interface. Data will be validated including information provided on address, telephone reservation, feature/service availability, installation intervals/scheduling and customer record information. In the case of the CLEC developed interfaces (e.g., TAG, EDI), the CLEC is responsible for designing the interface with its desired level of data validation functionality.

If the CLEC submits the LSR package of forms manually (i.e., fax or mail), the data validation is performed by the Local Carrier Service Center (LCSC) as part of the ordering process. Requests to the CLEC for clarification on the LSR are a component of data validation. If the CLEC chooses to submit the LSR manually, it is recommended that the CLEC complete the electronic pre-ordering process to ensure accurate ordering.

In addition to the LSR form, the CLEC must also provide the End-user Information Form (EU) and the appropriate combination of the service specific forms (Resale Service, Loop Service, Number Portability, Loop Service with Number Portability, Port Service, and Directory Listing Request) during the Ordering processes. To improve the CLEC's efficiency and effectiveness, BellSouth has developed the *BellSouth Business Rules for*

*Local Ordering* document for assisting the CLEC in identifying the correct form and relevant information necessary to accurately complete each form. This document can be found on the BellSouth Interconnection Services Web site at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

Service inquiries are performed as needed to ensure facilities availability for some service requests. Service inquiries are made by the CLEC Account Team once the LSR has been received from the CLEC. The Account Team sends the service inquiry to the appropriate downstream BellSouth organizations (e.g., Outside Plant Engineering, Circuit Provisioning Group, and Circuit Capacity Management) to ensure facilities are available.

The Pre-Ordering process available electronically can be divided into six distinct sub-processes. These sub-processes allow for a logical breakdown of the pre-ordering process. Listed below are the sub-processes and descriptions.

***Address Validation:*** This sub-process is performed to validate a customer address.

***Telephone Number Reservation:*** This sub-process is performed to select and reserve a telephone number.

***Feature/Service Availability:*** This sub-process is performed to validate the availability of a requested feature/service in a particular switch.

***Installation Intervals & Scheduling:*** This sub-process is performed to assign a target installation interval and service dates.

***Customer Service Record Information:*** This sub-process is performed to reference records for the CLEC's customers and existing BellSouth customers.

***Service Inquiry:*** This sub-process is performed by BellSouth for CLEC service requests, as needed, once the service request is received by the CLEC Account Team. The activities in this sub-process differ based on the type of service ordered.

For more detailed information on the Pre-Ordering process, please refer to *the BellSouth Pre-Ordering and Ordering Overview Guide*, *the Pre-Order Business Rules*, and *the Pre-Order Business Rules Data Dictionary*. These documents can be found at on the BellSouth Interconnection Services Web site at <http://www.interconnection.bellsouth.com/guides/guides.html>



## 10.2 Ordering Process

NOTE: Since the Pre-Ordering process overview contains information that is relevant to the Ordering process as well, review the Pre-Ordering process overview before reading this section.

The Ordering process is used by a CLEC to submit orders for products and services offered by BellSouth. The process begins when the CLEC transmits a LSR to BellSouth either electronically via the Local Exchange Navigation System (LENS), Electronic Data Interface (EDI), the Telecommunications Access Gateway (TAG), or the Robust Telecommunications Access Gateway (RoboTAG™ software) or manually via fax or mail to the Local Carrier Service Center (LCSC).

The Ordering process validates the LSR data and generates a service order. Since incomplete, incorrect, or conflicting information can result in BellSouth's inability to issue orders as requested, the LSR may be returned to the CLEC for clarification as necessary. Once the LSR is validated and a service order has been issued by the LCSC, BellSouth issues a Firm Order Confirmation (FOC) to the CLEC. At that point, the Ordering process is considered complete and provisioning of the service begins.

NOTE: The Ordering process may differ depending on whether the requested service/product is Simple, Complex, or an Unbundled Network Element (UNE).

The Ordering process can be divided into three distinct sub-processes. Listed below are the Ordering sub-processes and descriptions.

**Order Process Submission:** The CLEC submits an LSR electronically through LENS, EDI, TAG, or RoboTAG™ software or manually to the LCSC via fax or mail.

**Order Process Validation & Clarification:** BellSouth validates the LSR by performing accuracy, completeness, and validity checks. This sub-process also involves the return of the LSR to the CLEC for explanation of information provided or not provided.

**Order Process Confirmation:** Order Process Confirmation occurs when the service request becomes a service order(s) and is recorded in BellSouth's Service Order Control System (SOCS) for provisioning. At this point, a FOC is sent to the CLEC.

For more detailed information on the Ordering process, please refer to the *BellSouth Pre-Ordering and Ordering Overview Guide*, *BellSouth Business Rules for Local Ordering*, the *Local Exchange Ordering Implementation Guide (LEO IG) Volume II*, the *LEO IG Volume III*, the *BellSouth EDI Specifications Guide*, the *Local Exchange Navigation System (LENS) User Guide*, and the *TAG API Reference Guide*. These documents can be

found at on the BellSouth Interconnection Services Web site at  
<http://www.interconnection.bellsouth.com/guides/guides.html>

Please contact the assigned Account Team representative for more information regarding the documents that require a password to view.

### 10.3 Provisioning Process

The Provisioning process includes all of the activities necessary for BellSouth to provide telecommunications services on a CLEC order. Provisioning begins once a complete and accurate service order is produced by BellSouth's Service Order Control System (SOCS). The provisioning process includes facilities assignment, software changes, circuit design, issuance of technician work orders, service coordination/installation and testing/activation procedures. Provisioning is considered complete once the completion information is received by SOCS and routed to the appropriate systems.

The process for Provisioning is determined by various factors such as the type of service(s) order (designed or non-designed), the service(s) being requested, features, and number of new connects. The complexity of the service(s) ordered may dictate additional activities to ensure accurate provisioning of the order.

The Provisioning process can be divided into four logical sub-processes. Listed below are the Provisioning sub-processes and descriptions.

**Order Assignment:** This sub-process begins at SOCS and includes all assignment activities. Once the service order information is received by SOCS, it is transmitted to the necessary downstream systems based on the information contained in the service order. These systems provide assignment information back to SOCS.

**Order Design:** This sub-process includes all circuit design activities. If circuit design is needed (designed orders only), the order will be sent to the Circuit Provisioning Group (CPG).

**Service Work:** This sub-process begins once the order assignment and design information is received by the various BellSouth service centers via the appropriate systems, depending on service type. Installation occurs during this sub-process. Service work ends when all appropriate centers have completed their portion of the provisioning process.

**Provisioning Completion:** This sub-process begins once service completion information is received by the appropriate BellSouth systems. Provisioning is complete once completion notice information is sent to the appropriate systems and billing information has been sent to BellSouth's billing systems. Depending upon the CLEC's billing period, a bill may not be generated for 20-30 days after completion.

For more detailed information on the Provisioning process, please refer to the *Products and Services Interval Guide* at <http://www.interconnection.bellsouth.com/guides/guides.html> or contact the assigned Account Team representative.

## 10.4 Maintenance and Repair Process

The Maintenance and Repair process involves the procedures in place to receive and resolve service trouble issues. Typically, this will involve a CLEC (i.e., Facility-Based or Reseller) reporting a problem with its customer's local service. BellSouth will follow a set of standard procedures to locate the trouble, identify the correct course of action, and resolve the problem in the minimal amount of time possible. CLECs are responsible for the retention and administration of records and end-user communications related to all repair and maintenance activities.

The process begins when a CLEC customer calls his/her local service provider to report a service problem. Facility-based carriers are required to first check their own facilities to see if the problem resides within their own or customer provided equipment. If the trouble is related to BellSouth's equipment, the CLEC will then call either the BellSouth Resale Maintenance Center (BRMC) or the Unbundled Network Element Center (UNEC). The BRMC provides a single point of contact and accountability for all Resale CLECs, for the maintenance of Non-Complex Resale Services, and for the provisioning and maintenance of Complex Resale Services. The UNEC provides provisioning and maintenance support for all Facility-Based CLEC products.

Depending upon the type of service, a BRMC or UNE center agent will enter the trouble ticket into one of BellSouth's two trouble management systems. After the trouble ticket is entered, the equipment and facilities are tested to locate the source of the trouble. Based on the type of service, a center agent tests the circuit and interfaces by utilizing mechanized and non-mechanized testing systems to locate the trouble.

Upon locating the trouble, the trouble ticket is electronically dispatched to a technician to make the repair. The technician makes the repair and restores service to the customer.

Once the technician/agent has restored the service, the CLEC is notified that service has been restored and the technician/agent closes the trouble ticket in the Trouble Management System.

NOTE: Electronic interfaces (i.e., TAFI and ECTA) are available to CLECs to perform trouble maintenance functions. More detail about these options can be found in the *Electronic Interfaces* section of this guide.

As described above, the Maintenance and Repair process can be divided into four distinct sub-processes:

***Trouble Ticket Reporting:*** This sub-process includes the collection and entry of all relevant trouble information into BellSouth's Trouble Management Systems.

***Testing and Analyzing the Trouble:*** This sub-process involves testing to determine the location of the trouble (Facilities, Equipment, Customer Provided Equipment, and Software).

***Correcting the Trouble:*** This sub-process involves the procedures followed to restore service. This may or may not involve dispatching a trouble ticket to a technician; however, in either case, the service provider's (i.e., BellSouth) agent is assigned a trouble ticket and is responsible for restoring service to the customer.

***Closing the Trouble Ticket:*** This sub-process includes closing of the trouble ticket in BellSouth's Trouble Management System and notification that service has been restored.

For more detailed information on the Maintenance and Repair process, please contact the assigned Account Team representative.

## 10.5 Billing Process

The Billing process includes daily processing of service orders for account creation and updating, collection of usage to be applied to an account, calculation of charges for usage and services to be applied to an account, and issuance of a bill to the CLEC. The Billing process is a continuous cycle, but a billing period can be viewed as a completion of one cycle of the entire billing process. The billing period begins with the aggregation and calculation of usage charges, recurring charges, and non-recurring charges. The billing period ends when a bill is transmitted to the customer. BellSouth has 20 billing periods, grouped by accounts. The CLEC will be assigned a billing period, which will remain constant.

CLEC billing takes place in either the Customer Records Information System (CRIS) or the Carrier Access Billing System (CABS). CRIS processes billing information for resale services sold to CLECs. CABS processes billing information for access services sold to Interexchange Carriers (IXCs) and central office access services sold to companies such as CLECs without central office access to the customer but needing access to the customer along the “final mile”.

Billing can be divided into six, distinct sub-processes; however, from a high level it is helpful to categorize the billing sub-processes into Daily Processing and Bill Period Processing. Daily Processing is a continuous process and functions independently of bill periods and customers. Daily Processing includes Daily Service Order Processing and Message Processing. Bill Period Processing is account-specific and is the set of processes that occurs during an actual billing period, including Bill Calculation, Bill Format, Bill Verification, and Bill Distribution.

