Account Team Procedures

Account Team Information Package

Version 6, July 23, 2001

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Chapter 1.0 – Introduction

1.1 Purpose and Scope

This Information Package is intended to provide the Account Teams with a general description of the procedures and guidelines to be followed in support of D/CLEC customers. Because the Account Team role is largely consultative, this document does not cover all possible activities and responsibilities that the Account Team might handle. It does, however, address the primary responsibilities of the Account Team and outlines the instructions to be followed in performing general customer contact, general issue management, and overall account management tasks.

1.2 How to Use This Document

This document is designed as a reference tool for Account Team members.

- Sections may be reviewed in any order
- The organization of the document is detailed in the Table of Contents

Included in the document are descriptions of the roles and responsibilities of the Account Team members including the following:

- Contacts with the customer
- Tracking and managing issues
- Escalations
- Transition of Accounts
- OSS Connectivity and Testing

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Chapter 1.0 – Introduction

- Performance evaluations

1.3 Disclaimer Statement

The information contained in this document is subject to change. BellSouth will provide notification of changes through the Interconnection Notification Process. This process entails a subsequent request being initiated on the Request for M&P Development Form for an update to the existing document. For additional information on this process, please refer to the M&P Development Guidelines.

1.4 Version History / Control

Any future modifications, and/or improvements that are made to this guide for Account Team Procedures will be reflected accordingly in this section of the document.

Section	Date/Issue	Description
All	01/26/01 – Issue 1.0	Initial Issue Release
Highlighted Areas and all of Chapter 13.0 Appendix	03/12/01 – Issue 2.0	Updated Issue Release
Highlighted Areas and Appendixes A, D, E, F & G	05/01/01 – Issue 3.0	Updated Issue Release
Highlighted Areas and Appendix H	06/20/01	Updated Issue Release
Highlighted Areas in Appendices G and H	07/06/2001 – Issue 5.0	Updated Issue Release
Highlighted Areas in Appendix G	07/23/01 – Issue 6	Updated Issue Release

Chapter 2.0 – General Description

The D/CLEC (Data/Competitive Local Exchange Carrier) Account Team is responsible for supporting D/CLEC customers in their efforts to understand, enter, and successfully conduct business in the local service market. Led by an Account Manager, the team serves, as the initial point of contact for all D/CLEC needs. The team is a source of information and direction for the D/CLEC customer. The Account Team acts as the liaison between the D/CLEC and other departments within BellSouth. Similarly, the Account Team, the Account Manager in particular, represents and advocates the interests of the D/CLEC internally within BellSouth. The Account Team is not expected to resolve all issues raised by the D/CLEC, but rather to facilitate their resolution by properly referring and coordinating BellSouth's responses. The Account Team's role is largely consultative. With the D/CLEC's cooperation and participation, the Account Team helps them develop a local service strategy that uses BellSouth not only as a business partner, but also as the provider of choice for revenue generating products and services.

Chapter 3.0 – Initial D/CLEC Contact

A D/CLEC's initial point-of-contact with BellSouth is the Pre-Sale Quality Team. Because the start-up process of the D/CLEC is handled by the Pre-Sale Quality Team, the Account Team normally has *limited* involvement with the actual D/CLEC activation process. This involvement is specifically limited to the Sales Director. It is further limited to the last step of the start up process during which the Sales Director receives confirmation that all Pre-Sale activities have been completed.

Upon completion of the Pre-Sale process, the Pre-Sale Quality Team contacts the Account Team Sales Director to initiate the hand-off to the Account Team. This hand-off consists of:

- Advising the Sales Director of the new D/CLEC needing Account Team assignment
- Providing the Sales Director with a hand-off package containing detailed information on the new D/CLEC

This concludes the Account Team's involvement with the Pre-Sale Quality Team and the CLEC start up process. For more information on the Account Team's post hand-off activities, refer to Chapter 5.0 **Account Transition**.

Chapter 4.0 – Account Team Staffing

A standard Account Team will consist of a Sales Director, Account Manager, Systems Designer(s), and Industrial Specialist(s). All Account Teams will have an Account Manager, but other members of the account team may vary. For example, an Account Team could consist of an Account Team Manager and two System Designers.

4.1 Sales Director

As described in Section 3.0, the Sales Director will be advised when the new D/CLEC has completed the pre-sale process and is ready for assignment to an Account Team. Upon receipt on this notification, he/she will contact the D/CLEC. Based on the information gathered, an appropriate Account Team will be assigned for future contacts. For further details regarding the Sales Directors Role in the Account Transition process, see **Chapter 5.0**, Account Transition.

In addition to the Account Team assignment, the Sales Director is responsible for:

- Supervising the Account Manager, System Designer, and Industrial Specialist; performing traditional supervisory functions including coaching, performance appraisal, salary treatment, and serving as a point of contact for procedural questions.
- Tracking revenue objectives against revenues generated by the account team
- Serving as the initial point of escalation for matters involving Account Team personnel or processes
- For a new DLEC customer, notifies the Operations Director – Customer Care of the need for a CSM assignment
- For a CLEC, may make the above referenced notification under certain circumstances.

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Chapter 4.0 – Account Team Staffing

The two most common ones are as follows:

- He/she becomes aware of the CLEC having ongoing ordering and/or flow-through problems.

- He/she becomes aware that the CLEC meets the criteria for CSM Assignment as described in the CSM job description.

Other customer specific circumstances could result in the Sales Director contacting the Operations Director – Customer Care.

4.2 Account Manager

The Account Manager acts as the team lead in supporting and directing the D/CLEC's efforts to enter and conduct business in the local service market. Other responsibilities include:

- Referring potential D/CLECs to the Pre-Sale Quality Team to complete the activation process
- Instructs D/CLECs on the use of BellSouth web sites
- Recommends appropriate training classes
- Reminds D/CLECs of issues and changes impacting their business
- Notifies D/CLECs of conferences and workshops
- Serves as initial point of contact for day-to-day questions from the D/CLEC

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Chapter 4.0 Account Team Staffing

- Serves as initial point of contact for day-to-day questions from the D/CLEC

- May contact the Operations Director – Customer Care concerning a D/CLEC needing CSM assignment under the same circumstances as described on the previous page.

It is important to remember that Account Manager is a “sales” title. Therefore, the Account Manager seeks to offer D/CLECs products and services that will generate immediate and/or future revenue for BellSouth. The Account Manager will develop sales proposals and present them to the D/CLEC customer.

4.3 Systems Designer

The Systems Designer serves as co-lead to the Account Manager but has the added responsibility of designing and pricing communication solutions. These solutions often include complex voice and data products that must be presented to the customer as an efficient and cost effective package.

The Systems Designer

- Serves as a consultant to the Account Manager as he or she develops such proposals and will often accompany the Account Manager to present them

- Performs pre-ordering activities. The most common pre-ordering activities are verifying switch type, determining cable pair availability and make up, and completing service inquiry documents. The System Designer will select from a variety of tools to verify the switch type. Some of the options that the Systems Designer may use are ORION, P/SIMS, OMNI, Quote Expert and Lattis. He/she may verify cable pair information by consulting the appropriate Outside Plant Engineering group. He/she will complete and distribute Service inquiry documents electronically. All resale and access products do not require the aforementioned pre-ordering activities.

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Chapter 4.0 Account Team Staffing

Some of the more commonly ordered products for which pre-order activity is required are Channelized MegaLink, Asynchronous Transfer Mode, LightGate, SmartRing, SmartPath, and Frame Relay at the DS3 or fractional T1 level. For questions about which products require pre-order activity, including Service Inquiries, the Systems Designer should contact the appropriate SME. A copy of the SME contact list is found in Appendix D.

4.4 Industrial Specialist

The Industrial Specialist provides day-to-day customer service for implementation issues. In some instances, the Industrial Specialist may perform the same pre-ordering activities as the Systems Designer. These activities are described in section 4.3 above.

Within the Industrial Specialist group, there are those who specialize in a particular aspect of the business (i.e., access services). In this role, the Industrial Specialist may support multiple Account Teams, as opposed to being assigned to one team.

Chapter 5.0 – Account Transition

When the Sales Director receives a new D/CLEC hand-off package from the Pre-Sale Quality Team, he/she contacts the D/CLEC to establish the following information:

- Appropriate market segment
- Whether the D/CLEC will operate as a facility based or resale provider
- Projected ordering volume
- Technical requirements
- OSS connectivity needs

This initial meeting may involve a single session with one D/CLEC spokesperson or several sessions with a number of D/CLEC representatives. The meetings are usually held via conference call. The Sales Director will assign the Account Team based on the findings from above and the considerations shown below:

- The internal staffing situation
- The experience level of the various team members
- Other internal issues

The Sales Director will verbally notify the Account Team that they have been assigned a new D/CLEC customer. The materials from the Pre-Sale Quality Team will be provided to the Account Team as background information.

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Chapter 5.0 – Account Transition

Within ten business days from being notified of the new D/CLEC assignment, the Account Manager will contact the D/CLEC to arrange for an introductory meeting. It is intended that all members of the Account Team will participate in this meeting. The following information will be discussed in this meeting:

- Introduce the Account Team members
- Describe the roles and responsibilities for both the BellSouth and D/CLEC representatives
- Customer contact instructions for both routine and urgent issues
- The content and use of the web sites
- The importance of reading Carrier Notifications
- Introduce the Electronic Interface Change Control Process
- Escalation procedures for the Account Team and/or other BellSouth departments
- Next steps for the D/CLEC

Each D/CLEC has unique business needs, and its own priorities for moving forward in the local market. This document does not address all possible scenarios that might follow the introductory meeting. However, typical next steps for the D/CLEC could include registering for basic training classes. In this case, the Account Team will refer the customer to the training web site found on the list of URLs that will be provided to the D/CLEC. The D/CLEC might also be ready to discuss electronic interfaces. In this case, the Account Team follows the information and instructions outlined in Chapter 9 of this document. Based upon the D/CLEC's stated needs and agreed upon next steps, future meetings to handle specific issues will be planned or scheduled.

