

BellSouth Start-Up Guide

Interconnection Services

Notice

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Introduction / Revision History

Purpose

The Start-Up Guide contains information introducing the CLEC to the specifics of working with BellSouth.

Version Information

Replaced gstug001.7.doc, which is a form called, "Reseller's Certificate of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services". Also changed verbiage of link to gstug001.7a.doc because that is a completely different form, plus added link to the webform version of that second one.

TABLE A. Revision History

Chapter	Date / Issue	Description	Change Requested By / Made By
12.2 Reseller's Certificate Of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services	August 4, 2006 / 1.28	Replaced gstug001.7.doc, which is a form called, "Reseller's Certificate of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services". Also changed verbiage of link to gstug001.7a.doc because that is a completely different form, plus added link to the webform version of that second one.	Tamikia D. Harris and Betty Byrd / M. Laney
Local Number Portability Ordering Process	May 10, 2006 / 1.27	Added info about providing the OCN registered with NPAC	Tamikia D. Harris and Betty Byrd / M. Laney
Local Interconnection Services for Facility- based Carriers	February 3, 2006 / 1.26	Added Jurisdictional Factoring.	Sharyn Gaston / Mike Harfield
All	December 15, 2005 / 1.25	Corrected links to Interconnection Web Site due to Web Site redesign.	Mike Harfield / Mike Harfield
Appendix A	November 7, 2005 / 1.25	Updated the Reseller's Certificate of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services (RF-6318)	Betty Byrd and Tamika Harris / Mike Harfield
Appendix A	September 9, 2005 / 1.24	Updated the BellSouth Master Account Application form.	Betty Byrd and Tamika Harris / Mike Harfield

Chapter	Date / Issue	Description	Change Requested By / Made By
Appendix E	August 9, 2005 / 1.23	Updated Competitive Local Exchange Carrier Information For BellSouth Advertising & Publishing Corp. (BAPCO) Customer Guide Pages	Jeanne Clark / Mike Harfield
Appendix A	April 29, 2005 / 1.22	Updated the BellSouth Master Account Application form.	Betty Byrd and Tamika Harris / Mike Harfield
Activation for Resale & Facility-based CLECs	March 14, 2005 / 1.21	Corrected the phone number for the Annoyance Call Center. The correct number is 888–966–6222.	Betty Byrd / Mike Harfield
Activation for Resale & Facility-based CLECs and Appendix A	September 8, 2004 / 1.20	Revised the Surety Bond and changed the BellSouth Interconnection Services Advisory Team address from 8th floor to 10th floor.	Betty Byrd / Shelia Adams / posted by Mike Harfield
BellSouth and CLEC Roles & Responsibilities	May 20, 2004 / 1.19	Revised CLEC Roles and Responsibilities to include outside wire moves / rearrangements.	Betty Byrd / Jerel Beirley and Delphine Randle / posted by Mike Harfield
Appendix A	May 6, 2004 / 1.18	Revised Tax Exemption Certificate Request and Reseller's Certificate of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services in Appendix A	Betty Byrd / Sheila Adams / Mike Harfield
Activation for Resale & Facility-based CLECs, CLEC Account Establishment; Appendix A - BellSouth Master Account Application	May, 2004 / 1.17	Changed address for BellSouth Interconnection Services Advisory Team to 10th Floor. Updated BellSouth Master Account Application Form.	Betty Byrd / Sheila Adams / Tamikia Harris / Mike Harfield
Activation for Resale & Facility-based CLECs, ACNA and CIC	April, 2004 / 1.16	Changed telephone number for Nancy Fears to 281-584-0345.	Betty Byrd / Mike Harfield
Activation for Resale & Facility-based CLECs, Appendix B	March 10, 2004 / 1.15	Revised CLEC CNA Code section. Removed reference to Toll Call Investigations in Appendix B.	Betty Byrd / Mike Harfield

1. Introduction

1.1 Preface

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

1.2 Purpose

The Start-Up Guide contains information introducing the CLEC to the specifics of working with BellSouth.

1.3 Audience

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

1.4 How to Read this Guide

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

The sections of this guide are organized as follows:

- Overview of BellSouth's CLEC Program
- Overall Start-Up Process Flow
- BellSouth CLEC Roles & Responsibilities
- Activation for Resale & Facility-based CLECs
- Local Interconnection Services for Facility-based Carriers
- Electronic Interfaces and Gateways
- Requesting Customer Service Records
- CLEC Training
- Business Process Overviews
- BellSouth Resources & Contacts
- Appendices

Overview of BellSouth's CLEC Program

This section provides an introduction to the CLEC's relationship with BellSouth. It offers a high-level overview of BellSouth's CLEC program.