Examine the descriptions below for a better understanding of each sub-process.

***Daily Service Order Processing:*** This sub-process receives and processes completed service orders on a daily basis from BellSouth’s Service Order Control System (SOCS) and updates customer accounts in CRIS and CABS with the appropriate services and billing indicators.

***Message Acquisition and Processing:*** This sub-process collects usage data, edits and validates the usage, then packages and routes the usage to the appropriate billing system (CRIS or CABS) for processing and guiding to the appropriate account.

***Bill Calculation:*** This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service on the account, fractional month charges when appropriate, usage, surcharges, and taxes. This sub-process also applies aggregation rules and discounting.

***Bill Format:*** This sub-process produces variable sized and formatted invoices (e.g., face page, bill messages) based on specific customer criteria or industry standards.

***Bill Verification:*** This sub-process checks for accuracy of bill content and format in order to catch billing problem trends. Bill Verification occurs daily and problem trends that are detected are investigated and corrected.

***Bill Distribution:*** This sub-process prints and distributes billing invoices through electronic media and paper.

For more detailed information on the billing process, please refer to the BellSouth Interconnection Services Web site at <http://www.interconnection.bellsouth.com> or contact the assigned Account Team representative.

## 10.6 Collocation Process

Collocation is the process of locating CLEC equipment and facilities in BellSouth Central Offices. There are two types of BellSouth collocation offerings: Physical Collocation and Virtual Collocation.

Physical Collocation is a negotiated service that offers installation of collocator-owned equipment and facilities in leased BellSouth central office floor space for the purpose of connecting to the BellSouth network. The collocator is solely responsible for the timing, alarming, monitoring, performance, maintenance, provisioning and repair of its installed equipment.

Virtual Expanded Interconnection Service (VEIS), or Virtual Collocation, is a tariffed service that offers placement of collocator-owned transmission facilities and equipment in BellSouth's central offices and the interconnection of this equipment to BellSouth's network services. BellSouth leases the equipment from the collocator and is responsible for the maintenance of the equipment.

Collocation begins when BellSouth receives the collocation application form from the CLEC. It is complete when a space acceptance meeting is conducted between the CLEC and BellSouth Representatives and the CLEC accepts the space. Early acceptance cases in which the CLEC has the ability to install its equipment prior to the completion of provisioning also exist.

Collocation can be divided into two distinct sub-processes:

**Application:** Application begins when the CLEC prepares and submits the collocation application form, with the appropriate application fees, and ends when the BellSouth Account Team Collocation Coordinator (ATCC) returns a full response to the application to the CLEC. The response includes an estimate of the cost to provision the arrangement. There is an intermediate milestone in which the ATCC responds to the CLEC regarding space availability.

**Provisioning:** Provisioning begins when the CLEC returns a Firm Order, including 50% of the estimated cost to provision the arrangement, to BellSouth and ends when the collocation arrangement has been accepted by both the CLEC and BellSouth. This sub-process consists mainly of the work required to prepare the BellSouth central office collocation space.

For more detailed information concerning the Collocation process, please refer to the *Physical Collocation* and *Virtual Collocation* sections of this guide and to the *Collocation Handbook* at <http://www.interconnection.bellsouth.com/guides/guides.html>



## 10.7 Local Number Portability Ordering Process

The Local Number Portability (LNP) allows end-users to retain their telephone number when switching local exchange carriers. This particular form of local number portability is known as service provider portability.

The LNP ordering process begins when a CLEC submits an LNP LSR to BellSouth. Upon receipt and validation of a LSR, BellSouth issues a FOC to the CLEC with a due date and service orders are issued, if applicable. It is the CLEC's responsibility to send a "Create Subscription Version (SV)" to the Number Portability Administration Center (NPAC) upon receiving a FOC. This indicates the CLEC's intent to port the number. BellSouth then sends a "Concur SV" to NPAC. The CLEC then sends an "Activate SV" to NPAC on the due date, indicating that the number has been ported.

After receiving notification from NPAC about the CLEC's "Activate SV," BellSouth issues or completes a Disconnect service order, and listing order if applicable, depending on the type of request. BellSouth then sends an E911 Unlock message to SCC, a neutral third party responsible for the E911 database administration. The CLEC sends an E911 Migrate message to SCC.

It is important to note that a supplemental LSR is needed to modify the due date or add or remove phone numbers from the request. BellSouth will return a FOC for the supplemental LSR. At that time, the CLEC must modify the SVs for each telephone number at the impact.

The LNP ordering process can be divided into four sub-processes :

**Order Submission:** CLEC sends an LNP LSR to the BellSouth LCSC via manual or electronic interface.

**Order Validation:** BellSouth validates the CLEC LSR for errors, and requests clarification when necessary.

**Order Administration:** BellSouth issues service orders for LNP requests, if applicable. BellSouth sends a FOC to the CLEC, if clarification is not needed. The CLEC receives the FOC and immediately sends a "Create SV" to NPAC. BellSouth then sends a "Concur SV" to NPAC. The CLEC sends the "Activate SV" to NPAC on the due date, porting the number.

**Order Completion:** BellSouth issues or completes the Disconnect order, and listing order if applicable, and sends E911 Unlock message to SCC. The CLEC sends E911 Migrate message to SCC.

For more detailed information concerning the LNP ordering process, please refer to the *Local Number Portability Ordering Guide for CLECs* at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

## **11.0 Resources and Contact Information**

The resources included in this section are available to assist the CLEC in becoming familiar with the information available from BellSouth for the CLEC community.

### **11.1 BellSouth Interconnection Services Web Site**

The most current CLEC information is always available on the BellSouth Interconnection Services Web site, including all contact information included in this section of the Start-Up Guide. In addition, the Web site features an easy to use e-mail option.

<http://www.interconnection.bellsouth.com>

Other helpful information is also available on the BellSouth Interconnection Services Web site.

#### **11.1.1 Customer Letters/Announcements**

<http://www.interconnection.bellsouth.com/>

From the BellSouth Interconnection Services home page, click on “Carrier Notifications” on the menu on the left of the page. From there, click on “Customer Letters/ Announcements” to view specific documents.

Recommendation: Check this location weekly.

#### **11.1.2 Carrier Network Notifications**

<http://www.interconnection.bellsouth.com/>

From the BellSouth Interconnection Services home page, click on “Carrier Notifications” on the menu on the left of the page. From there, click on “Carrier Notification Letters” to view specific documents.

Recommendation: Check this location regularly.

#### **11.1.3 Tariffs & Notifications**

<http://cpr.bellsouth.com/>

### 11.1.4 Technical References

[http://www.interconnection.bellsouth.com/products/tech\\_ref.html](http://www.interconnection.bellsouth.com/products/tech_ref.html)

### 11.1.5 Keyword Search Feature

<http://www.interconnection.bellsouth.com/>

From the BellSouth Interconnection Services home page, click on “Search.” Enter a “keyword” to search for information of interest.

## 11.2 Local Exchange Carrier Web Site

<http://www.interconnection.bellsouth.com/markets/lec.html>

From the “Local Exchange Carriers” menu the following topics can be accessed:

CLEC Brochure	<a href="http://www.interconnection.bellsouth.com/markets/lec/clec_brochure.html">http://www.interconnection.bellsouth.com/markets/lec/clec_brochure.html</a>
CLEC Products	<a href="http://www.interconnection.bellsouth.com/markets/lec/clec_prod.html">http://www.interconnection.bellsouth.com/markets/lec/clec_prod.html</a>
CLEC Training	<a href="http://www.interconnection.bellsouth.com/training/announce.html">http://www.interconnection.bellsouth.com/training/announce.html</a>
CLEC Reports	<a href="http://www.interconnection.bellsouth.com/markets/lec/clec_report.html">http://www.interconnection.bellsouth.com/markets/lec/clec_report.html</a>
Customer Guides	<a href="http://www.interconnection.bellsouth.com/guides/guides.html">http://www.interconnection.bellsouth.com/guides/guides.html</a>
Customer Newsletters	<a href="http://www.interconnection.bellsouth.com/news/clecnews.html">http://www.interconnection.bellsouth.com/news/clecnews.html</a>
Customer Service Centers	<a href="http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html">http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html</a>
Disaster Basic 911/E911 by State/Co	<a href="http://www.interconnection.bellsouth.com/markets/lec/911/911_availability.html">http://www.interconnection.bellsouth.com/markets/lec/911/911_availability.html</a>
Enhanced Service Provider Service Center (ESPSC)	<a href="http://www.interconnection.bellsouth.com/about/centers/ESPSC.html">http://www.interconnection.bellsouth.com/about/centers/ESPSC.html</a>
CLEC Forms	<a href="http://www.interconnection.bellsouth.com/forms/lec/lec_form.html">http://www.interconnection.bellsouth.com/forms/lec/lec_form.html</a>
Network Operations Centers	<a href="http://www.interconnection.bellsouth.com/markets/lec/net_cntr.html">http://www.interconnection.bellsouth.com/markets/lec/net_cntr.html</a>
OSS Information Center	<a href="http://www.interconnection.bellsouth.com/markets/lec/oss_info.html">http://www.interconnection.bellsouth.com/markets/lec/oss_info.html</a>

### 11.3 Additional Resources

Additionally, the following resources are available to assist CLECs:

Topic	Resource	Contact & Additional Information
<ul style="list-style-type: none"> <li>Initial Point of Contact</li> <li>General CLEC Questions</li> <li>Activation</li> </ul>	Pre-Sales Quality Team (PQT)	<p><u>Phone Number</u> 888-560-CLEC (888-560-2532)</p> <p><a href="http://www.interconnection.bellsouth.com/contact/contact.html">http://www.interconnection.bellsouth.com/contact/contact.html</a></p>
<ul style="list-style-type: none"> <li>BellSouth Advertising and Publishing Corporation (BAPCO) contracts and directory delivery</li> </ul>	BAPCO	<p>Director- LEC Interface Room 270 59 Executive Park South Atlanta, Georgia 30329</p> <p><u>Phone Number</u> 404-982-7105</p> <p><u>Fax Number</u> 404-982-6907</p>
<ul style="list-style-type: none"> <li>Listings in Customer Guide Pages of BellSouth Printed Directories</li> </ul>	BAPCO	<p>Please see above</p> <p>CLEC must complete Competitive Local Exchange Carrier Information for BellSouth Advertising &amp; Publishing Corp. Customer Guide Pages form found in <b>Appendix E</b>.</p>
<ul style="list-style-type: none"> <li>Daily Operations Reports (PF Report and PON Status Report)</li> </ul>	Interconnection Services Daily Operational Report Web site	<p><a href="https://clec.bellsouth.com">https://clec.bellsouth.com</a></p> <p>NOTE: This is a secure site and requires user IDs and passwords. Contact the assigned Account Team for additional information.</p>
<ul style="list-style-type: none"> <li>Monthly Performance Measurement</li> </ul>	Monthly Performance Measurement Web site	<p><a href="https://pmap.bellsouth.com">https://pmap.bellsouth.com</a></p> <p>NOTE: This is a secure site and requires user IDs and passwords. Contact the assigned Account Team for additional information.</p>