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Chapter 5.0 – Account Transition

Within two business days following the introductory meeting, the Account Manager will provide the D/CLEC with either a hard or soft copy of the following documentation:

- URLs (Universal Remote Locator) for the BellSouth Interconnection Services web sites
- Electronic Interface Overview
- Account Team Contact List
- Escalation List

5.1 Account Team Re-Assignment

After the account has been assigned initially, there may be occasions when it must be reassigned. The Sales Director will make this determination based on the guidelines described in the Account Team Rules for Engagement Information Package. A copy of this package is included in Appendix A.

Chapter 6.0 – Customer Contact

6.1 Routine Contact

During the introductory meeting, the Account Manager instructs the D/CLEC that the best method for submitting questions and inquiries is via email. Individual D/CLECs do ***not*** always consistently comply with this policy, particularly when an issue is time sensitive. Therefore, account team members also accept and respond to inquiries via telephone, voice mail, and pager. Cell phones may or may not be available. The contact and escalation lists, which are provided to the D/CLEC, contain all of the contact numbers for each member of the account team. Refer to Appendix B.
All account team members have:

- Email addresses (Responded to within 24 hours)
- Office telephone numbers with voice mail (Responded to within 24 Hours)
- Pagers (Responded to within 4 Hours)

The Account Team Rules for Engagement information package provides additional detail on written communication call handling, the use of pagers and cell phones, and overall customer contact guidelines. A copy of this information package is included in Appendix A.
Responses from the Account Team to the D/CLEC may be:

- An acknowledgement of the message
- A request for additional information
- A description of actions to be taken

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Chapter 6.0 – Customer Contact

The initial response may or may not actually resolve the inquiry.

6.2 Urgent or Non-Routine Contact

Procedures for urgent or non-routine communications are negotiated and agreed upon with the D/CLEC during the introductory meeting. The Account Team accommodates whatever method the D/CLEC prefers. For example, some customers agree to send a page ***only*** when a matter is urgent. Others, who routinely send pages, may float 911 at the end of the call back number to indicate urgency. Some customers agree to use the cellular number ***only*** for urgent matters. In addition, voice mail systems in some BellSouth offices can be programmed to page an individual when a message is marked urgent. Where available, some D/CLECs elect to use this method of urgent notification. The dissemination and use of home numbers is another option that can be negotiated.

Regardless of the agreed upon method, messages flagged as urgent will be responded to within 2 business hours after confirmed receipt. This initial response may be:

- An acknowledgement
- A request for additional information
- A description of actions to be taken.

The initial response may or may not actually resolve the urgent matter.

In the event that the account team needs to notify a D/CLEC of a service affecting BellSouth emergency or non-scheduled outage, the agreed upon urgent notification methods apply.

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Chapter 6.0 – Customer Contact

6.3 Accessibility of Account Team

The Account Team is **not** accessible twenty-four hours per day, seven days per week. Business hours are defined as 8:00 a.m. until 5:00 p.m., Monday through Friday. Procedures for after hour's communication are negotiated and agreed upon with the D/CLEC during the introductory meeting. Intervals for after hour responses are not standardized. In determining how quickly an after hours contact will be returned, Account Team members are expected to exercise reasonable business discretion.

6.4 Account Team Vacation

Account Team members schedule vacation in accordance with BellSouth policy. Individuals may, but are ***not*** required to notify D/CLEC customers in advance of upcoming absences due to vacation. Again, team members are expected to use reasonable business discretion in making this decision. Account Team members are required to notify their Sales Director and fellow Account Team members of their upcoming days off. The person scheduled for vacation will designate a specific back-up person and apprise that person of any outstanding issues that will need attention during his/her absence. Account Team members are required to modify their voice mail greeting to state the dates they will be out of the office, and the name and telephone number of their back-up person. They will modify their email settings to give an automatic reply stating the same information.

Individuals on vacation may, but are ***not*** required to respond to D/CLEC contacts while they are out of the office. This decision is made using reasonable business discretion.

Chapter 7.0 – Account Team Escalations

The Account Manager will, within 2 business days following the introductory meeting, provide the D/CLEC with either a hard or soft copy of the following documentation:

- Account Team contact information and escalation list to be used for escalations on Account Team members
- Escalation lists for other BellSouth departments including the LCSC (Local Carrier Service Center), the UNE (Unbundled Network Element) Center, the Business Repair and Maintenance Center, and other groups or departments as appropriate for the particular D/CLEC

Escalations on Account Team members may originate from any D/CLEC representative. They are directed first to the Sales Director and then to an Assistant Vice President. Account Team escalations are responded to within two business hours. Account Team escalations are tracked using the same methods described in **Chapter 9, Account Team Issue Tracking**. A copy of the Account Team Escalation List is included in Appendix B.

D/CLECs are instructed to refer escalations on other BellSouth departments directly to those departments. The Escalation Lists provide them with the appropriate names and numbers to be used. However, D/CLECs do not ***always*** follow these instructions. When the D/CLEC insists upon Account Team involvement in these escalations, the Account Team will oversee but will not be directly involved with the resolution. In this case, the escalation policies and intervals associated with the individual department(s) will apply. The Account Team member handling the escalation will refer to and will be governed by the same escalation procedures that have been provided to the D/CLEC. A copy of these procedures and contact information is included in Appendix C.

When the information on an escalation list changes, the Account Manager is responsible for providing the D/CLEC with an updated and current version.

Chapter 8.0 – OSS Connectivity and Testing

The Account Team serves as the initial point of contact for D/CLEC questions regarding electronic interfaces. Account Team members refer to the Electronic Interface Overview to assist them with these discussions. This document is in Appendix F.

Once the Account Team has responded to the D/CLEC's initial inquiry regarding electronic interfaces, the customer is introduced to the E-Commerce Account Team. This introduction is considered to be a hand-off to the E-Commerce Account Team for purposes of implementing the electronic interfaces. The Account Team works with the E-Commerce Account Team on interface turn-ups. The E-Commerce Account Team is responsible for establishing a team of all appropriate BST personnel. The roles of the E-Commerce Account Team and the regular Account Team are described below:

- The E-Commerce Account Team is the ***lead*** during the testing and connectivity. After the hand-off described above, the E-Commerce Account Team is responsible for assisting the D/CLEC in selecting, implementing and testing electronic interfaces.

- After the hand-off, the Account Team is expected to stay abreast of the D/CLEC progress throughout the implementation. An Account Team representative reviews and signs the Test Agreement. Should the need arise, the Account Team will serve as an advocate for its customer during the implementation and testing process. The extent of the Account Team involvement depends on the nature of the established relationship with the particular D/CLEC and may vary on a case-by-case basis.

A contact list for the E-Commerce Account Team is included in Appendix D of this document.

8.1 Post Connectivity Interface Support

The Account Team is not responsible for supporting established D/CLEC interfaces. Once the D/CLEC is declared to be in production for a particular interface, the E-Commerce Account Team representative will provide the D/CLEC with the contact information for EC Support and will instruct the D/CLEC to call this group for any future interface issues. Should the D/CLEC insist upon Account Team involvement in post connectivity issues, the Account Team will intervene as a facilitator. This situation is considered to be out of process, but in order to comply with the customer's wishes, the Account Team is expected to render assistance. In such cases, the Account Team will refer to the EC Support information included in Appendix E.

Chapter 9.0 – Account Team Issue Tracking

The Account Team member receiving the customer contact tracks all questions, issues, and requests for assistance. Acceptable tracking tools include:

- Spiral notebooks
- Legal pads
- Day Timers
- Spreadsheets
- Electronic Planners

The selected tracking tool must contain the following notations for all D/CLEC inquiries:

- Date of the request
- Method of transmission (email, voice mail, page, etc.)
- Name and telephone number of the originator
- Description of the issue or question
- The designated owner (which could be within or outside of the account team)
- The date and method of returning the answer back to the originator
- Other relevant notes

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Chapter 9.0 – Account Team Issue Tracking

The method that the D/CLEC uses to initially contact the Account Team determines how the information will be passed on within the team and also how the resolution will be sent back to the customer.

9.1 Method of D/CLEC Contact

The method that is used by the D/CLEC to initially contact the Account Team will determine how the inquiry will be handled internally. For example:

- If a D/CLEC leaves a detailed voice mail or interactive pager message, the message itself will be forwarded within the Account Team. Requests sent via email will also be forwarded.
- If the D/CLEC representative speaks to the Account Team member, the member may handle the internal referral verbally or via voice mail.
- Another factor that determines the method of hand-off is the nature, complexity, and urgency of the request.

9.2 Determination of Who Will Handle Inquiry

The Account Team member receiving the customer inquiry makes a determination as to who will handle the inquiry.

- If the recipient is going to coordinate the resolution of the inquiry, he/she does so and notes the tracking tool accordingly.
- If another member of the Account Team is going to coordinate the resolution, he/she notifies that member via verbal contact, email, voice mail, or pager.