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

BellSouth & CLEC Roles & Responsibilities

This section outlines the roles and responsibilities of BellSouth concerning its relationship with the CLEC. This section also covers the roles and responsibilities of each CLEC concerning its relationship with BellSouth.

Activation for Resale & Facility-based CLECs

This section consists of two sub-sections: CLEC *Account Establishment* and *Doing Business* as a CLEC. CLEC *Account Establishment* addresses forms and actions that the CLEC must complete prior to establishing a "Q" Account. *Doing Business* as a CLEC provides information on forms used by CLECs as well as additional information for conducting business as a CLEC.

Local Interconnection Services for Facility-based CLECs

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

Electronic Interfaces & Gateways

This section provides an overview of the electronic interfaces and gateways available to CLECs to perform Pre-Ordering, Ordering, and Trouble Maintenance functions. It contains an overview of the following: Local Exchange Navigation System (LENS), Electronic Data Interchange (EDI), Telecommunication Access Gateway (TAG), Trouble Administration and Facilitation Interface (TAFI), and Electronic Communication Trouble Administration (ECTA).

Requesting Customer Service Records

This section is an overview of the process used to request Customer Service Records (CSRs). CSRs provide the CLEC with account information for both BellSouth and CLEC end-users.

CLEC Training

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

Business Process Overviews

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

BellSouth Resources & Contact Information

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

Appendices

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

2. Overview of BellSouth's CLEC Program

2.1 Overview of BellSouth's CLEC Program

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

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

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

3. Overview of Start-Up Process

3.1 Overview of Start-Up Process

After contract negotiations between BellSouth and the CLEC are completed, the Advisory Team will contact the CLEC to initiate the CLEC Start-Up process. This involves establishing the new CLEC's Master Account with BellSouth for billing purposes and completing all required CLEC pre-ordering documentation. The Advisory Team will provide an activation kit with instructions and forms for the CLEC's completion and submission to BellSouth.

The CLEC may contact the Advisory Team at 888-560-CLEC prior to the execution of an agreement to receive additional information concerning operating as a CLEC in the BellSouth region. Once the CLEC has established a Master Account and completed the CLEC Start-Up process prerequisites, the CLEC will be assigned to a BellSouth CLEC Care Team and/or Account Team as appropriate. The Account Team supports CLECs planning to order premium and complex resale products. The CLEC Care Team supports CLECs planning to order simple resale and UNE products. A representative from the appropriate team(s) will contact the CLEC to advise them their Account Team/CLEC Care Team assignment(s). These teams will be the CLEC's initial source of information and direction with BellSouth following the completion of the Start-Up process.

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

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

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

TABLE B. Overview of Start-Up Processes

4. BellSouth and CLEC Roles & Responsibilities

4.1 BellSouth Roles & Responsibilities

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

Responsibility	BellSouth Group
Facilitate CLEC understanding of how to do business with BellSouth	For Premium & Complex Resale Products- Account Team, for UNE & Simple Resale Products – CLEC Care Team
Match training classes to specific needs of CLEC	Advisory Team
Provide CLEC information on available Operational Support Systems	Advisory Team/Account Team/CLEC Care Team
Answer CLEC questions about BellSouth products and services	Premium & Complex Resale – Account Team UNE & Simple Resale – CLEC Care Team's Local Support Manager
Service inquiries	Account Team's Network Sales Engineer or CRSG
Determine price quotes for access & complex resale products	Account Team's Network Sales Engineer
Process special assemblies submitted by CLEC	Account Team's Network Sales Engineer
Responsible for activities surrounding the service order process, such as analyzing ordering data and communicating improvement recommendations to CLEC	Customer Support Manager
Identify and initiate proactive contact with the appropriate decision-maker in CLEC to review ordering performance data and coordinate action programs	Customer Support Manager
Act as advocate for CLEC and Local Carrier Service Center (LCSC) on concerns and issues that will positively impact operational efficiencies and productivity measurements	Customer Support Manager
Ensure the appropriate application of OSS and act as the single point of contact on electronic issues with CLEC after the testing period (as appropriate)	Customer Support Manager

4.2 CLEC Roles & Responsibilities

The following items are some of the major activities CLECs are required to complete in order to begin business with BellSouth as a Local Exchange Carrier. The list is not meant to be exhaustive, but provides an overview of

the start-up actions to be taken. For further detail on the Activation requirements, please see the Activation for Resale and Facility-based CLECs section of this guide.