Topic	Resource	Contact & Additional Information
<ul style="list-style-type: none"> <li>Disaster Response</li> </ul>	Disaster Response Area on Interconnection Web site	<a href="http://www.interconnection.bellsouth.com/network/disaster.html">http://www.interconnection.bellsouth.com/network/disaster.html</a>
<ul style="list-style-type: none"> <li>Provisioning Customer Support</li> </ul>	Provisioning Customer Support (please see Interconnection Agreement)	8am - 5pm (local time), Monday - Friday (excluding holidays) 8am - 5pm (local time), Saturday (excluding holidays) for non-designed, non-coordinated services.  Any requests for provisioning and installation services outside of the hours listed in the interconnection agreement may be subject to extra billing charges.
<ul style="list-style-type: none"> <li>Maintenance Centers</li> </ul>	Maintenance Centers (please see Interconnection Agreement)	BellSouth Maintenance Centers are available 24 hours a day, 7 days a week
Billing <ul style="list-style-type: none"> <li>Processing Local Service Requests</li> </ul>	Local Carrier Service Center (LCSC)	UNE, Consumer, Complex, Small Business LCSC:  <a href="http://www.interconnection.bellsouth.com/about/centers/LCSC_locations.html">http://www.interconnection.bellsouth.com/about/centers/LCSC_locations.html</a>  Billing LCSC:  <a href="http://www.interconnection.bellsouth.com/forms/billing&amp;collections.html">http://www.interconnection.bellsouth.com/forms/billing&amp;collections.html</a>  The LCSC is responsible for providing the following services for its customers: <ul style="list-style-type: none"> <li>Handling billing inquiries and payment arrangements</li> <li>Delivering authorized end-user record information</li> <li>Processing service order requests</li> </ul>

Topic	Resource	Contact & Additional Information
<ul style="list-style-type: none"> <li>Maintenance and Repair of Resale Services</li> </ul>	Business Resale Maintenance Center (BRMC)	BellSouth Resale Maintenance Center 2445 Commerce Ave. Building 2300 Duluth, GA 30096  <u>Phone Number</u> 888-461-0612  <a href="http://www.interconnection.bellsouth.com/about/centers/BRMC_locations.html">http://www.interconnection.bellsouth.com/about/centers/BRMC_locations.html</a>
<ul style="list-style-type: none"> <li>Maintenance Support</li> <li>Provisioning of Design Services</li> <li>Provisioning of Non-Design Services</li> </ul>	UNE Center (UNEC)	Maintenance Support is available 24 hours a day, 7 days a week Provisioning of Design Services is available Monday - Friday from 8am - 5pm (local time). Provisioning of Non-Design Services is available Monday - Saturday from 8am to 5pm (local time).  UNE Center 2445 Commerce Ave. Building 2300 Duluth, GA 30096  <u>Phone Numbers</u> <ul style="list-style-type: none"> <li>CLECs in AL, KY, LA, MS, and TN: 557-6108</li> <li>CLECs in FL, GA, NC and SC: 770-780-6108</li> <li>CLECs outside of BellSouth territory: 800-795-0153</li> </ul> UNE Center 19th Floor 600 North 19th Street Birmingham, AL 35203  <u>Phone Numbers</u> <ul style="list-style-type: none"> <li>CLECs in AL, KY, LA, MS, and TN: 557-6144</li> <li>CLECs in FL, GA, NC and SC: 770-780-6144</li> <li>CLECs outside of BellSouth territory: 888-385-1350</li> </ul> <a href="http://www.interconnection.bellsouth.com/about/centers/UNEC_locations.html">http://www.interconnection.bellsouth.com/about/centers/UNEC_locations.html</a>

Topic	Resource	Contact & Additional Information
<ul style="list-style-type: none"> <li>Processing of Orders and Invoices for Local Interconnection Trunks</li> </ul>	Interconnection Purchasing Center (IPC)	<p>The IPC is available 8am - 4:30pm (Central Standard Time), Monday - Friday</p> <p>Interconnection Purchasing Center                      7<sup>th</sup> Floor                      600 North 19<sup>th</sup> St.                      Birmingham, AL 35203</p> <p><u>Phone Numbers</u>                      800-666-0580</p> <p><u>Fax Numbers</u>                      205-321-4449</p> <p><a href="http://www.interconnection.bellsouth.com/about/centers/IPC_locations.html">http://www.interconnection.bellsouth.com/about/centers/IPC_locations.html</a></p>
<ul style="list-style-type: none"> <li>Resale &amp; Facility-based Provider Questions</li> </ul>	Account Team	<p>BellSouth assigns an Account Team to CLECs as appropriate.</p> <p>The Account Team can assist the CLEC in completing start-up and activation requirements. Some other specific functions of the Account Team include:</p> <ul style="list-style-type: none"> <li>Contract Negotiations Assistance</li> <li>BellSouth Services/Product Contracts</li> <li>Enhanced Billing Options Negotiations</li> <li>Initial Contact/Negotiator for Complex Services</li> <li>Transport Percentage Negotiations</li> <li>Completion of Class of Service Request Form for Selective Routing *</li> <li>Selection of Customized Calling Restrictions (Dialing Options) *</li> <li>Customer Education (i.e., how to do business with BellSouth)</li> <li>Technical Assistance</li> <li>General Problem Resolution (i.e., customer advocate)</li> <li>Tariff Interpretation</li> <li>Rate Quotations</li> <li>Project/Order Coordination</li> </ul> <p>* Must be completed in conjunction with the up-front planning and/or negotiation process and submitted to the Account Team. No orders should be placed prior to the completion of required network activities.</p>



## 12.0 Appendices

### 12.1 Appendix A

#### 12.1.1 Tax Exemption Certificate Request

"Date"

"Company"

"Address1"

"Address2"

"City", "State" "Postal Code"

Dear Customer:

In compliance with the Internal Revenue Code of the U.S. Government you must provide to BellSouth Telecommunications a tax exemption certificate *in the name that appears on your telephone bill* before an exemption from the Federal Excise Tax on telecommunications services can be allowed. Additionally, the State laws require that you provide BellSouth your Reseller's registration number before an exemption from state and/or local taxes can be allowed.

A BellSouth provided tax exemption certificate (Form 6318-FED) is attached, so please complete pages 1 and 4 on this form, list all qualifying account numbers and sign the form. Form 6318-FED along with the Kentucky State provided exemption certificate, if applicable, should be mailed to us as indicated below or you may call the service center number listed on your telephone bill with any questions.

**NOTE: Exemption from Federal excise tax and State excise tax cannot be established until the completed BellSouth provided Form 6318-FED and a Kentucky exemption form, if applicable, are received.**

Your cooperation in the matter is deeply appreciated. Although this procedure is time-consuming for both of us, it must be done to comply with federal and state laws. We want our customers to receive every tax exemption that they are legally entitled to claim. This is just another service that BellSouth provides to help you save money.

BELLSOUTH TELECOMMUNICATIONS  
Comptrollers - Tax Section  
23<sup>rd</sup> Floor Section B-3  
600 North 19<sup>th</sup> Street  
Birmingham, Alabama 35102  
FAX: (205) 321-3434

## 12.1.2 Certificate Of Continuing Exemption From Federal Excise Tax On Telecommunication Services

### Certificate of Continuing Exemption from Federal Excise Tax on Telecommunications Services

- New  
 Renewal

The undersigned represents he/she is authorized to execute this certificate and hereby claims exemptions from taxes imposed by Section 4251 of the Internal Revenue Code under the following provisions. The appropriate section of this form must be completed, qualifying account numbers must be listed and the form must be signed, dated and returned to BellSouth before an exemption can be allowed.

Complete only one of the following sections:

#### A. Reseller of Telecommunications Services

The undersigned certifies the communications services furnished by the telephone company will be used exclusively in the rendering of a communications service upon which tax is imposed by Section 4251 of the Internal Revenue Code. It is understood that no tax will be collected by the telephone company on charges for said service and it will be the responsibility of the undersigned to collect such tax as may be due from its' customers and remit the tax to the Internal Revenue Services.

#### I. TYPE OF CHARGES (Please check one)

- a.  exempt from both local and toll charges  
 b.  exempt from toll charges only

#### II. TYPE OF RESELLER (Please check one)

- a.  Interexchange Carrier  
 b.  Cellular  
 c.  Personal Communications System (PCS)  
 d.  Competitive local exchange Company (CLEC)  
 e.  Customer owned Customer Operated Telephone Systems (COCOT)  
 f.  Paging  
 g.  Hotel/Motel  
 h.  Internet Provider

III. TYPE OF TAXES (RESELLER ONLY - Please check all states and/or Federal taxes for which you are claiming exemption and include registration number and state certificate where required.)

- |                             |                    |                                 |   |
|-----------------------------|--------------------|---------------------------------|---|
| a. <input type="checkbox"/> | AL                 | Registration # _____            |   |
| b. <input type="checkbox"/> | FL                 | Registration # _____            | for State Sales Tax (Chapter 212)                               |
|                             |                    | Registration # _____            | for Gross Receipts Tax (Chapter 203)                            |
|                             |                    | <input type="checkbox"/> exempt | <input type="checkbox"/> not exempt for Local Tax (Chapter 166) |
| c. <input type="checkbox"/> | GA                 | Registration # _____            |   |
| d. <input type="checkbox"/> | KY*                | Registration # _____            |   |
| e. <input type="checkbox"/> | LA                 | Registration # _____            |   |
| f. <input type="checkbox"/> | MS                 | Registration # _____            |   |
| g. <input type="checkbox"/> | NC                 | Registration # _____            |   |
| h. <input type="checkbox"/> | SC                 | Registration # _____            |   |
| i. <input type="checkbox"/> | TN                 | Registration # _____            |   |
| j. <input type="checkbox"/> | FEDERAL Excise Tax | <input type="checkbox"/> exempt | <input type="checkbox"/> not exempt                             |

Form 6318-FED  
Sheet 0002  
(9/97)

**B. Government Organizations**

The undersigned claims exemption from the tax imposed on all communications service billed or to be billed to the undersigned. The undersigned certifies such exemption is allowable by law because such service is being and will be furnished to and charges paid from the funds of (check one).