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Chapter 9.0 – Account Team Issue Tracking

The Account Team member handling the inquiry stays in contact with the initial recipient of the inquiry. The Account Team member responsible for resolution of the issue will notify the initial recipient when the matter has been resolved and an answer provided to the D/CLEC. Both will note their respective issue-tracking tools.

9.3 Method of Response to D/CLEC

The method of contact utilized once a resolution has been reached is directly dependent on how the initial inquiry was submitted. For example:

- All issues submitted via email will be returned via email.
- Issues submitted by telephone call, voice mail, or pager will be responded to by email or by any of the methods previously mentioned.
- Again, in some cases the nature, complexity, and urgency of the issue will suggest the best method for communicating back to the D/CLEC.

The Account Team member is expected to use reasonable business discretion and to note the method of response in their individual issue-tracking tool.

9.4 Inquiries Requiring Referral to Another Group

This document is not intended to detail every possible D/CLEC inquiry or scenario that the Account Team might refer to another group or individual. However, below is a list of the most common groups or individuals to which the account team makes referrals:

- The Customer Support Manager (CSM) – The CSM provides support for CLECs who submit orders electronically. The CSM assists when a CLEC has continuous problems with orders flowing through. They can also provide assistance with order issuance questions. The Account Team refers these types of issues to the CSM.

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Chapter 9.0 – Account Team Issue Tracking

- Subject Matter Experts (SMEs)

A copy of the SME contact list is found in Appendix G of this document.

- The Business Repair and Maintenance Center (BRMC).

A contact list for the BRMC is included in the Escalation List found in Appendix C of this document.

- Electronic Commerce Account Team

A contact list for the E-Commerce Account Team is found in Appendix D of this document.

- Contract Negotiations Team

The Contract Negotiations Team handles inquiries related to new contracts, modifications to existing contracts, and contracts near expiration. For information on which negotiator handles a particular account or to view a D/CLEC contract refer to the URL – http://cmag.bst.bls.com/rightsite/ssi4, on the BellSouth intranet.

- Electronic Communications Support Group (EC Support Group)

A contact list for the EC Support Group is found in Appendix E of this document.

- BellSouth Billing Incorporated (BBI)

A contact list for BBI is found in Appendix H of this document. The Account Team will contact this group for assistance with such items as additional documentation, methods of bill delivery, applicable rates, sorting options, missing bill files, testing connectivity, and other similar information.

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Chapter 9.0 – Account Team Issue Tracking

- The Account Team Regional Collocation Coordinators (ATRCC)

  The Account Team refers all CLEC collocation inquiries to the ATRCC. The contact list for the ATRCC is located on the Collocation web site and on the Shared M Drive.

  In addition when a CLEC needs to transfer collocation ownership, the ATRCC will send the Account Team a circuit information package. Upon receipt of this package, an Account Team representative will verify that all necessary information has been included. If not, the representative will attempt to obtain missing information by contacting the ATRCC, contacting the CLEC, or searching through internal records. Once the package is complete, the Account Team representative will e-mail it in spreadsheet format to the Interconnection Carrier Service Center (ICSC).

It is preferable to use email to refer all issues requiring input from other groups. However, using reasonable business discretion, the account team may also refer issues by phone or pager. The nature and complexity of the question and the expected turnaround time are factors that the Account Team will consider in making this decision.

Chapter 9.0 – Account Team Issue Tracking

9.5 Resolution Time Frames

Time frames for answering questions and resolving issues are negotiated on a case by case basis. For example:

- On inquiries where the issue can be resolved internally (within the Account Team), the issue owner will advise the D/CLEC as to when an answer can be delivered.

- If the D/CLEC specifies a deadline, the Account Team member responsible for resolution makes every effort to meet the specified deadline.

- Many issues require consultations with or referrals to other BellSouth departments. The Account Team will not commit to delivery dates on behalf of other departments. In these instances, the Account Team member will negotiate a date with the appropriate BellSouth person(s) and notify the D/CLEC accordingly. The D/CLEC may then ask for a better date and the Account Team will return to the appropriate department(s) for further negotiation.

- The Account Team is expected to work cooperatively with the D/CLEC to respond to issues within reasonable, achievable, and acceptable time frames.

Chapter 10.0 Account Team Evaluation

10.1 Account Team Members

Members of the Account Team are evaluated annually by the Sales Director. The criterion used in evaluating the performance of Account Team members is:

- Personal Report Cards (This is discussed in detail directly following this list.)
- Analysis of revenues generated against individual revenue objectives
- Analysis of revenues generated against departmental revenue objectives
- Completion or implementation of strategic management objectives which are set at the beginning of each year
- Value of the individual's contribution toward achievement of key service objectives which are set on the corporate level at the beginning of each year
- General observations

BellSouth's tool for analyzing the Account Team's responsiveness is the Personal Report Card. Each Account Team member is required to send the report card to at least two customer contacts twice a year. The survey contains questions related to the timeliness and effectiveness of Account Team support. The Sales Director factors the results of this survey into the performance ratings and compensation payments for those members reporting directly to him/her. In addition, the number of D/CLEC complaints and escalations are gauged and play a part in the Account Team member's performance rating. The Sales Director addresses consistent and valid complaints by coaching, developing an improvement plan, or in some cases, making personnel changes or Account Team re-assignments. The action he takes is dependent upon the circumstances and is determined on a case-by-case basis.

A copy of the Personal Report Card is shown on the next page.

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Chapter 10.0 – Account Team Evaluation

CONFIDENTIAL

BELLSOUTH

INTERCONNECTION SERVICES SALES

Personal Report Card

For: ________________________________

Review Period ___________ **2000**

The purpose of this Report Card is to measure your satisfaction with the service you receive from the *individual* named above. Please think about your interactions and communications with this person and rate them using the following scale:

A = Excellent; **B** = Above Average; **C** = Satisfactory; **D** = Needs Improvement;
F = Unsatisfactory; **I** = Insufficient Knowledge.

CATEGORY	Please Circle One in Each Category					
Customer Advocacy	A	B	C	D	F	I
Professionalism	A	B	C	D	F	I
Is Accessible/Responsive	A	B	C	D	F	I
Demonstrates a Sense of Urgency	A	B	C	D	F	I
Understands Your Key Business Objectives	A	B	C	D	F	I
Solves Business Problems	A	B	C	D	F	I
Provides Application Suggestions	A	B	C	D	F	I
Industry/Business Acumen	A	B	C	D	F	I
Product/Technical/Service Knowledge	A	B	C	D	F	I
A Partnering and Win/Win Philosophy	A	B	C	D	F	I
Overall Rating on Personal Interaction	A	B	C	D	F	I

COMMENTS: (Please use reverse side for additional comments.)

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Chapter 10.0 Account Team Evaluation

10.2 Sales Director Evaluation

The overall performance of the Sales Director is evaluated annually by the Sales Assistant Vice President.

Chapter 11.0 Acronyms

ATRCC	Account Team Regional Collocation Coordinator
BBI	BellSouth Billing, Incorporated
D/CLEC	Data/Competitive Local Exchange Carrier
EC	Electronic Commerce
ECTA	Electronic Communications Trouble Administration
EDI	Exchange Data Interchange
ICSC	Interconnection Carrier Service Center
LCSC	Local Carrier Service Center
LENS	Local Exchange Navigation System
OSS	Operational Support System
SME	Subject Matter Expert
TAFI	Trouble Analysis Facilitation Interface
TAG	Telecommunications Access Gateway
UNE	Unbundled Network Element
URL	Universal Remote Locator

Chapter 12.0 Appendix

Included in the remainder of this document are the following Appendixes:

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NOTE: **In an effort to provide consistency throughout the Account Team Procedures Information Package:**

- All of the appendixes included in this document will have the same header and footer information as the document itself.
- The page numbers will be consistent with the entire document not the Appendix itself.

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Chapter 12.0 Appendix

Appendix A

Account Team Rules for Engagement

NOTE: **In an effort to provide consistency throughout the Account Team Procedures Information Package:**

- **The page numbers of the entire Account Team Rules for Engagement Information Package within this Appendix will not reflect the true page numbers of the document itself. As a result, the page number references within the document will *not* be correct.**
- **There may be inconsistencies in the page breaks and associated page headers.**

Account Team Rules for Engagement

Account Team Information Package

Version 2.0, May 1, 2001

Account Team Procedures

Table of Contents

Chapter 1.0 – Introduction

1.1 Purpose and Scope

This Information Package is intended to provide the Account Teams a description and general information specific to Account Team Rules for Engagement. This document is an original version.

Please contact the BellSouth SME (Subject Matter Expert) for Account Team Rules for Engagement if you have questions about the information contained herein.

1.2 Disclaimer Statement

The information contained in this document is subject to change. BellSouth will provide notification of changes through the Interconnection Notification Process. This process entails a subsequent request being initiated on the Request for M&P Development Form for an update to the existing document. For additional information on this process, please refer to the M&P Development Guidelines.

1.3 Version History / Control

Any future modifications, and/or improvements that are made to this guide for Account Team Rules for Engagement will be reflected accordingly in this section of the document.

Section	Date/Issue	Description
All	01/19/01 – Issue 1.0	Initial Issue Release
Highlighted Areas	05/01/01 – Issue 2.0	Chapters Re-Numbered

Chapter 2.0 - Call Handling

Once a call is sent to the individual Account Team representative, the responsibility for insuring customer satisfaction, through completion of the request, rests on the individual receiving the original request.

In order to insure that calls are handled appropriately, there are certain guidelines that should be followed.