1.  The United States (Section 4293)
2.  A state or political subdivision thereof (Section 4253(i))
3.  An Indian tribal government or political subdivision (Section 4253(i), Section 7871)
4.  A Public International Organization (Section 4253(c), Section 7701(a)(18) made tax exempt by Presidential Executive Order No. \_\_\_\_\_
5.  An organization created and specifically designated tax exempt by Act of Congress. Public Law No. \_\_\_\_\_
6.  A quasi-governmental organization performing the civic function of \_\_\_\_\_; paid from \_\_\_\_\_ (name of exempt organization).

**C. Ambassadors, Ministers or other Diplomatic Representatives (check one)**

1.  The undersigned certifies that he/she is an ambassador, minister or other duly accredited diplomatic representative of a foreign government or is of his or her household (excluding servants), an attaché, secretary of clerk. The undersigned further certifies that he/she is a national of the country of the diplomatic mission where employed and is not a citizen or a permanent resident of the United States in an immigrant status

or

2.  The undersigned certifies that he/she is an officer of a mission in the United States serving in a representative capacity or is a family member living with such an officer.

**D. Consular Officers whose foreign governments have treaties with the United States**

The undersigned claims exemption from the taxes imposed on charges billed or to be billed the undersigned for telephone service without regard to whether the transaction is official or personal. The undersigned certifies that such exemption is allowable by law in accordance with the provision of the Government's Treaty with the United States and that the undersigned is not engaged in professional business, trade, or commerce and is not a citizen of the United States.

Name of Foreign Government \_\_\_\_\_

Name of Treaty \_\_\_\_\_

Date of Treaty \_\_\_\_\_

**E. Consulates, Agencies and Commissions of Foreign Governments**

The undersigned claims exemption from the taxes or charges billed or to be billed for services used in the performance of office functions for which payment is made by \_\_\_\_\_ (Name of foreign government).

Form 6318-FED  
Sheet 0003  
(9/97)

**F. Nonprofit educational organizations, including schools operated as an activity of a religious body.**

The undersigned certifies that the communications services or facilities furnished or to be furnished to the organization will be paid from funds of the organization and are for the exclusive use of the organization in the educational activities which qualify it for exemption from tax under Section 4253(j) of the Internal Revenue code. The exempt must maintain a regular faculty and curriculum, normally have a regularly enrolled body of students in attendance at the place where its activities are regularly carried on, and have as its principal function the providing of formal instruction.

The organization claiming exemption is a 501(c)(3) organization exempt from income tax under 501(a) and is an organization described in one of the following code sections:

1. ( ) A non-profit educational institution described in Section 170(b)(1)(A)(ii) or
2. ( ) A non-profit school who maintains a regularly faculty and curriculum and normally has a regularly enrolled body of pupils or students in attendance.

**NOTE: A determination letter (or ruling) stating the applicable code section must be returned with this form.**

**G. Nonprofit Hospital**

The undersigned received a determination letter (or ruling) from the Internal Revenue Service holding the organization to be a 501(c)(3) organization exempt from income tax under Section 501(a) of the Internal Revenue Code (or has received such determination letter (or ruling) under the corresponding provisions of prior revenue laws) AND the undersigned certifies that it is a "hospital" as defined in Section 170(b)(1)(A)(iii) and the attendant regulations. The date of such determination letter (or ruling) is \_\_\_\_\_ and such letter (or ruling) has not been withdrawn or revoked.

Paid from the funds of \_\_\_\_\_.

**NOTE: The determination letter (or ruling) mentioned above must be returned with this form.**

**H. Wide Area Telephone Service (WATS)**

The undersigned claims exemption under Section 4253(f) of the Internal Revenue Code for the tax imposed on toll telephone service as described in Section 4253(b)(2) - WATS. The undersigned certifies that such service has been and will continue to be used exclusively in the conduct of its business as a (check one).

- |                                  |  |
|----------------------------------|--|
| 1. ( ) Common Carrier            | 3. ( ) Telegraph Company                                   |
| 2. ( ) Telephone Company Network | 4. ( ) Radio or Television Broadcasting Station or Network |

**I. Other Reason**

Acceptable only if accompanied by a determination letter from the Internal Revenue Service explaining the basis of exemption from Federal Excise Tax on telecommunications services. **ATTACH LETTER FROM THE INTERNAL REVENUE SERVICE.**

Form 6318-FED  
Sheet 0004  
(9/97)

The undersigned agrees to notify the provider of services in writing when the basis for tax exemption indicated above changes or ceases to exist. The undersigned certifies that the exemption claimed is allowable under applicable laws and understands that the fraudulent use of this certificate for the purpose of securing this exemption will subject each and all guilty parties to a fine of not more than \$100,000 (\$500,000 for corporations, or to imprisonment for not more than five years, or both, together with costs of prosecution).

ACCOUNT/BILLING TELEPHONE NUMBER: The undersigned is claiming exemption for the following telephone numbers>

Note: You must include all account numbers (including area code) that you want exempted from Federal excise tax.


BILLING NAME            "Company"  
MAILING ADDRESS        "Address1"  
                          "Address2"  
                          "City," "State" "Postal Code"  
TITLE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

**For Official Use Only:**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_\_  
Location: \_\_\_\_\_  
\_\_\_\_\_  
Telephone Number: \_\_\_\_\_

### 12.1.3 Credit Profile



RF-2058  
(11-1998)

## Credit Profile

### Interconnection Services

Return By Fax To: 404-688-3979	Estimated Monthly Volume During First 6 Months \$ <u>1</u>
Attention: Interconnection Services Finance	Estimated Number Of Area Codes, Trunks or Lines
For questions concerning this application call 888-834-4114 or 404-927-1399.	

*Please Print And Complete All Information*

Type Of Business Applying For:

Local (Resale)   
  Facility Based   
  Payphone Service Provider (# of lines in first 6 months) # \_\_\_\_\_  
 Access   
  CMRS (Wireless)   
  Other \_\_\_\_\_

### Company Information

Business Name \_\_\_\_\_ Doing Business As (DBA) \_\_\_\_\_

Please Check One  
 Corporation   
  Partnership   
  Sole-Proprietor   
  Other \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Corporate Office Location (if different from above) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

(Area Code) Telephone Number \_\_\_\_\_ (Area Code) Fax Number \_\_\_\_\_  
 Care and Broadband Number \_\_\_\_\_ TDD \_\_\_\_\_

Are you presently a BellSouth Interconnection Customer in another area of business?  
 Yes     No

### Officers' Names

President \_\_\_\_\_ CFO \_\_\_\_\_ CEO \_\_\_\_\_

### Company History

Year Business Established \_\_\_\_\_ Principal Business Of Firm \_\_\_\_\_

### Business Credit References

Company Name _____	City _____	State _____	(Area Code) Telephone Number _____
Account Number _____	Contact Name _____		
Company Name _____	City _____	State _____	(Area Code) Telephone Number _____
Account Number _____	Contact Name _____		
Company Name _____	City _____	State _____	(Area Code) Telephone Number _____
Account Number _____	Contact Name _____		

### Bank Reference

Bank Name \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Account Number \_\_\_\_\_

Banking Officer \_\_\_\_\_ (Area Code) Telephone Number \_\_\_\_\_ (Area Code) Fax Number \_\_\_\_\_

I hereby authorize you to release to BellSouth any and all information which they may request concerning my account. I understand that such information will be held strictly confidential and will remain BellSouth's property whether or not credit is extended. I understand that security may be required by BellSouth to establish service. I certify that the above information provided for this credit profile is true and correct to the best of my knowledge.

Signature (Authorized Individual Only) \_\_\_\_\_ Print Name \_\_\_\_\_ Date (MM/DD/YYYY) \_\_\_\_\_

## 12.1.4 Surety Bond

### SURETY BOND

KNOW ALL PERSONS BY THESE PRESENTS, that \_\_\_\_\_  
(hereinafter referred to as "Principal"), and \_\_\_\_\_ (hereinafter  
referred to as "Surety"), a corporation organized and existing under the laws of the State of  
\_\_\_\_\_, and duly authorized to conduct and carry on general surety business in the  
State of Georgia, are held and firmly bound unto BellSouth Telecommunications, Inc.  
(hereinafter referred to as "BellSouth"), a corporation organized and existing under the laws of  
the State of Georgia, as Obligee in full and just sum of \_\_\_\_\_ Dollars  
(\$ \_\_\_\_\_) (hereinafter referred to as the "penal amount"), lawful money of the United  
States of America, for the payment of which sum, well and truly to be made, Principal and Surety  
hereby bind themselves, their respective heirs, legal representatives, successors and assigns,  
jointly and severally, firmly by these presents.

WHEREAS, Principal has applied for, or contracted for, certain telecommunications  
services and/or facilities; and

WHEREAS, BellSouth has requested Principal to furnish security for the prompt  
payment of all amounts billed to Principal by BellSouth for itself or for others (hereinafter  
referred to as "said charges");

NOW THEREFORE, in consideration of the present forbearance by BellSouth to seek to  
compel Principal to make a cash deposit as a condition of furnishing such services and or  
facilities, and for other good and valuable consideration, the receipt and sufficiency of which are  
hereby acknowledged, the Principal and Surety agree as follows: that if Principal shall well and  
faithfully perform the obligations herein recited and shall promptly pay said charges, then this  
obligation shall be null and void, but otherwise, this obligation shall remain in full force and  
effect, and Surety herein agrees to pay said charges within thirty (30) days after written demand  
by BellSouth to Surety, which demand shall be made only after Principal has failed to pay said  
charges on or before the due date for said charges, and if payment is not made by Surety within  
said thirty (30) days, Surety further agrees to pay to BellSouth all of its costs for collection, legal  
expenses and attorneys' fees paid or incurred by BellSouth in collecting the penal amount or said  
charges.



This Bond is issued and executed subject to the following conditions:

1. That the term of this Bond shall be indefinite.

2. That Surety reserves the right to cancel this Bond by giving thirty (30) days prior written notice to BellSouth at \_\_\_\_\_

\_\_\_\_\_, and on the effective date of cancellation, Surety is discharged and released from further liability hereunder, it being understood and agreed, however, that Principal and Surety will be liable for up to the penal amount for any and all of said charges accruing up to the effective date of cancellation.

3. The liability of Surety for the penal amount shall be direct and primary, and BellSouth may collect the penal amount without proof that Principal is insolvent or unable to pay said charges.

4. An increase or decrease in the type, volume and charges for telecommunications services and/or facilities, either with or without Surety's knowledge, shall in no event affect the penal amount of this Bond or Surety's obligations under this Bond.

5. No extension, modification, or other alteration of payment terms or arrangements, either with or without Surety's knowledge, shall affect Surety's liability hereunder.