2.1 **Voice Mail Guidelines**

In order to insure that voice mail messages are handled in a uniform and effective manner, the following guidelines should be adhered to:

Voice Mail Greetings

- The greeting on the voice mail will be changed daily
- The voice mail message will include the Account Team representative name, company, date/time, why unavailable, message response frequency, immediate assistance contact

Checking Voice Mail

- Regardless of whether the Account Team representative is in or out of the office, messages will be checked as frequently as possible
- The caller will never be advised to bypass the greeting
- If a backup person is referenced in the greeting, insure the availability of that person
- Follow-up on forwarded calls to insure receipt of the message and proper handling

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Chapter 2.0 - Call Handling

2.2 Pager and Cell Phone Use

The following guidelines will be followed in the use of a pager and/or cell phone:

- A pager number will be left in all voice mail messages
- Insure that pager and/or cell phone numbers are updated in the BST (BellSouth Services Telecommunications) directory and on sign out boards

Chapter 3.0 Increasing Proactive Customer Contacts

To insure proactive customer contacts, the following guidelines will be followed.

3.1 Telephone Contact Suggestions

Initiate a call to the customer to:

- Check on the customer's network during or after inclement weather or a customer effecting event (i.e., environmental emergency)
- Advise the customer when a key member(s) of the Account Team will be out of the office for an extended period of time
- Provide industry news to the customer

3.2 Face-to-Face Contact Suggestions

The following situations will precipitate a reason for a face-to-face meeting with the customer rather than a telephone call:

- Distribute customer gifts (i.e., BellSouth.net diskettes)
- Deliver customer tickets to events (i.e., seminars, BellSouth Memorial Classic, etc.
- Deliver follow-up items from events (i.e., photos taken at seminars and programs)
- Introduce new products or services
- Introduce an entire support team to the customer
- Introduce company executives to the customer, when appropriate

continued on next page

Chapter 4.0 - Established Account Team Transition

BST customers have consistently indicated the need to limit AE (Account Executive) turnover because of the importance of the AE's broad base of knowledge, applicability of services specific to the individual customer needs, and the understanding of the customer's business and industry. However, when the AE customer account transition is inevitable, BST customers have consistently requested that they be better informed on the transition and to minimize the re-education of the new AE.

4.1 Reasons for Established Account Transition:

There can be many reasons that an account transition is needed. The reasons can be both customer and company initiated and include the following primary reasons:

- Promotions or transfers of AEs to other BST positions
- Normal AE turnover due to employment termination and new hires
- Customer legal structure changes due to mergers, acquisitions, and spin-offs
- Customer requests due to changes in decision making processes or locations
- Sales team organizational and sales resource assignment changes
- Periodic review and movement of accounts between Sales Director modules and districts

4.2 Rules for Established Account Transition

To insure that the impact to the customer is minimal, the following rules will be followed when there is any type of transition on an established account:

- Originating ***and*** receiving AEs will assess the account transition impact on the customer relationship and develop a consensus agreement on the account transition timeline with the responsible Sales Director(s). (At the time of the transition, if the AE has left BellSouth, the Sales Director will serve in the capacity described herein.)

- Sales Director(s) will submit agreed upon account transition request to responsible AVPs (Assistant Vice Presidents) for review and sign-off approval when transition is between districts. If the transition is within the same district, the Sales Director(s) will inform the Sales AVP.

- Sales Director(s) or AE(s) will contact the customer directly by letter, telephone, and/or face-to-face meeting to address the transition

- Receiving AE(s)/Sales Director(s) will follow-up with the customer on the customer account transition open issues within an acceptable time period

Chapter 5.0 – Written Communication

The value of written communication cannot be over estimated. The following reasons explain why written communication is important.

- Customers deserve to be thanked for their business. The value of appreciation does not diminish over time.

- Sending a thank you to customers is another opportunity to get the BellSouth name in front of them.

- AVP level involvement reinforces the value of BellSouth's relationship with the account (customer).

- Following proprietary information guidelines protects BellSouth and our customers.

continued on next page

Chapter 5.0 – Written Communication

5.1 Proposals

One type of written communication is proposals. Proposals are defined as any communication with a customer that involves the following:

- A change in the customer's business operation recommended by BellSouth
- A recommendation involving a BellSouth product or service
- Any reference to the price of service, even if answering a customer request

"*Proprietary information*" stamps and notices will be used on any information shared with customers, particularly pricing information.

Chapter 6.0 – Acronyms

AE	Account Executive
AVP	Assistant Vice President
BST	BellSouth Services Telecommunications
CIS	CLEC Interconnection Sales
EDI	Exchange Data Interchange
LAN	Local Area Network
LENS	Local Exchange Navigation System
NDM	Network Data Mover
SME	Subject Matter Expert
TAFI	Trouble Analysis Facilitation Interface
TAG	Telecommunications Access Gateway

Chapter 12.0 Appendix

Appendix B

Escalation List

Chapter 12.0 Appendix

CLEC Interconnection Sales (CIS)

600 N. 19th Street
9th Floor
Birmingham, AL 35203

- Understand Policy and CLEC Contracts
- Customer Advocate
- Facilitate Local Market Entry, i.e. Training, Starter Kit, Implementation Team, etc.
- Assist in design and pricing of services
- Obtain Forecasts from CLEC
- Handle Executive Escalations
- Drive Resolution of Undefined Issues

Name	Title	Office	Pager	Fax
Marc Cathey	Sales Assistant Vice President	(205) 321-4900	(877) 318-6434 PIN 17094164	(205) 321-4334
Bill French	Sales Director	(205) 321-4940	(800) 862-0399 PIN 17145349	(205) 321-4364
Scott Hogg	Regional Account Manager	(205) 321-4957	(800) 862-0399 PIN17198905	(205) 321-4364
Shamron Wilder	Systems Designer	(205) 321-4939	(800) 862-0399 PIN 17056574	(205) 321-4364
Pinky Reichert	Industrial Specialist	(205) 321-4932		(205) 321-4364

Chapter 12.0 Appendix

Appendix C

Escalation Process

Chapter 12.0 Appendix

BELLSOUTH NETWORK & CARRIER SERVICES - CUSTOMER SERVICES

BELLSOUTH

Escalation Process

LCSC - Resale/Multi-Line/UNE Switched Combos

1st Escalation:
Main Telephone Number 800-872-3116
If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Resale Operations Director.

3rd Escalation: Operations Director
Diane Strickland 770-986-2092
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President
Bryant Green 770-986-2630
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours
Escalation:
Resale/UNE Combo Duty Officer: 800-946-4646
PIN 1417406

LCSC - UNE Group

1st Escalation:
Main Telephone Number 800-872-3116
If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNE Group Operations Director.

3rd Escalation: Operations Director
Ron Moore 770-986-2020 (Designed)
Michael McGovern 770-986-2047 (Non-Designed)
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President
Bryant Green 770-986-2630
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours
Escalation:
UNE Group Duty Officer: 800-946-4646
PIN 1405325

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Chapter 12.0 Appendix

BELLSOUTH NETWORK & CARRIER SERVICES - CUSTOMER SERVICES

BELLSOUTH

Escalation Process (continued)

LCSC - Complex

1st Escalation:
Main Telephone Number 800-872-3116
If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Complex Operations Director.

Marbalene Jones 770-986-2105
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President
Bryant Green 770-986-2630
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:
Escalation:
Comp. Duty Officer: 800-946-4646 PIN 1403942

BellSouth Resale Maintenance Center (BRMC)
1st Escalation:
Main Telephone Number 888-461-0612
If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the BRMC Operations Director.

3rd Escalation: Center Support Manager
Vicki Lay 404-541-4028
Sending an urgent voice mail message automatically pages Support Manager between 8am -6pm (M-F)

4th Escalation: Operation Director
Danny Langford 404-541-4029
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

5th Escalation: Operations Assistant Vice-President
Jim Argo 404-541-4019
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:
1st Escalation:
Main Telephone Number 888-461-0612
If the Technician who answers is unable to assist you page the Duty Officer
2nd Escalation:
BRMC Duty Officer: 800-946-4646 PIN 1403974

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Chapter 12.0 Appendix

BELLSOUTH NETWORK & CARRIER SERVICES - CUSTOMER SERVICES

BELLSOUTH

Escalation Process (continued)

UNE- Provisioning

1st Escalation:
Main Telephone Number 800-795-0153
If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.

3rd Escalation: Operation Director
Eddie Owens 404-541-4054
Shelia Sanford 404-541-4064
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operations Assistant Vice-President
Jim Argo 404-541-4019
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:
1st Escalation:
Main Telephone Number 800-795-0153
If the Technician who answers is unable to assist you page the Duty Officer

2nd Escalation:
UNEC Duty Officer: 800-946-4646 PIN 1404161

UNE- Maintenance

1st Escalation:
Main Telephone Number 800-795-0153
If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:
The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.