6. The posting of this Bond shall not affect the right of BellSouth to require any additional or increased security of Principal, or to exercise any remedy it may have under contract or its lawfully filed tariffs, and Surety hereby waives notice of any such additional or increased security or exercise of such remedy. A requirement of additional or increased security from Principal or exercise of any remedy against Principal under contract or BellSouth's lawfully filed tariffs shall in no event affect the penal amount of this Bond.

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

**Surety Bond (Page 2)**



8. Surety expressly waives the following:

(a) Notice of the acceptance of this Bond by BellSouth.

(b) Notice of the amount of indebtedness now existing or which may hereafter exist, from time to time.

(c) Notice of the type, volume and charges for the telecommunications services and/or facilities requested by Principal, and any increase or decrease of such charges.

(d) Notice of any payments, whether prepaid, timely paid, partially paid, or delinquent, any demand for payment, notice of default of nonpayment, presentment, protest, and notice of protest as to any obligation arising hereunder or any delay in billing or any extension of time for payment granted by BellSouth for said charges.

(e) All other notices to which the undersigned might otherwise be entitled in connection with this Bond or the indebtedness or obligation hereby guaranteed.

(f) The right, pursuant to O.C.G.A. § 10-7-24, to give notice to BellSouth at any time after the debt is due instructing BellSouth to first proceed to collect the debt from Principal.

9. There are no conditions or limitations to this Bond except those contained in writing herein at the date hereof, and thereafter no alteration, change or modification hereof shall be binding or effective unless executed in writing and signed by the undersigned.

IN WITNESS WHEREOF, Principal and Surety have duly executed or caused to be executed this Bond this \_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

PRINCIPAL

SURETY

Company: \_\_\_\_\_

Company: \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

### 12.1.5 Standby Letter Of Credit

#### STANDBY LETTER OF CREDIT

To Be Reproduced on Issuing Bank's Letterhead

Date

Letter of Credit No. \_\_\_\_\_

To Whom It May Concern:

We hereby open our Irrevocable Letter of Credit in your favor available by your drafts drawn on (Name issuing of bank) at Sight for any sums not exceeding in total (face amount) U.S. Dollars for account (Corporate name and address of account party).

Draft must be accompanied by:

I.

- A. Your signed statement certifying that the funds drawn hereunder are due you on account of (Account Debtor) as a result of failure to pay, within terms quoted therein, invoice(s) issued to them by you and demand for payment has been made and the funds have not been forthcoming from (Account Debtor) or any source; and
- B. A photocopy of unpaid invoice(s).

**OR**

II.

- A. Your signed statement certifying that the funds drawn hereunder represent the amount of payments you have received from or for the account of (Account Debtor) within 90 days prior to the occurrence of one of the following: (i) the filing of a petition by or against (Account Debtor) with a United States Bankruptcy Court; (ii) the making by (Account Debtor) of an assignment for the benefit of creditors or (iii) (Account Debtor) became the subject of any proceeding, voluntary or involuntary, which under applicable State or Federal law could result in the return of such payment(s); and
- B. The amount of such payment(s) has been (or will promptly after payment of the accompanying draft be) returned to (account debtor) or otherwise to the appropriate person.

Each draft must bear on its face the clause, "Drawn under Letter of Credit No. \_\_\_\_\_, dated \_\_\_\_\_, of (Name of issuing bank).

Standby Letter Of Credit (Page 1)

In the event that you receive, prior to the expiration date herein set forth, any payment (from a source other than drafts drawn under this Letter of Credit) for invoices on the debtor's account and within ninety (90) days after receipt of said payment (i) a petition is filed by or against (Account Debtor) with a United States Bankruptcy Court; (ii) (Account Debtor) is the subject of any other proceeding, voluntary or involuntary, which under applicable State or Federal law could result in the return of such payment, then the expiration date hereof shall automatically be extended to a date that is one hundred twenty (120) days after the date of such filing, assignment or proceeding and, if this letter of credit has previously expired, our obligations hereunder shall be reinstated up to the amount of such payment only, but in no event more than (face amount) in the aggregate.

This Letter of Credit shall cover invoices issued or dated prior to, on or after the date hereof

Except so far as otherwise expressly stated herein, this Letter of Credit is subject to the "Uniform Customs and Practice for Documentary Credits (1993 Revision), International Chamber of Commerce Publication No. 500."

We hereby agree with you that drafts drawn under and in compliance with the terms of this Letter of Credit will be duly honored if presented to the above-mentioned drawee bank on or before (expiration date) (or as such expiration date may be extended pursuant to the provisions hereof).

Very truly yours,

\_\_\_\_\_

(Issuing Bank)

By: \_\_\_\_\_  
Authorized Officer

**Standby Letter Of Credit (Page 2)**

### 12.1.6 BellSouth Master Account Application

#### BELLSOUTH MASTER ACCOUNT APPLICATION COMPETITIVE LOCAL EXCHANGE COMPANY

Date \_\_\_/\_\_\_/\_\_\_

#### ACCOUNT INFORMATION

Reseller     Facilities Based Carrier    Tax Exempt \_\_\_\_\_ Tax Code \_\_\_\_\_ State \_\_\_\_\_  
 INP     LNP  
 UNE Loops     UNE Combos

Certificate of Authority Attached     Yes     No    Estimated Average Monthly Bill \_\_\_\_\_

Company Name/Operating Company  
Number \_\_\_\_\_

Local  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ - \_\_\_\_\_

Corporate  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ - \_\_\_\_\_

Billing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ - \_\_\_\_\_

Contact Name & Telephone # for:  
Billing \_\_\_\_\_ Telephone # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Orders \_\_\_\_\_ Telephone # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Others \_\_\_\_\_ Telephone # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

#### CREDIT INFORMATION

**Previous BellSouth Services** Telephone # (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ Last Date of Service \_\_\_/\_\_\_/\_\_\_  
 Yes     No    Telephone # (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ Last Date of Service \_\_\_/\_\_\_/\_\_\_

**Other Current BellSouth Svcs** Telephone # (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ Last Date of Service \_\_\_/\_\_\_/\_\_\_  
 Yes     No    Telephone # (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ Last Date of Service \_\_\_/\_\_\_/\_\_\_

#### Ownership

Individual     Partnership  
Name \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Name \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Name \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Corporation  
President \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Vice President \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Secretary \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Treasurer \_\_\_\_\_ Tel.# (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ SSN \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_



### **12.2.2 BellSouth Blanket Agency Agreement Letter For Local Service Providers**

**BELLSOUTH BLANKET AGENCY AGREEMENT LETTER  
FOR LOCAL SERVICE PROVIDERS**

I am an official of (Company) \_\_\_\_\_ and am authorized to commit my company to the conditions stated herein:

1. (Company) \_\_\_\_\_ will not submit any requests or inquiries for resale or Facility Based local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company) \_\_\_\_\_ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company) \_\_\_\_\_ and the End User provides that the (Company) \_\_\_\_\_ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company) \_\_\_\_\_ and the End User holds the End User responsible to (Company) \_\_\_\_\_ for all charges incurred on the End User's behalf for local service. However, (Company) \_\_\_\_\_ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company) \_\_\_\_\_.
4. The End User will deal directly with (Company) \_\_\_\_\_ on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company) \_\_\_\_\_.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company) \_\_\_\_\_ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth and its affiliates for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company) \_\_\_\_\_ preparation and submission of service requests for which it did not have proper End User authorization.
7. In the event that the End User challenges billing which resulted from local service requests submitted to BellSouth by (Company) \_\_\_\_\_ under this Blanket Agency Agreement, then (Company) \_\_\_\_\_ will indemnify and hold harmless BellSouth and its affiliates for any damages, losses, costs and attorney's fees, if any, arising from BellSouth provisioning and maintenance of the End User's local service due to errors in the ordering of said service by (Company) \_\_\_\_\_.
8. In the event that the End User disputes actions taken by BellSouth as a result of a submission by (Company) \_\_\_\_\_ of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User Authorization, the (Company) \_\_\_\_\_ will indemnify and hold harmless BellSouth and its affiliates for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.
9. This Agreement shall continue in effect unless canceled by prior written notice by BellSouth or (Company) \_\_\_\_\_ thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Title of Officer

\_\_\_\_\_  
Company Name

### 12.2.3 Telephone Number For Misdirected CLEC Calls-CLEC Contact Numbers

#### TELEPHONE NUMBER FOR MISDIRECTED CLEC CALLS CLEC CONTACT NUMBER

Fax: 800-872-7059

A. CLEC Name \_\_\_\_\_

OCN \_\_\_\_\_

B. Single Point-of-Contact Telephone Number for CLEC End-users to contact when BellSouth is called in error. Check the State(s) and Provide the Appropriate Number.

Alabama  Kentucky  North Carolina

Florida  Louisiana  South Carolina

Georgia  Mississippi  Tennessee

( ) -

C. Customer Name and Address (CAN) number for BellSouth to contact when investigating toll calls placed by their end-users to CLEC end-users:

( ) -

Information Provided By:

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date \_\_\_\_\_



## 12.2.4 Toll Call Investigations

Date: \_\_\_\_\_

To:

From:  
BellSouth Local Carrier Service Center

Re: Toll Investigations

When it is necessary to secure information concerning a BellSouth telephone number for the purpose of authorizing or billing a call, BellSouth will assist by providing Customer Name and Address Information (CNA). This service is provided free of charge as a part of a reciprocal agreement. When appropriate, BellSouth will receive similar assistance from your company.

CNA assistance may be obtained as follows:

1. Dial the number shown below.
2. When the attendant answers, provide your company access code.
3. After acknowledgment, provide the 10-digit BellSouth number in question from your end user billing record.
4. The BellSouth attendant will provide the listed name, city and state for the telephone number. They will not have any additional information.
5. Only two requests for listing information may be made on each call.

Following are the telephone number and access code that have been assigned to your company. \*

CNA Access Telephone Number \_\_\_\_\_

CLEC Access Code \_\_\_\_\_

\* THIS TELEPHONE NUMBER AND ACCESS CODE ARE FOR THE SOLE PURPOSE DESCRIBED ABOVE AND ONLY FOR THE COMPANY DESIGNATED IN THIS LETTER. ANY OTHER USE IS STRICTLY PROHIBITED.



### 12.2.6 Request For Unbundled Capabilities

#### REQUEST FOR UNBUNDLED CAPABILITIES BELLSOUTH TELECOMMUNICATIONS

CLEC Name _____	CLEC Contact _____
Phone Number _____	Phone Number _____
Address _____	Address _____
CLEC Request Number _____	Date Submitted _____

The following information is required for BellSouth to understand and evaluate your request.

1. Provide technical and functional requirements or characteristics of the requested capability.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. What are the geographic coverage area(s) in which the service/application is to be accessible or is to provide access (City, LATA, State)?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. If known, provide the serving address, central office(s) and NXX(s) involved.