3rd Escalation: Operation Director
Ed Houppert 404-541-4004
Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operations Assistant Vice-President
Jim Argo 404-541-4019
Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:
1st Escalation:
Main Telephone Number 800-795-0153
If the Technician who answers is unable to assist you page the Duty Officer

2nd Escalation:
UNEC Duty Officer: 800-946-4646 PIN 1404161

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Chapter 12.0 Appendix

Appendix D

E-Commerce Account Team

Chapter 12.0 Appendix

Contact	Subject Matter Assignments	Telephone Number
Brenda Gibson	BRITE	(205) 321-7765
Jimmy Patrick	ECTA and TAFI	(205) 321-7799
Darlene Haynes	EDI	(205) 321- 7707
Jason Rudick	EDI	(205) 321-4968
Brian Bradley	LENS	(205) 321-3267
Becky Galey	LENS	(205) 321-3399
Debby Feir	RoboTAG	(770) 936-3762
Gary Romanick	RoboTAG	(770) 936-3758
Susan Hart	TAG	(205) 321-2604

Documentation Used by the E-Commerce Account Team includes the following:

- EXACT CONNECT: Direct/Network Data Mover (NDM)
- LENS (Local Exchange Navigation System) Checklist
- LAN (Local Area Network) to LAN Checklist
- EDI (Exchange Data Interchange) Customized Interface Checklist
- TAFI (Trouble Analysis Facilitation Interface) Process for CIS
- CONNECT: Direct/EDI Process
- TAG (Telecommunications Access Gateway) Checklist

Chapter 12.0 Appendix

Appendix E

Electronic Communications (EC) Support Group

NOTE: **In an effort to provide consistency throughout the Electronics Communications Support Group Package:**

- **The page numbers of the entire Electronics Communications Support Group Package within this Appendix will not reflect the true page numbers of the document itself. As a result, the page number references within the document will *not* be correct.**

- **There may be inconsistencies in the page breaks and associated page headers.**

BELLSOUTH

Electronic Communications Support Group

Customer Support Procedures

Interconnection Operations

Simply the… BEST!!!

Revision 2.4
October 12, 2000

Table of Contents

1.0 Description / Purpose of Document

The purpose of this document is to provide a clear, concise description of the BellSouth Electronic Communications (EC) Support Group's Duties, Commitment Times, as well as Group Contact and Escalation Procedures.

The primary recipients of this document are:

- Interconnection Sales Account Teams
- CLEC Turn Up Team
- CSM Group.

While some of the information contained herein is needed by external customers (i.e. contact numbers), this document as a whole is not intended to be distributed to external customers. It is the responsibility of the teams listed above to get their customers turned up successfully, and provide them with the EC Support Group contact information.

This document will be distributed via e-mail to the teams listed above every time changes are made. The document may also be referenced at the EC Support Group's Intranet Web Site (http://90.14.153.154). This Web site is for internal BellSouth employees only.

For comments or questions regarding this document or the EC Support Group in general, please contact Bruce Smith at the number provided in Section 7.0. This is a living document with all input being welcome.

The EC Support Group is part of the Interconnection Operations organization, reporting to Bill McNair, Jan Funderburg, and Bill Reid.

2.0 Glossary

ACAC	Access Customer Advocacy Center
CAFÉ	Common Access Front-End
CETI	Carrier Electronic Trouble Interface
CLEC	Competitive Local Exchange Company
CMIP	Common Management Information Protocol
Connect: DIRECT	New name for NDM (Network Data Mover)
CPM	Common Presentation Manager
CPSS	Circuit Provisioning Status System
CPSS-TA	Circuit Provisioning Status System-Trouble Administration
CSOTS	CLEC Service Order Tracking System
CUI	Character User Interface
CSM	Customer Support Manager
EC	Electronic Communications
EDI	Electronic Data Interface
ICREF	Interconnection Reference
IXC	Interexchange Carrier
LENS	Local Exchange Navigation System
LNP	Local Number Portability
MTS	Mid-Range Technical Support
N&CS	Network and Carrier Services
OSS	Operational Support System
PIC	Preferred Interexchange Carrier
PMAP	Performance Measurement and Analysis Platform
PMSG	Priority Messaging
ROBOTAG	Robust GUI Telecommunications Access Gateway
SPOC	Single Point of Contact
TA	Trouble Administration
TAFI	Trouble Analysis Facilitation Interface
TAG	Telecommunications Access Gateway
TCP/IP	Transmission Connection Protocol / Internet Protocol

3.0 Scope of Document

The scope of this document is limited to providing information concerning the BellSouth EC Support Group's duties and official contact and escalation procedures. This document does not take the place of Project Specific Service Agreements. While information contained in this document can be used to build agreements (both internal and external), the document itself is not to be used as an official agreement between BellSouth and external customers. This document by itself is not legally binding in any way.

4.0 Group Mission (Duties, Responsibilities)

The EC Support Group provides first level support to BellSouth external wholesale customers for the electronic interface systems BellSouth offers. The customer base is made up primarily of Interexchange Carriers (IXCs) and Competitive Local Exchange Companies (CLECs). The EC Support Group serves as both System Administrator and the Single Point of Contact (SPOC). The EC Support Group is staffed in Birmingham and Atlanta with each subgroup having distinct responsibilities for certain applications.

The electronic interface systems allow external customers to access data from BellSouth Operational Support Systems (OSSs). The EC Support group currently supports the following Electronic Interface Systems.

Atlanta Group

- EC-TA-IXC Gateway (X.25 CMIP Application-to-Application Interface)
- EC-TA-CLEC Gateway (X.25 CMIP Application-to-Application Interface)
- EC-PIC (X.25 CMIP Application-to-Application Interface)
- CETI
- PMSG (BellSouth ACAC Alert Message Indicator)

Birmingham Group

- CAFE
- Connect:DIRECT via TCP/IP
- CPSS & CPSS-TA
- CSOTS
- EC-ICREF
- EC-PIC CPM
- EC-TA CPM

- EDI
- LENS
- PMAP
- ROBO TAG
- TAFI
- TAG

4.1 EC Support Group Mission Statement

To be the **Simply the… BEST** Support Group by having a customer-first attitude. This means we will serve our customers as we would want to be served. The customer might not always be correct, but they are still the customer and we will treat them with the utmost respect. Our goal is zero escalations from our customers.

5.0 Normal Contact Procedures

5.1 Atlanta Group

The Atlanta EC Support Group is staffed Monday through Friday during normal business hours (8:00 AM – 5:00 PM Eastern Time). For nights, weekends, and holidays, coverage is provided via a Duty Pager which one of the EC administrators has at all times.

5.1.1 Normal Business Hours

During normal business hours the customer will normally call the desk of the SPOC of the application involved. The SPOCs phones are programmed to page them if a message is left during normal working hours.

The alternative method is to call the BellSouth EC Support Group at **1-800-663-3604** (within the Atlanta local calling area at **770-493-5012**) If there is no answer, the caller will hear an extended absence greeting advising them that no one is available to take the call. The caller will be instructed to leave a detailed message or to page the EC Support Group at **1-800-946-4646, PIN Number 1116111**. If the caller leaves a message, the duty pager will automatically be notified, therefore it is not necessary to call the pager if a message is left.

In either situation the call will be responded to within 1 hour.

5.1.2 Nights, Weekends, and Holidays

Call the BellSouth EC Support Group at **1-800-663-3604** (within the Atlanta local calling area at **770-493-5012)** The caller will hear an extended absence greeting advising them that no one is available to take the call. The caller will be instructed to leave a detailed message or to page the EC Support Group at **1-800-946-4646, PIN Number 1116111**. If the caller leaves a message, the duty pager will automatically be notified, therefore it is not necessary to call the pager if a message is left. In either situation the call will be responded to within 1 hour.

5.2 Birmingham Group

The Birmingham EC Support Group is staffed Monday through Friday during normal business hours (8:00 AM – 5:00 PM Central Time). For nights, weekends, and holidays, coverage is provided via a Duty Pager which one of the EC administrators has at all times.

5.2.1 Normal Business Hours

CLECs - Call the BellSouth EC Support Group at **1-888-462-8030**. The call will be responded to within 1 hour.

IXCs - Call the BellSouth EC Support Group at **1-800-363-6972**. The call will be responded to within 1 hour.

5.2.2 Nights, Weekends, and Holidays

Call the BellSouth EC Support Group at the number shown above in Section 5.2.1. The caller will hear an extended absence greeting advising them it is not normal business hours. The caller will be instructed to leave a detailed message for call-back the next business day unless the call pertains to a system problem, in which case the caller will be instructed to page the EC Support Group at **1-800-946-4646, PIN Number 2040769**. The page will be responded to within 1 hour.

5.2.3 Electronic Mail Contact Procedures

The EC Support Group in Birmingham can be contacted via Electronic Mail. An account is set up in OpenMail for “CPM SPOC”. Any e-mail sent to this account will be reviewed within 5 business days of receipt. An automatic reply is sent to the e-mail initiator explaining the 5-day commitment time and advising them to call the SPOC if the request has to be handled sooner.

The OpenMail account is for the use of internal BellSouth personnel only. It is intended for non-urgent items such as setting up new user profiles, etc. for the Sales Account Teams. This OpenMail account is not to be distributed outside BellSouth. External customers should call the EC Support Group for assistance.

6.0 Customer Support Procedures

~~5.1~~6.1 Atlanta

6.1.1 General

The ECSPOC acts as a single point of contact for internal and external customers, and MTS. The ECSPOC coordinates the efforts of all parties for each EC application. The aforementioned efforts include troubleshooting the system, informing customers of upgrades to the system, and scheduling maintenance on the system.

Once the call is received into the BellSouth office, the ECSPOC determines if the issue is one that he/she is aware of and that the issue is being resolved, or he/she will analyze the situation and determine if the problem is software or hardware related. Depending on the origin of the problem, the ECSPOC has at their disposal the assistance of several teams that will eliminate the problem. Once the issue has been resolved to the satisfaction of the ECSPOC, he/she will call the customer to determine that the customer no longer has the situation that initiated the original call. If the solution takes more than hour to perform, the ECSPOC will update the customer hourly until resolution.