\_\_\_\_\_  
\_\_\_\_\_

4. Is this service available from any other ILEC?  YES  NO  Unknown  
If yes, which ILECs?

\_\_\_\_\_  
\_\_\_\_\_

5. Are you requesting this same capability from other ILECs?  
If so, please provide the ILEC name(s) and the name of the service.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Provide a diagram of the requested service. Attach additional pages as necessary.

### 12.2.7 Application For BellSouth Directory Assistance

#### Application For BellSouth Directory Assistance Exemption

Area Code \_\_\_\_\_ Telephone Number \_\_\_\_\_

Billing Name \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Name of Disabled User \_\_\_\_\_  
(First Name) (Middle Name or Initial) (Last Name)

Relationship to Person Billed for Service \_\_\_\_\_  
(e.g., self, sister, mother, father, brother, roommate, employer, etc.)

Explain the nature of the disability which prevents the use of the Directory.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Residence and Business Exemptions:**

Signature of Disabled User \_\_\_\_\_

**Business Only:**

Telephone Number Assigned to Disabled User \_\_\_\_\_

Signature of Person Responsible for Billing \_\_\_\_\_

Title, Department Name \_\_\_\_\_

**12.2.8 Application for Reduction in BellSouth Long Distance Charges**

<p><b>a</b> 1. Name of the person applying for reduction</p> <p>2. Address</p>	<p>First Initial Last</p> <hr/> <p>Street</p> <hr/> <p>City</p> <hr/> <p>State and ZIP Code</p> <hr/>
<p><b>b</b> 3. Name of the customer to whom telephone is billed</p> <p>4. Billing address (if different from 2)</p>	<p>First Initial</p> <p>Last</p> <hr/> <p>Street</p> <hr/> <p>City</p> <hr/> <p>State and ZIP Code</p> <hr/>
<p><b>c</b> 5. Telephone Number</p>	<p>Area Code Telephone Number</p> <hr/>
<p><b>d</b> 6. List the manufacturer's name, model number, and serial number of the TDD or TTY device.</p>	<hr/> <hr/>
<p><b>e</b> 7. Signature of authorized agency representative or physician, otolaryngologist or licensed speech-language pathologist or audiologist</p> <p><b>OR</b></p> <p>8. Check box and provide copy of previously obtained certification</p> <p>9. Name and address of authorized agency or person making certification</p>	<p>I certify that the applicant has impairment of hearing or severe speech impairment, on the basis of the procedure shown on page 3 of this application, and qualifies for reduction in charges for TDD/TTY communications.</p> <hr/> <p><input type="checkbox"/></p> <hr/>
<p>Signature of person applying for reduction (or if signature of person signing for applicant, please indicate relationship).</p>	<p>Signature _____ Date _____</p> <p>Relationship _____</p>

## 12.3 Appendix C

### 12.3.1 Selective Class Of Call Screening / Directory Assistance Call Completion

TO:	OPERATOR SERVICES INDUSTRY	Attachment A
FROM:	_____	CLEC CONTACT: _____
	CLEC Name	Name/Number

**SELECTIVE CLASS OF CALL SCREENING**

The following information is provided for an addition, or deletion of Selective Class of Call Screening:

1. Action    Addition\_\_\_\_\_  
                  Change \_\_\_\_\_  
                  Deletion\_\_\_\_\_
2. Screening Codes:  

<u>Code</u>	<u>Billing Allowed</u>
__21	Sent paid, Collect, Calling Card, Bill to 3rd, Verify--COIN (Smart Line)
__74	Collect – COIN (Inmate)
__64	Collect – NCN (Primary Dorm Lines)
__79	Collect, Calling Card, Bill to 3rd, Verify--NCN (Cellular)
__88	Collect, Calling Card, Bill to 3rd, Verify--COIN (Smart Set)
__93	Collect, Calling Card, Bill to 3rd, NCN (Hospital)
__94	Collect, Calling Card, Bill to 3 <sup>rd</sup> – HOTEL (Hotel/Motel)
__98	Collect, Calling Card, Bill to 3rd, Verify – COIN (Coinless Coin)
3. Telephone number(s) involved (enter 10-digit number)  
\_\_\_\_\_  
\_\_\_\_\_
4. Effective Date \_\_\_\_\_

**DIRECTORY ASSISTANCE CALL COMPLETION (DACC)**

1. Blocking requested? Yes\_\_\_\_ No\_\_\_\_
2. Telephone number(s) to be blocked (enter 10-digit number)  
\_\_\_\_\_  
\_\_\_\_\_
3. Effective Date: \_\_\_\_\_

All Requests should be faxed 7 working days prior to desired effective date to:  
(954) 776-0382 Florida

**Selective Class Of Call Screening / Directory Assistance Call Completion  
(Page 1)**

**Service Information:**

Telephone Company and OCN		Date	Time
Type of Service	Batch Number	Number of Orders in Batch	
Intercept <input type="checkbox"/> LIDE <input type="checkbox"/>			
Service Order Number		Order Type	
New Connect <input type="checkbox"/> Change <input type="checkbox"/> Add <input type="checkbox"/> Disconnect <input type="checkbox"/>			
Class of Service			Listing Type
Residence <input type="checkbox"/> Business <input type="checkbox"/> Coin <input type="checkbox"/> Outdial <input type="checkbox"/>			Published <input type="checkbox"/> Non-Published <input type="checkbox"/>

**Out Activity:**

Area Code and Telephone Number: ( ) -		
LIDB		
No Bill To Third <input type="checkbox"/> No Collect <input type="checkbox"/> No 3 <sup>rd</sup> nor Collect <input type="checkbox"/> None <input type="checkbox"/>		
Calling Card Data:		
Unrestricted PIN:		Restricted PIN:
Special Billing Number and PIN: ( ) -		
Intercept:		
Transfer of Calls (TC)		
No		
Yes	TC To Number:	TC From Number
	TC Cancel FR Number:	TC NP:

**In Activity:**

Area Code and Telephone Number: ( ) -		
LIDB		
No Bill To Third <input type="checkbox"/> No Collect <input type="checkbox"/> No 3 <sup>rd</sup> nor Collect <input type="checkbox"/> None <input type="checkbox"/>		
Calling Card Data:		
Unrestricted PIN:		Restricted PIN:
Special Billing Number and PIN: ( ) -		
Intercept:		
Transfer of Calls (TC)		
No		
Yes	TC To Number:	TC From Number
	TC Cancel FR Number:	TC NP:



**Selective Class Of Call Screening / Directory Assistance Call Completion (Page 2)**

### 12.3.2 BellSouth LIDB And/Or Intercept Service Order Form

#### **INTERCEPT ACCESS** (continued)

BellSouth LIDB and/or Intercept Service Order Form

**How to fill out the form:**

Circle, X Mark, or check the appropriate box desired and fill in appropriately as identified per filed below:

**Telephone Company and OCN** - Telephone Company Name and Operating Company Name

**Date and Time** - Today's date and current time

**Type of Service** - Identify type of service(s) contracted with BellSouth (LIDB and/or Intercept)

**Batch Number** - Identified by Telephone Company sending orders to increment with each batch sent to be sure that all batches are processed in order and to ensure none are missing.

**Number of Orders in Batch** - Identifies the number of individual orders within this batch so that no order is missed

**Service Order Number** - Number identified by Telephone Company sending orders to specifically identify this particular order within a batch

**Order Type** - Identify New Connect, Change, Add, or Disconnect

**Class of Service** - Identify Residence, Business, Coin and/or Outdial service.

**Listing Type** - Identify listing as Published (listed and non-listed) or Non-Published (private)

**Out Activity** - Identifies any outgoing activity such as disconnected or being changed from

**Area Code and Number** - Complete

### 12.3.3 BellSouth Intercept Tandems

<b>BellSouth Intercept Tandems</b>					
<b>LATA</b>	<b>ACCESS TNDM LOCATION</b>	<b>TANDEM CLLI CODE</b>	<b>COMBINED LOCAL OFC CLLI CODE</b>	<b>SW TYPE #</b>	<b>NOTES@</b>
BRHM	BIRMINGHAM-MAIN & TOLL	BRHMALMT0GT	NO-LOCAL	DMS 200	HOST
HNVI	HUNTSVILLE-UNIVERISTY	HNVIALUN0GT	HNVIALUNDSO	DMS ½	REMOTE
MTGM	MONTGOMERY-MAIN & TOLL	MTGMALMT0GT	MTGMALMTDSO	DMS ½	REMOTE
MOBL	MOBILE-AZALEA	MOBLALAZ0GT	MOBLALAZDSO	DMS ½	REMOTE
DYBH	DAYTONA-PORT ORANGE	DYBHFLPO01T	DBYBHFLPODSO	DMS ½	REMOTE
GSVL	GAINESVILLE-MAIN	GSVLFLMA01T	GSVLFLMADSO	DMS ½	REMOTE
JCVL	JACKSONVILLE-CLAY	JCVLFLCL05T	JCVLFLCLDS1	DMS ½	REMOTE
ORLD	ORLANDO-MAGNOLIA	ORLDFLMA04T	NO-LOCAL	DMS 200	REMOTE
PNCY	PANAMA CITY-MAIN	PNCYFLMA04T	PNCYFLMADSO	DMS ½	REMOTE
PNSC	PENSACOLA-WARRINGTON	PNSCFLWA01T	PNSCFLWADSO	DMS ½	REMOTE
SE	N.DADA-GOLDEN GLADES	NDADFLGG03T	NO-LOCAL	DMS 200	REM OPR SVC ONLY
	WEST PALM BCH-GARDENS	WPBHFLGR02T	NO-LOCAL	DMS 200	REMOTE
ATLN	ATLANTA-SANDY SPRINGS	ATLNGASS1ID	NO-LOCAL	DMS 200	INTERCEPT ONLY
LSVL	LOUISVILLE-ARMORY PL.	LSVLKYAP2GT	NO-LOCAL	DMS 200	HOST
OWBO	MADISONVILLE-MAIN	MDVIKYMA02T	MDVIKYMADSO	DMS ½	REMOTE
WNCH	WINCHESTER-MAIN	WNCHKYMA02T	WNCHKYMADSO	DMS ½	REMOTE
BTRG	BATON ROUGE-GOODWOOD	BTRGLAGW0GT	NO-LOCAL	DMS ½	REMOTE
LFYT	LAFAYETTE-MAIN	LFYTLAMA0GT	LFYTLAMADSO	DMS ½	REMOTE
NWOR	NEW ORLEANS-MAIN	NWORLAMA20T	NO-LOCAL	DMS 200	HOST OPR SVC ONLY
SHPT	SHREVEPORT-MAIN	SHPTLAMA0GT	SHPTLAMADSO	DMS ½	REMOTE
BILX	BILOXI-EDGEWATER	BILXMSED06T	BILXMSEDDSO	DMS ½	REMOTE
JCSN	JACKSON-CAPITOL PEARL	JCSNMSCP06T	NO-LOCAL	DMS ½	REMOTE
	GREENWOOD-MAIN	GNWDMSMA06T	GNWDMSMADSO	DMS ½	REMOTE
AHVL	ASHEVILLE-O'HENRY	AHVLNCOH04T	AHVLNCOH25G	DMS ½	REMOTE
CHRL	CHARLOTTE-CALDWELL	CHRLNCCA05T	NO-LOCAL	DMS ½	REMOTE
GNBO	GREENSBORO-EUGENE	GNBONCEU05T	GNBONCEU33F	DMS ½	REMOTE
RLGH	RALEIGH-NEW HOPE	RLGHNCHO01T	NO-LOCAL	DMS 200	REMOTE
WLMG	LAURINBURG-MAIN	LRBGNCMA02T	LRBGNCMA27F	DMS ½	REMOTE
CHTN	CHARLESTON-DIAL & TOLL	CHTNSCDT60T	NO-LOCAL	DMS 200	REMOTE
CLMA	COLUMBIA-SENATE ST.	CLMASCSN60T	CLMASCSN25E	DMS ½	REMOTE
FLRN	FLORENCE-MAIN	FLRNSCMA60T	FLRNSCMA66F	DMS ½	REMOTE
GNVL	GREENVILLE-DIAL & TOLL	GNVLSCDT60T	NO-LOCAL	DMS 200	HOST FOR SC & NC *
CHTG	CHATTANOOGA-9 <sup>TH</sup> ST.	CHTGTNNS84T	CHTGTNNSDSO	DMS ½	REMOTE
KNVL	KNOXVILLE-MAIN	KNVLTNMA84T	KNVLTNMADSO	DMS ½	REMOTE
MMPH	MEMPHIS-MAIN	MMPHTNMA84T	MMPHTNMADSO	DMS ½	REMOTE
NSVL	NASHVILLE-MAIN	NSVLTNMT86T	NO-LOCAL	DMS 200	HOST OPR SVC ONLY

# DMS ½ is a DMS 100/200.  
@ HOST refers to the DMS TOPS HOST OPERATOR feature.

REMOTE or REM refers to the DMS TOPS REMOTE OPERATOR feature.
OPR SVC ONLY means the switch serves only Operator traffic.
CONS means the access tandem function will be consolidated to another Tandem.
*Host for NC and SC Toll Access Operator Services rehome to Charlotte is being evaluated.

## 12.4 Appendix D

### 12.4.1 End-user Letter Of Authorization

#### END-USER LETTER OF AUTHORIZATION

Date: \_\_\_\_\_

TO: BellSouth Local Carrier Services Center

Please provide the BellSouth Customer Service Record for the following end-user's account:

Customer Name: \_\_\_\_\_

Main Account Telephone Number: \_\_\_\_\_

FROM: CLEC Company: \_\_\_\_\_

CLEC Contact: \_\_\_\_\_

Contact's Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

## 12.5 Appendix E

### 12.5.1 Competitive Local Exchange Carrier Information For BellSouth Advertising & Publishing Corp. (BAPCO) Customer Guide Pages

**Competitive Local Exchange Carrier Information for  
BellSouth Advertising & Publishing Corp. (BAPCO)  
Customer Guide Pages**

**CLEC Information**

CLEC Name as it should Appear in Customer Guide Pages: \_\_\_\_\_

Directory Name to contain CLEC Information: \_\_\_\_\_

CLEC Contact Coordinating General Customer Guide Pages: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**General Customer Guide Pages Listing Information**

**CLEC Service Numbers**

Establishing or Changing Service	Residential Service	( ) - -
	Business Service	( ) - -
Repair Service	Residential Service	( ) - -
	Business Service	( ) - -
Billing Information	Residential Service	( ) - -
	Business Service	( ) - -

**CLEC Specific Customer Guide Pages Purchased**

Number of CLEC Specific Customer Guide Pages Purchased:  0  2  4  6

CLEC Specific Pages Contact Person, if Different from Above:

Name: \_\_\_\_\_ Telephone Number ( ) - -

**Enclosures:** Refer to Customer Guide Information and Specifications for Required Information & Media (Please check appropriate box(es))

Diskette  Camera Ready Logo

**BAPCO Mailing Address for Customer Guide Information**

Rook Barretto	Telephone	404-982-7105
Director - LEC Interface	Facsimile	404-982-6907
59 Executive Park South		
Room 270		
Atlanta, Georgia 30329		

## **12.6 BellSouth Policies**

### **12.6.1 Guidelines For CLECs Acting As Agents**

In layman's terms, an agency agreement allows the agent to act on the end-user's behalf to order, change, or discontinue service, or obtain account information for that end-user. The end-user remains BellSouth Telecommunications' customer of record and is financially responsible for all actions of the agent done in the name of the end-user. The agency agreement is a written legal document that must be signed by the end-user and provided to BellSouth when the agent orders, changes, or discontinues service in the name of the end-user.

If a CLEC comes to BellSouth with an agency agreement for an end-user, it will be directed to the VMC (vendor marketing center) in the particular state. The CLEC acting as an agent will be treated in the same manner as any other agent. The services ordered, changed, or disconnected will be done with the end-user as the customer of record. The end-user will continue to be managed by its regular BellSouth Account Team. Orders from a CLEC acting as an agent for an end-user will not be handled by Interconnection Services unless the end-user's account is already handled by Interconnection Services. The CLEC acting as an agent is not reselling BellSouth services or purchasing Unbundled Network Elements (UNEs).

### **12.6.2 CLEC Collection Policy**

#### **12.6.2.1 General Information**

CLEC bills from BellSouth are due when rendered and are considered past due if payment of account is not received by the bill day in the month after the original bill day. If any portion of the payment is received after the due date or if any portion of the payment is received in funds not immediately available to BellSouth Telecommunications, then a late payment charge will be due to BellSouth<sup>1</sup>.

#### **12.6.2.2 Policy For Billed Local Services**

##### **12.6.2.2.1 Payment Due Date**

The CLEC is responsible for full payment of all BST services billed monthly prior to the next billing date. A late payment charge on any unpaid balance will be applied according to each state's tariff (Tariff reference—GSST A2.4.3). A charge according to the terms of each state's tariff (Tariff reference—GSST A2.4.3) will apply whenever a check or draft for payment is not accepted by the institution on which it is written.

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<sup>1</sup> There are no late payment charges applied for non-payment in the state of Tennessee.

### **12.6.2.2.2 Refusal For Additional Service**

If payment of account is not received by the bill day in the month after the original bill day, BellSouth may provide written notice to the CLEC, that additional applications for service will be refused and that any pending orders for service will not be completed if payment is not received by the fifteenth day following the date of the notice. In addition BellSouth may, at the same time, give thirty days notice to the person designated by the CLEC to receive notices of noncompliance, and discontinue the provision of existing services to the CLEC at any time thereafter

### **12.6.3 CLEC Billing Dispute Policy**

#### **12.6.3.1 General**

A billing dispute results when a CLEC submits a claim that supports its belief that an error condition exists on a bill. The CLEC is required to submit the billing dispute in writing to the appropriate service center to begin this process. Should a CLEC's end-user submit a dispute to BellSouth, the CLEC's end-user will be referred to the serving CLEC.

#### **12.6.3.2 Local Services**

##### **12.6.3.2.1 Reason For Billing Dispute Adjustments**

There may be several reasons for disputing a claim. Typical claims include:

- Service connected in error (e.g, features were not ordered, but the CLEC was billed)
- Service not installed (e.g., blocks omitted from order from the CLEC's LSR)
- Service billed at incorrect rate (e.g., discount not applied to the CLEC's bill)

##### **12.6.3.2.2 Resolution Of Dispute**

Generally, the disputes are resolved within 30 business days from receipt of the claim and the CLEC is notified of the resolution.

##### **12.6.3.2.3 Dispute Resolution Follow-Through**

If it is determined that an adjustment to the CLEC's bill needs to be made, typically the adjustment will appear on the following bill period after resolution. When an adjustment is made three days or less before the close of the billing period, the credit/debit may not appear on the next CLEC bill. However, the credit/debit should appear no later than the second bill period after the adjustment.



#### **12.6.3.2.4 Late Payment Charge (LPC)**

Regardless of the outcome of the dispute claim, a CLEC is responsible for full payment of all services billed monthly prior to the next billing date. A late payment charge according to the terms of each state's General Subscriber Service tariff<sup>1</sup> will be applied to the CLEC's bill when the previous month's bill has not been paid in full prior to the next billing date. If an adjustment is made, any late payment charge billed on the disputed amount will also be adjusted. If an adjustment is not made, the CLEC will be liable for all late payment charges.

#### **12.6.4 Transfer Of Service Policy**

##### **12.6.4.1 Non-Contracted Services**

###### **Month-to-month services**

Service previously furnished to the end-user by BellSouth may be assumed by a Reseller without financial obligation. A final bill will be rendered to the end-user. Appropriate service charges for changes to customer records will apply.

##### **12.6.4.2 Contracted Tariff Services**

###### **Variable Term Plan, Contracted Term Special Assemblies, Tiered Plans, Contract Service Arrangements (CSAs), and Volume and Term Arrangements:**

- Service previously furnished to the end-user by BellSouth may be assumed by a Reseller according to State Regulatory rulings.
- BellSouth will render a final bill to the end-user.
- The end-user is liable for any unpaid balances.
- All future bills for service from the date of conversion will be rendered to the Reseller.
- Regulations in the retail tariff concerning transfer of service will apply.
- Transfer of service charges will not be subject to the resale discount.
- Termination liabilities will not apply if the Reseller agrees to assume all terms and conditions of the end-user's contract and signs an Assumption Agreement.