The ECSPOC enters each issue into an issues log file. Issues are proactively updated by the ECSPOC as the issue is being researched. The ECSPOC tracks each issue until it is closed. All ECSPOCs keep the issues log file in a central location for access. The ECSPOC discusses open issues until resolution via biweekly conference calls with his/her prospective customer.

6.1.2 EC-TA (IXC and CLEC)

The ECTA application allows IXC and CLEC customers to open up Electronic Trouble Tickets on circuits leased from BellSouth. The ECTA application is linked via the ECTA Gateway. The gateway allows application to application interfacing between IXC/CLEC customers and BellSouth. Current external customers for the ECTA application include: AT&T (IXC and CLEC), MCI (IXC and CLEC), Sprint (IXC and CLEC).

The ECTA application help desk receives calls or pages from internal and external customers on various application issues. Application issues consist of the “Link” being down, messages not being received, and ticket status is not proper. External customers for the ECTA application include: AT&T (IXC), MCI (IXC and CLEC), Sprint (IXC and CLEC). Internal Customers for the ECTA application include: AT&T, MCI, Sprint ACAC’s).

6.1.3 EC-PIC

The EC-PIC application allows the LECs to change the Preferred Interexchange Carrier for the end user via gateway to gateway. At the current time MCI is the only carrier using the EC-PIC gateway.

The EC-PIC application help desk normally receives only one type of call from the customer. This relates to the association between the two gateways being down. In many cases the situation has already been noticed on the BellSouth side, by MTS or the SPOC, and the issue is being resolved.

6.1.4 CETI

CETI is a gateway for distributing long distance trouble tickets between LMOS and WFA to the long distance carrier. Today CETI is currently interfacing LMOS tickets with BellSouth Long Distance, although design and marketing plans call for interfacing both LMOS and WFA tickets to multiple carriers.

The CETI application help desk receives calls from internal and external customers relating to problems with trouble ticket closures. BellSouth Long Distance trouble tickets currently are not generating a large amount of traffic on the gateway.

6.1.5 PMSG

The Priority Messaging application provides an indicator to BellSouth ACAC technicians and supervisors for ECTA alerts. The indicator is in the form of a message box on the ECTA users screen. Alerts that generate a message include: A new trouble ticket create, IXC/CLEC customer not receiving a message, and system outage alerts.

The ECPMSG help desk normally receives calls or pages from internal customers in the BellSouth ACAC's. A typical call on the ECPMSG is my work indicator is not working. In most cases the cause is a user needs to be added to a message list or the server the user is on is down.

6.2 Birmingham

6.2.1 General

The ECSPOC acts as a single point of contact for internal and external customers. The ECSPOC coordinates the efforts of all parties for each EC application. The aforementioned efforts include troubleshooting the system, informing customers of upgrades to the system, and scheduling maintenance on the system.

Once the call is received into the BellSouth office, the ECSPOC determines if the issue is one that he/she is aware of and that the issue is being resolved, or he/she will analyze the situation and determine if the problem is software or hardware related. Depending on the origin of the problem, the ECSPOC has at their disposal the assistance of several teams that will eliminate the problem. Once the issue has been resolved to the satisfaction of the ECSPOC, he/she will call the customer to determine that the customer no longer has the situation that initiated the original call. If the solution takes more than hour to perform, the ECSPOC will update the customer hourly until resolution. The calls received in this group are primarily system connectivity issues or password resets. Any exceptions are noted in the system paragraphs.

Calls to the ECSPOC are documented and tracked in our on-line Trouble Database. The Trouble Database is located on our Website at: http://90.14.153.154/. This database is user-restricted to the ECSPOC group. The Trouble Database is broken down into to two categories: User tickets and System tickets. Tickets can have a status of OPEN or CLOSED.

User tickets are used when the problem encountered by the end user is only affecting that one customer. System tickets are used when widespread system problems occur.

Each ticket has the name of the person who placed the call to the ECSPOC and a callback number. Tickets in the ECSPOC database are not placed in the CLOSED category until the end user has been called back.

6.2.2 Connect:DIRECT Via TCP/IP

Connect:DIRECT (formerly known as NDM) is a bulk file transfer process used by BellSouth to send and receive data from its wholesale customers. Various applications in BellSouth use Connect:DIRECT and there are multiple connection protocols. The only protocol the EC Support group is involved with is TCP/IP. The only applications currently using Connect:DIRECT via TCP/IP are CARE and ODUF. Our responsibilities are to help the customer get successful connection to BOSIP, resetting DIALS Pins, etc. No Connect:DIRECT specific or application specific questions are answered. These questions are referred to the TSC with the exception of CARE, which is referred to CARE Project Management in N&CS-Customer Services.

6.2.3 CPSS & CPSS-TA

The Circuit Provisioning Status System is a way for IXCs to check the status of pending circuits. This system will also send an Email to the customer upon completion of a pending circuit.

The Trouble Administration section of CPSS deals with Maintenance as opposed to Provisioning. Customers can report WFA-based trouble tickets and check the status of those tickets via this system.

CPSS & CPSS-TA is accessible via the Internet.

6.2.4 CSOTS

The CLEC Service Order Tracking System (CSOTS) is a tool that allows CLECs to view their existing service orders. The information in CSOTS is taken from SOCS (Service Order Control System).

CSOTS is accessible through the Internet only.

6.2.5 EC-ICREF

Interconnect Customer Reference System (ICREF) is a system that allows users to validate street addresses, connecting facility assignments, and network channel code data prior to issuing Access Service Requests to BellSouth.

ICREF is accessible through the Internet and Telnet sessions. If a Telnet session is implemented, ProComm, Chameleon or other 3rd party software must be used.

6.2.6 EC-PIC CPM

The EC-PIC CPM application allows the LECs to change the Preferred Interexchange Carrier for the end user via a Telnet session. This requires ProComm, Chameleon or other 3rd party software.

6.2.7 EC-TA CPM

EC-TA CPM, or Electronic Communications Trouble Administration Common Presentation Manager is used to enter and cancel trouble tickets, check ticket status and view reports. This is accomplished through a Telnet session with ProComm, Chameleon or other 3rd party software.

6.2.8 LENS

LENS is the Local Exchange Navigation System. This system allows CLECs to pre-order (address validation, TN reservation etc.), place firm orders for resale requests, view errors and clarifications and change existing requests.

Lens is accessible through Internet access, LAN to LAN connection, or Telnet session.

6.2.9 PMAP

PMAP is a system that provides specific measurement reports and data for CLECs. CLECs can view their data only. The Performance Measurement and Analysis Platform system is available through the Internet.

6.2.10 ROBO TAG

RoboTAG, or Robust GUI TAG is not really a system, but a piece of desktop software that allows CLECs to used the TAG system without programming a software library to interface with TAG.

The Electronic Communications Support Group will work with customers to recreate any problems. If problems exist, those will be referred to Telcordia.

6.2.11 TAFI

TAFI is the Trouble Analysis Facilitation Interface. This system allows the customer to enter and view trouble reports, view trouble queues, and test lines. TAFI is available only through a Telnet session and requires 3rd party software. Chameleon works best with this application.

6.2.12 TAG

TAG is a service order issuance system with the same functionality as LENS. Telecommunications Access Gateway is an application to application interface. The customers are responsible for programming their own front-end application that interfaces with TAG. Customers maintain their own front-end, BellSouth maintains TAG. TAG is accessed via Internet and LAN to LAN.

6.2.13 EDI

EDI is the Electronic Data Interface. This system is a file transfer system which allows CLECs to transmit data in batch.

6.2.14 CAFE

CAFÉ is the Common Access Front End system. It is the replacement for TELIS and ICREF. CAFÉ will allow the customers the ability to do pre-validation and ordering of Access Services. CAFÉ interfaces with EXACT via a batch process similar to the TELIS-EXACT interface.

7.0 Escalation Contact Procedures

If the caller does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list.

Escalation Level	Name and Title	Office Number	Home Number	Pager Number
1st Level	Don Tighe Manager-EC Support Group Interconnection Operations	404-532-2233	770-452-1867	1-800-946-4646 PIN 1440050
2nd Level	Bruce Smith Operations Director – EC Support Group Interconnection Operations	205-988-7211	205-982-9970	1-800-542-3260
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	205-995-8030	1-800-946-4646 PIN 1179523

NOTE: If a call is escalated without first attempting to contact the EC Administrator as explained in Section 5.0 of this document, the caller will be referred back to the Administrator.

8.0 Type 1 System Outages—Change Requests

8.1 General

The BellSouth Change Control Process is the process by which BellSouth Telecommunications and CLECs will manage requested changes to the BellSouth Local Interfaces and the introduction of new interfaces. This process also provides the identification and resolution of issues related to Change Requests.

Systems Covered by BellSouth Change Control Process:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration Local (EC-TA)
- CLEC Service Order Tracking System (CSOTS)

Note: As new interfaces are introduced or retired, BellSouth will post a CLEC Notification Letter to the web 60-90 days prior to the introduction or retirement of the interface.

8.2 Change Control Types and Definitions

Change requests are classified by type. There are six types:

- Type 1—System Outage
  A Type 1 Change Control Request is a BellSouth System Outage. A System Outage is defined as when the system is totally unusable or has degradation in existing features or functionality within the interface. If the System Outage is not resolved with 20 minutes of the 1st report to the Electronic Communications Support Group, a notification will be posted to the web within 1 hour. The Web Address is:
  http://www.interconnection.BellSouth.com/markets/lec/ccp_live/eiccp.html

The 1-hour commitment begins from the time the outage was reported. Either BellSouth or a CLEC can initiate the report of an outage. All Type 1 Change Control Requests will be reported to our number at 888-462-8030.

Degradation is defined as any system problem where the end user gets an error message. This could be an intermittent situation. Slow response time outs with error messages are an example of system degradation. If true system degradation occurs, it should be re-createable during trouble shooting analysis.

- Type 2—Regulatory Change
  Any change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Either BellSouth or a CLEC may initiate the change request.

- Type 3—Industry Standard Change
  Any change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

- Type 4—BellSouth Initiated Change
  Any change affecting the interfaces between the CLECs and BellSouth's operational support systems that BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and /or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests. This classification does not include changes imposed upon these interfaces by third parties as outlined in Type 2 or Type 3.

- Type 5—CLEC Initiated Change
  Any change to the interfaces between the CLECs and BellSouth's operational support systems that the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. This classification does not include changes imposed upon these interfaces by third parties as outlines in Type 2 or Type 3.

- Type 6—CLEC Impacting Defects
  Any change where a CLEC impacting defect is found in a production environment when the system is not operating as specified in the baseline business requirements. The CLEC and/or BellSouth may initiate these types of changes which affect interfaces between the CLECs and BellSouth's operational support systems.

8.3 Our Role in the BellSouth Change Control Process

Here are the steps and timeframes associated with Type 1 System Outages:

- Either BellSouth or a CLEC identifies an outage/degradation of system.
- If the problem lasts over 20 minutes from the 1st report, the Website must be posted within 1 hour.
- If the outage is still going on after 2 hours, the Website must be updated to reflect the outage is ongoing and every 2 hours thereafter.
- When the system outage is resolved, it must be posted to the Website within 24 hours of clear time. Although we have a commitment time of up to 24 hours, the expectation is that the Website would be posted shortly after the system becomes clear.
- The customer may escalate if the outage is still on going after 2 hours or if the Electronic Communications Support Group has not met the posting times.

Chapter 12.0 Appendix

Appendix F

Electronic Interface Overview

BellSouth's
Electronic Interfaces

- **LENS**
- **EDI**
- **TAG**
- **TAFI**
- **SOTS**
- **PON STATUS**
- **PIC**
- **ICREF**
- **CAFE**
- **CPSS**
- **CPSS/TA**

Local Exchange Navigation System (LENS) – *CLEC*

LENS Overview:

LENS is an on-line, interactive, menu driven system that permits subscribers to perform inquiry functions and/or process requests for various products, features and services.

- Web based interface
- Recommended browsers: Netscape Navigator and Microsoft Internet Explorer
- Operates in real time

Functionality:

Pre-Order

- Address Validation
- Feature/Service Availability by switch
- Telephone Number Reservation
- Miscellaneous Account Number Reservation
- Appointment Availability
- View Customer Record
- View PIC/LPIC Carriers
- View Installation Calendar
- View Credit History
- Estimated Due Date
- Loop Makeup for Working Loops
- Loop Makeup for New/Spare Loops
- Cancel Facilities Reservation

Firm-Order

- Submission of Local Service Requests (25 lines, simple residence/business)
- Order summary
- Submission of supplemental orders
- Bulk Ordering
  - Upload a file with up to 500 PONs
  - Enter request directly onto screen up to 100 at a time

Request Types

- Resale (Non-Complex)
- Directory Listings and Assistance
- Port/Loop Combination
- Type A (Loop)
  - Analog/Voice/Non-Designed
  - Analog/Voice/Designed
  - Digital/Data/Designed (DS0)
  - Digital/Data/Designed (DS1)
  - Digital/Designed/Basic Rate ISDN
- Type B (Loop with INP)
  - Analog/Voice/Non-Designed with INP
  - Analog/Voice/Designed with INP
  - Digital/Designed/Basic Rate ISDN with INP
- xDSL (Tentatively to be released on 2/14/2001, SRT may be required)
  - 2-wire Asymmetrical Digital Subscriber Line (ADSL)
  - 2- and 4-wire High-Bit Rate Digital Subscriber Line (HDSL)

- 2- and 4-wire short and long Unbundled Copper Loop (UCL-S, UCL-L)

Activity Types

- New Connect, Disconnect, Conv As Is, Conv with Changes, Directory Listings, Add – Change – Delete features, Change PIC/LPIC, Freeze PIC and/or Local Service, Change TN, Suspend Seasonal, Restore Seasonal, Deny Non-Payment, Restore Non-Payment

Viewing

- Retrieval of Firm Order Confirmation and Completion Notices
- Retrieval of Errors and Clarifications
- Retrieval of firm order status

Connectivity:

- LAN-to-LAN
- Public Internet
- Dial-up

Electronic Data Interchange (EDI) – *CLEC*

EDI Overview:

EDI is the process of exchanging business documents between trading partners using a computer-to-computer application over a communications path.

Standards:

Developed by American National Standards Institute (ANSI)

- Accredited Standards Committee (ASC X12)

Alliance of Telecommunications Industry Solutions directs how standards will be used.

- Telecommunications Industry Forum (TCIF) ensures ANSI standards address telecommunications industry business needs

- Service Order Sub-Committee (SOSC) develop EDI guidelines based on OBF standards

BellSouth's current standard platform is ASC X12's 4010/TCIF Issue 9 (LSOG 4)

Translator Software:

Trading partners are responsible for maintaining their "translator software" in accordance with ANSI ASC X12 standards.

Create your own EDI Interface to BellSouth

- BellSouth EDI specifications and business rules published in the Local Exchange Ordering (LEO) Implementation Guide (Volumes 1-4) On the Internet at: http://www.interconnection.bellsouth.com/guides/html/leo.html

Connectivity:

- VAN to BST (Trading partner's VAN to BST)

- LAN-to-LAN - Dedicated line between Trading Partner facility and BellSouth's EDI gateway; can be 56K, T1 or fractional T1, Frame Relay or Point-to-Point protocols. Connect:Direct file transfer software from Sterling Commerce required.

Order Types/Functionality:

Resale

- Business Lines
- Residential Lines
- Associated Features (Custom Calling, TouchStar, etc.)

- Hunting
- PBX Trunks (2-way, 1-way)
- Additional DID trunks on existing DID service
- Additional DID numbers on existing DID service

UNEs
- Loop Service
- Loop with Interim Number Portability - INP
- Loop with LNP Number Portability - LNP
- Interim Number Portability – INP
- Local Number Portability – LNP
- Port Service
- UNE Switched Combinations

xDSL (Requires TCIF 9)
- 2-wire Asymmetrical Digital Subscriber Line (ADSL)
- 2- and 4-wire High-Bit Rate Digital Subscriber Line (HDSL)
- 2- and 4-wire short and long Unbundled Copper Loop (UCL-S, UCL-L)

* Please refer to the BellSouth Business Rules for Local Ordering chapter 2.6.1 on pages 165 and 166 for electronic ordering exceptions.

<u>Additional Functionality</u>:

- Return of Firm Order Confirmations, Completion Notices and Error Messages
- Operates in batch mode

EDI Testing Phases:

- Connectivity
- Syntax
- End-to-End
- Service Readiness Testing

Telecommunications Access Gateway (TAG) – *CLEC*

TAG Overview:

TAG provides an electronic gateway interface, or a machine to machine interface, for the bi-directional flow of information between BellSouth's Operational Support Systems (OSSs) and CLECs. TAG is BellSouth's CORBA based API application for pre-ordering and ordering.

Benefits of TAG:

- Direct access to the data
- CLECs develop their own presentation layer
- Pre-order and firm order functionality
- Real time, not batch

Order Types/Functionality:

Pre-Ordering

- Address Validation
- Feature/Service Availability
- Telephone Number Reservation
- Appointment Availability
- Customer Service Records
- Loop Makeup

Resale

- Business Lines
- Residential Lines
- Associated Features (Custom Calling, TouchStar, etc.)
- Hunting
- PBX Trunks (2-way, 1-way)
- Additional DID trunks on existing DID service
- Additional DID numbers on existing DID service

UNEs

- Loop Service
- Loop with Interim Number Portability - INP
- Loop with LNP Number Portability - LNP
- Interim Number Portability – INP
- Local Number Portability – LNP
- Port Service
- UNE Switched Combinations

xDSL (Tentatively scheduled for 2-12-2001. Requires TCIF 9)

- 2-wire Asymmetrical Digital Subscriber Line (ADSL)
- 2- and 4-wire High-Bit Rate Digital Subscriber Line (HDSL)
- 2- and 4-wire short and long Unbundled Copper Loop (UCL-S, UCL-L)

* Please refer to the BellSouth Business Rules for Local Ordering chapter 2.6.1 on pages 165 and 166 for electronic ordering exceptions.

Additional Functionality:

- Retrieval of order status, list of Purchase Order Numbers, Firm Order Confirmations, Completion Notices and Error Messages
- Submission of supplemental orders

Supported client platforms:

- SUN with Solaris
- HP-Unix
- Windows NT and Windows 95

Development Environment:

- C++ knowledgeable programmer required
- TAG APIs are C++
- ORBIX Release 2.3c02
- BSAFE Release 3.0
- Incorporates CORBA 2.0 App-to-App Interface

Connectivity:

- LAN-to-LAN
- Public Internet

TAG Testing Phases:

- Connectivity
- Connectivity Application
- Application
- Validity
- Service Readiness Testing

Trouble Analysis Facilitation Interface (TAFI) - *CLEC*

TAFI Overview:

TAFI is a 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).