**Example 1 Assumptions and Policy**

Example	Assumptions	Policy
1	<ul style="list-style-type: none"> <li>• BellSouth End-user A has an existing contracted service with BellSouth (i.e., Variable Term Plan, Tiered Plan, Contract Service Arrangement, Contracted Term Special Assembly).</li> <li>• BellSouth End-user A wants to transfer service to Reseller X at the same location(s).</li> <li>• Reseller X has an existing contract for resale with BellSouth and is certified to provide local service by the appropriate state regulatory body.</li> <li>• Reseller X is willing to assume BellSouth End-user A's contract under the same terms and conditions agreed to by BellSouth End-user A.</li> <li>• Reseller X agrees to sign an Assumption Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• BellSouth renders a final bill to End-user A.</li> <li>• Reseller X is assigned BellSouth End-user's A contract under the same terms and conditions contracted for by End-user A.</li> <li>• A transfer of service charge applies to End-user A as stated in the appropriate retail service tariff (General Subscriber Service or Private Line).</li> <li>• Reseller X assumes the contract for its remaining term and is now the Customer of Record.</li> <li>• There is no termination liability applied at time of assignment, but Reseller X assumes termination liability along with all other terms and conditions.</li> <li>• End-user A is now Reseller X's customer. End-user A is liable for any unpaid balances.</li> <li>• Collection procedures, if necessary, will be initiated against End-user A.</li> <li>• The monthly rate paid (i.e., resale rate) by Reseller X will vary by state by type of contract. For example, the resale discount will apply in all cases to services contracted from the retail services tariffs but may not apply to Contract Service Arrangements depending on the state.</li> </ul>
<p><b>Note:</b> If another Reseller (Y) agrees to assume a contract that has already been assigned to Reseller X, the same procedures stated above apply to Reseller (Y). The contract is reassigned to Reseller Y for its remaining term.</p>		

**Example 2 Assumptions and Policy**

Example	Assumptions	Policy
2	<ul style="list-style-type: none"> <li>• BellSouth End-user A has an existing contracted service with BellSouth (i.e., Variable Term Plan, Tiered Plan, Contract Service Arrangement, Contracted Term Special Assembly).</li> <li>• End-user A wants to transfer service to Reseller X at the same location(s).</li> <li>• Reseller X is not willing to assume End-user A's contract under the same terms and conditions agreed to by End-user A.</li> </ul>	<ul style="list-style-type: none"> <li>• BellSouth renders a final bill to End-user A.</li> <li>• Reseller X signs a new contract for the same service, chooses a month to month option or purchases new service.</li> <li>• Transfer of service charges do not apply.</li> <li>• Termination liability charges are applied on End-user A's final bill.</li> <li>• End-user A is liable for any unpaid balances.</li> <li>• Collection procedures, if necessary, will be initiated against End-user A.</li> </ul>

## 12.7 Glossary

<b>ACAC</b>	Access Customer Advocacy Center
<b>ACNA</b>	Access Customer Name Abbreviation
<b>ADUF</b>	Access Daily Usage File
<b>AIN</b>	Advanced Intelligent Network
<b>ALBR</b>	Additional Labor
<b>AMA</b>	Automatic Message Accounting
<b>ANI</b>	Automatic Number Identification
<b>ASOG</b>	Access Service Ordering Guidelines
<b>ASR</b>	Access Service Request
<b>ATC</b>	Access Tandem Carrier
<b>ATDS</b>	Access Ten-Digit Screening
<b>BAPCO</b>	BellSouth Advertising And Publishing Corporation
<b>BFR</b>	Bona Fide Request
<b>BLDG</b>	Building
<b>BPSN</b>	BellSouth Public Switched Network
<b>BRI</b>	Basic Rate Interface
<b>BST</b>	BellSouth Telecommunications
<b>BSWC</b>	BellSouth Serving Wire Center
<b>CABS</b>	Carrier Access Billing System
<b>CARE</b>	Customer Account Record Exchange
<b>CBOS</b>	CABS Billing Output Specifications
<b>CC</b>	Company Code
<b>CCM</b>	Circuit Capacity Management
<b>CDS</b>	Connectionless Data Service

<b>CIC</b>	Carrier Identification Code
<b>CLEC</b>	Competitive Local Exchange Carrier
<b>CLLI</b>	Common Language Location Identification
<b>CLUB</b>	Customized Large User Bill
<b>CMC</b>	Cellular Mobile Carrier
<b>CNA</b>	Customer Name and Address
<b>CNAM</b>	Calling Name Database Service
<b>CO</b>	Central Office
<b>COCOT</b>	Customer-Owned Coin-Operated Telephone
<b>COWG</b>	Central Office Work Group
<b>CPE</b>	Customer Premises Equipment
<b>CPM</b>	Common Presentation Manager
<b>CPG</b>	Circuit Provisioning Group
<b>CRIS</b>	Customer Records Information System
<b>CSA</b>	Contract Service Arrangements
<b>CSM</b>	Customer Support Manager
<b>CSR</b>	Customer Service Record
<b>DA</b>	Directory Assistance
<b>DAAS</b>	Directory Assistance Access Service
<b>DAB</b>	Diskette Analyzer Bill
<b>DACC</b>	Directory Assistance Call Completion
<b>DADAS</b>	Direct Access to Directory Assistance Service
<b>DADS</b>	Directory Assistance Database Service
<b>DBAC</b>	Database Administration Center
<b>DCSC</b>	Data Customer Support Center
<b>EASC</b>	Equal Access Service Center
<b>EBS</b>	Enhanced Billing Services
<b>EDI</b>	Electronic Data Interchange

<b>EGA</b>	External Gateway Access
<b>EIS</b>	Expanded Interconnection Service
<b>EMAIL</b>	Electronic Mail
<b>EO</b>	End Office
<b>ESF</b>	Extended Super Frame
<b>EU</b>	End-user Form
<b>FGD</b>	Feature Group D
<b>FOC</b>	Firm Order Confirmation
<b>FPOI</b>	Facility Point of Interconnection
<b>ICO</b>	Independent Telephone Company
<b>ICONS</b>	Independent Company Number Services
<b>ICSC</b>	Interexchange Customer Carrier Center
<b>IG</b>	Implementation Guide
<b>INAC</b>	Interconnection Network Access Coordinator
<b>INP</b>	Interim Number Portability
<b>INSAC</b>	Integrated Surveillance and Administration Center
<b>IPOC</b>	Initial Point of Contact
<b>ISDN</b>	Integrated Digital Services Network
<b>ISOC</b>	Interconnection Services Operations Center
<b>IXC</b>	Interexchange Carrier
<b>LAN</b>	Local Area Network
<b>LCON</b>	Local Contact
<b>LCSC</b>	Local Carrier Service Center
<b>LEC</b>	Local Exchange Company
<b>LENS</b>	Local Exchange Navigation System
<b>LEO</b>	Local Exchange Ordering System

<b>LERG</b>	Local Exchange Routing Guide
<b>LIDB</b>	Line Information Database
<b>LOA</b>	Letter of Agreement
<b>LOCBAN</b>	Local Billing Account Number
<b>LPC</b>	Late Payment Charges
<b>LS</b>	Loop Service Form
<b>LSINP</b>	Loop Service with Interim Number Portability Form
<b>LSR</b>	Local Service Request Form
<b>LTP</b>	Local Transport
<b>MDF</b>	Main Distribution Frame
<b>MLT</b>	Mechanized Loop Test
<b>MOU</b>	Minutes of Use
<b>MSA</b>	Master Service Arrangement
<b>MSC</b>	Mobile Switching Center
<b>MTCE</b>	Maintenance
<b>NDM</b>	Network Data Mover, now known as CONNECT:direct
<b>NECA</b>	National Exchange Carrier Association
<b>NFAS</b>	Non-Facility Associated Signaling
<b>NRC</b>	Non-Recurring Charge
<b>NSEP</b>	National Security Emergency Preparedness
<b>NTIS</b>	National Technical Information Service
<b>OC&amp;C</b>	Other Charges and Credits
<b>OBF</b>	Ordering and Billing Forum
<b>OCN</b>	Operating Company Number
<b>OPC</b>	Originating Point Codes
<b>OSS</b>	Operational Support Systems
<b>P/SIMS</b>	Products and Services Information Management System

<b>PIC</b>	Primary Interexchange Carrier
<b>PLU</b>	Percent Local Usage
<b>POI</b>	Point of Interconnection
<b>POP</b>	Point of Presence
<b>POTS</b>	Plain Old Telephone Service
<b>PQT</b>	Presale Quality Team
<b>PSC</b>	Public Service Commission
<b>PSP</b>	Pay phone Service Provider
<b>PUC</b>	Public Utilities Commission
<b>PVC</b>	Permanent Virtual Circuits
<b>RBDC</b>	Regional Birmingham Data Center
<b>RC</b>	Recurring Charge
<b>RDN</b>	Refusal Discontinuance Notice
<b>RS</b>	Resale Service Form
<b>RSAG</b>	Regional Street and Address Guide
<b>RT</b>	Remote Terminal
<b>SCP</b>	Signaling Control Point
<b>SCP</b>	Service Control Point
<b>SF</b>	Super Frame
<b>SI</b>	Service Interconnection
<b>SIC</b>	Standard Industry Code
<b>SI/IT</b>	Systems Integration/Interface Team
<b>SOCS</b>	Service Order Completion System
<b>SPEC</b>	Service and Product Enhancement Code
<b>SPOC</b>	Single Point of Contact
<b>SPOI</b>	Signaling Point of Interface
<b>STP</b>	Signal Transfer Point
<b>T&amp;M</b>	Time and Materials



<b>TAFI</b>	Trouble Administration and Facilitation Interface
<b>TAR</b>	County Taxing Area
<b>TCCD</b>	Telecommunications Center for Customers with Disabilities
<b>TCIF</b>	Telecommunications Industry Forum
<b>TOPS</b>	Traffic Operator Position System
<b>TRFTYP</b>	Traffic Type
<b>TSM</b>	Transport Solution Manager
<b>TSP</b>	Telecommunications Service Priority
<b>TTT</b>	Transport Trunk Termination Code
<b>UC</b>	Unbundled Channelization
<b>UCI</b>	Unbundled Channel Interfaces
<b>UDF</b>	Unbundled Dry Fiber
<b>UDL</b>	Unbundled Digital Loop
<b>UIT</b>	Unbundled Interoffice Transport
<b>UIT-D</b>	Unbundled Interoffice Transport – Dedicated
<b>UIT-S</b>	Unbundled Interoffice Transport – Shared
<b>ULS</b>	Unbundled Local Switching
<b>UNE</b>	Unbundled Network Element
<b>UNEC</b>	Unbundled Network Elements Center
<b>UPS</b>	Unbundled Packet Switching
<b>UPS-CDS</b>	Unbundled Packet Switching – Connectionless Data Service
<b>UPS-FR</b>	Unbundled Packet Switching – Frame Relay Service
<b>UPS-SS</b>	Unbundled Packet Switching – Switch to Switch Interface
<b>USL</b>	Unbundled Sub-Loop
<b>USOC</b>	Uniform Service Order Code
<b>UTS</b>	Unbundled Tandem Switching
<b>UTS-SF</b>	Unbundled Tandem Switching – Switching Functionality
<b>UTS-TP</b>	Unbundled Tandem Switching – Trunk Port

<b>UVL</b>	Unbundled Voice Loop
<b>VAN</b>	Value Added Network
<b>VEIS</b>	Virtual Expanded Interconnection Service
<b>WAN</b>	Wide Area Network