Connectivity:

- LAN-to-LAN
- Dial-up

CLECs Service Order Tracking System (CSOTS) - *CLEC*

CSOTS Overview:

The tracking system provides CLEC service order information from the BellSouth Service Order Communication System (SOCS) for CLEC service orders via a Web interface.

Functionality:

The tracking system is designed to provide the CLEC community with the following capabilities:

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

Process Flow:

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

1 The CLEC generates an LSR.

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

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

Connectivity:

CSOTS is accessible through the Internet only.

System Availability:

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

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

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

PON Status Report – *CLEC*

<u>PON Status Report Overview:</u>

PON Status Report is BellSouth tracking system that provides CLECs the status of their manual/paper orders before they receive an FOC (CLECs can track their orders in SOTS after they receive on FOC). This system is available only via the public internet using Internet Explorer 5.0 or higher or Netscape 4.0 or higher.

PMAP – *CLEC*

PMAP Overview:

The Performance Measurement and Analysis Platform (PMAP) is BellSouth's website and report generating platform that is used to provide measurement reports and data to various internal and external audiences.

PMAP Functionality:

The PMAP web site provides regulatory and contractual reporting capabilities for the following business functions:

- Pre-Ordering Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC.**:**

- Ordering: The order status measurements monitors timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.

- Provisioning: This is the measure of service delivery and accuracy intervals.

- Maintenance & Repair: These measures monitor maintenance requests.

- Billing: This provides a measure of billing accuracy.

- Operator Service/Directory Assistance: Measures the speed of answer delivered to retail customers, in terms of Operator Services with Toll Assisted Calls or Directory Assistance.

- Emergency 911: This measure is developed by BellSouth’s E911 third party vendor, SCC, and determines the accuracy and timeliness of 911 database updates.

- Trunking: This measure provides traffic performance data on the trunk groups.

- Collocation: Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth measures the timeliness and delivery of Virtual and Physical Collocation.

Connectivity:

- PMAP is accessed via the Public Internet.

Preferred Interexchange Carrier (PIC) – *Interexchange Carrier*

The PIC application allows you to perform PIC Inquiry and PIC Changes**.** A PIC Inquiry allows you to enter a telephone number and obtain customer information. A PIC Change allows you to submit a request to change the PICs.

Functionality:

Inquiry

- WTN
- BTN

PIC Change

- PIC of All
- Single Account

Connectivity:

- LAN-to-LAN
- Dial-up

Interconnection Reference External Validation (ICREF) – *Interexchange Carrier and CLEC*

ICREF Overview:

ICREF is a character based or web based interface that allows the Access Customer to perform the following functions:

Functionality:

- Street Address Validation
- Connecting Facility Assignments
- Network Channel Code Data

Connectivity:

- LAN-to-LAN
- Public Internet
- Dial-up

NOTE: You must be a certified IXC with the PSC and have ordered Feature Group D trunks or have an IXC carrying your traffic for access to ICREF.

CAFÉ - *Common Access Front End*

CAFÉ Overview:

CAFÉ is an on-line, interactive, menu driven system that permits subscribers to perform integrated ASR ordering, validation and inquiry functions.

- Web based interface
- Recommended browsers: Netscape Navigator and Microsoft Internet
- Operates in real time

Functionality:

Pre-Order

- NC/NCI/SECNCI Validation
- CFA Validation
- Address Validation
- FAS Validation
  - Determine if DS1 facilities available at given address
  - Produce Report of all addresses with DS1 facilities available by metro area, wire center, or community
  - View History of facilities at a given address

ASR Processing

- Complies with OBF ASOG standards

- Supports all 9 ASR Reqtypes
- Performs a majority of EXACT validations
  - Confirmations
  - Clarifications
  - Errors
- Supplement ASR

Connectivity

- Public Internet

Circuit Provisioning Status System (CPSS) – *Interexchange Carrier*

CPSS Overview:

The Circuit Provisioning Status System is a way for IXCs to check the status of pending circuits. This system will also send an Email to the customer upon completion of a pending circuit.

Connectivity:

CPSS system is accessed via the Public Internet.

CPSS/TA - *Circuit Provisioning Status System – Trouble Administration*

CPSS-TA Overview:

CPSS-TA is an on-line , Interactive, menu driven system that permits subscribers to enter Trouble reports for access circuits, update an existing trouble report, cancel a trouble report, obtain status of a trouble report, or add remarks to an existing trouble report.

Functionality:

- Enter a new trouble report (TR)
- Update an existing report
- Authorize a trouble report repair activity
- Cancel a report
- Close-out verification
- Obtain a trouble report status
- Add Remarks to an existing report
- Late-Bond to existing manually created reports

Connectivity:

- Public Internet

Electronic Interface Support

Application	Contact
LENS, TAFI, TAG, PIC, ICREF, CAFÉ, PMAP	888-462-8030 (CLECs)
CSOTS, CPSS,CPSS/TA and Pon Status	800-363-6972 (IXCs) (Monday-Friday, 8-5 Central, pager coverage after normal business hours)
EDI – Production	205-988-7613 (24 x 7)
Account Team Support:	Jimmy Patrick OSS Manager 205-321-7797
Brian Bradley 205-321-3267	Becky Galey 205-321-3399
Brenda Gibson 205-321-7765	Susan Hart 205-321-2604
Darlene Haynes 205-321-7707	Jason Rudick 205-321-4968

Connectivity to the Electronic Interfaces

LAN-to-LAN:

- TCP/IP LAN connectivity
- Static routes using security filters and IP address translations
- Customer provides and supports the circuit facility and CSU/DSU equipment from their IP WAN router to a BellSouth gateway router.
- Facility may be DS-0 or DS-1
- PPP or Frame Relay line protocols
- Customer provides registered IP addresses for the router-to-router serial link.
- Customer provides an IP address range to represent BellSouth destination systems. This range can be private or registered.

Dial-up:

- SecurID cards requested through account team.
- Modem pool supports speeds up to ISDN.

Internet:

- Web browser: Netscape Navigator or Microsoft Internet Explorer

Change Control Process (CCP)

CCP Overview:

The Change Control Process is the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) manage requested changes to the BellSouth Local Electronic and Manual ordering mechanisms.

- BellSouth and CLECs participate
- CLECs submit Change Requests on Electronic Interfaces to BellSouth Change Control Manager
- CLECs can only submit Change Requests on interfaces they are currently using
- Change Requests are prioritized
- BellSouth reviews and sizes Changes Requests
- BellSouth and CLECs jointly implement
- Notification and Information
- One vote per CLEC.

Web site address:

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html

Web Site References

Local Exchange Ordering (LEO) Implementation Guide

www.interconnection.bellsouth.com/guides/guides.html

Volume 1 – Data elements and usage rules
Volume 2 – Products and Services Information (Resale)
Volume 3 – Unbundled Network Elements
Volume 4 – EDI Mapping/Specifications

Change Control Process (CCP)

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html

Customers Letters/Notifications

http://www.interconnection.bellsouth.com/carrier/index.html

OSS Information Center

- **OSS Application Availability**
- **LSR Error Messages**

http://www.interconnection.bellsouth.com/markets/lec/oss_info.html

Training and Professional Services

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

http://www.interconnection.bellsouth.com/training/carrier_trng.html

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Appendix G

Subject Matter Experts

Chapter 12.0 Appendix

Contact	Subject Matter Assignments	Telephone Number
Robin Hicks	• Complex Resale/UNE • Simple Resale/UNE	(205) 321-4980
Wade Johnson	• 319 Remand Team 1 UNEs • DeAveraging	(205) 321-4985
Margaret Largent	• Line Sharing • Line Splitting • Loop Make-Up (LMU) • Loop Qualification System	(770) 936-3753
Daphne Matchen	• Local Interconnection Special Projects • Meet Point Billing • Mid Span Meet Project • Billing CABS/CRIS • Newsletter • Operator Services Interconnection (not OS & DA) • Special Promotions • Special Arrangements Mechanization Systems (SAMS)	(205) 321-7787
Roger McElroy	• DS1 & Non-Switched COMBOs • EELs	(205) 321-4973
Mary Carolyn McPherson	• Documentation	(205) 321-3589

continued on next page

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Contact	Subject Matter Assignments	Telephone Number
Bob McRae	• Access	(205) 321-4983
Bertha Smith	• Change Control Process (CCP) • Change Review Board (CRB) • Directory Listings/BAPCO • Real Time Resolutions (RTRG) • Local Service Ordering Guidelines 5 (LSOG 5)	(205) 321-5016
Shamron Wilder	• Third Party Testing (KPMG) • E911 • Wireless • LNP	(205) 321-4939
Ellen Sheppard	• Industry User Groups • Policy • Regulatory	(770) 936-3754

continued on next page

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Managers	Areas Covered	Telephone Number
Amanda Butler Sales Support Director	• Account Team Packages • Interdepartmental Relationships • Job Descriptions • Projects • Roles/Responsibilities of SME Organization • Training	(205) 321-4990
Margaret Garvin Sales Support Director	• Industry User Groups • Policy • Regulatory	(770) 936-3750
Pat Rand Team Lead Manager	• Liaison to CRSG, LCSC and OSS • OBF • Team Lead all UNE Products	(205) 321-2890

Appendix H

BellSouth Billing Incorporated

Chapter 12.0 Appendix

Contact	Area of Responsibility	Telephone Number

Laura Walls	• CRIS Billing
	  • CLUB
	  • DAB
	  • Billing Magnetic Tape
	  • CLUB EDI
		(205) 321-4385

Eddie Russell	• ADUF	(205) 321-4224
Andy Plummer	• ODUF • EODUF	(205) 321-4321