Activation Requirements
Obtain PSC/PUC Certification
Complete a Credit Application
Establish a "Q" Account
Provide Proof of Tax-Exempt Status (if applicable)
Obtain an Operating Company Number (OCN)
Sign a Resale Agreement with BellSouth (in states with no approved state tariff)
Sign a Blanket Letter of Authorization
Complete CLEC Misdirected Call Contact Number Form
Initiate Line Information Database Contract Negotiations (an optional agreement)
Obtain a CLEC Customer Name and Address Information Code
Obtain an ACNA/CIC (for Facility-Based CLECs and Access Providers only)
Complete and Return Form RF-6620 - Certification of Universal Service Exemption

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

CLEC Roles & Responsibilities
Provide customer service to end-users
Maintain all end-user records
Serve as the end-user's single point of contact regarding the BellSouth products and services resold
Provide end-user maintenance and repair which includes outside wire moves / rearrangements
Provide billing to end-users
Handle all marketing/sales support for end-users
Establish end-user pricing
Become knowledgeable of all information provided by BellSouth to CLECs on the BellSouth Interconnection Services Web site
Attend appropriate BellSouth training classes
Review ordering performance data and action programs with BellSouth

5. Activation for Resale & Facility-based CLECs

5.1 CLEC Account Establishment

5.1.1 Steps To Establish A "Q" Account

The forms or actions described in this section must be completed as described before the CLEC can establish a "Q" account. The "Q" Account is used by BellSouth to bill the CLEC for the service ordered.

NOTE: The time interval for Q account estblishment is 30 days. Please be advised that BellSouth cannot accept requests for, or issue service orders before the effect date of the contract.

After the contract is signed, submit the necessary information and completed forms to the following address: BellSouth Interconnection Services Advisory Team

10th Floor
600 N 19th ST
Birmingham, AL 35203

888-560-CLEC (888-560-2532)

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

5.1.1.1 Proof of PSC/PUC Certification

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

5.1.1.2 Proof of Tax Exempt Status (if applicable)

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

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

5.1.1.3 Credit and Deposit Policy

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

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

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

5.1.1.3.1 **Deposits**

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

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

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

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

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

5.1.1.3.2 Surety Bonds

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

5.1.1.3.3 Bank Letter Of Credit

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

5.1.1.3.4 Master Account Application (i.e., "Q" Account)

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

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

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

5.2 Doing Business as a CLEC

5.2.1 Before Ordering Services

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

BellSouth Interconnection Services Advisory Team 10th Floor 600 N 19th ST Birmingham, AL 35203 888-560-CLEC (888-560-2532)

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

5.2.1.1 Universal Service Exemption

CLECs must complete Form RF-6620 when purchasing services from BellSouth Telecommunications, Inc. in order to be exempt from paying any Universal Service charges assessed by BellSouth.

This form provides documentation in order for BellSouth to be in compliance with the FCC rules and regulations in regard to FCC Form 499, Universal Service Telecommunications Reporting Worksheet.

Send completed form via e-mail by clicking the "SUBMIT" button on form

<u>Form RF-6620, BellSouth Certification of Universal Service Exemption</u>, is found on the <u>Webforms page</u> of the Interconnection Services Web Site.

Completed Form RF-6620 with original signatures must be mailed to: Fay Reed
Manger - Regulatory Accounting
675 West Peachtree Street
Room 17M61 BellSouth Center
Atlanta, GA 30375

5.2.1.2 Operating Company Number

Service requests cannot be processed without an Operating Company Number (OCN), an alphanumeric code assigned by the National Exchange Carrier Association (NECA). Contact the NECA at 800-223-7751 for appropriate information. The fax number for the NECA 800-551-3038. To find out more about NECA, please visit their website at http://www.necaservices.com/source/NECAServices_Home.asp. NECA

The "NECA Company Code Request Form" that is required for an OCN can be found at NECA's website: http://www.necaservices.com/source/NECAServices_Home.asp
Company Code Request Form

5.2.1.3 Blanket Letter of Authorization

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

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

5.2.1.4 CLEC Misdirected Call Contact Number

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

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

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

5.2.1.5 CLEC CNA Code

Customer Name and Address (CNA) information can now be obtained through BellSouth Directory Assistance.

5.2.1.6 PIC/LPIC Form

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

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

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

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

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

^{*}Dial local area code in areas where 10-digit dialing is required.

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

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

5.2.1.7 ACNA and CIC

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

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

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

- Contact Telecordia directly. Telecordia charges \$350.00 for the ACNA.
- Telecordia 877-699-5577

CIC - To order Local Access Trunks from BellSouth, the CLEC must also have a Carrier Identification Code (CIC) in addition to the Access Customer Name Abbreviation (ACNA). To obtain a CIC, the CLEC must contact NANPA (North American Numbering Plan) www.nanpa.com NANPA

Nancy Fears 281-584-0345, e-fax 208-694-5329.

5.2.1.8 Disposition of LIDB Contract Negotiations

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

5.2.1.9 Tariffs

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

International Transcription Service (ITS) Room 14021, M Street, NW Washington, DC 20037 (202) 857-3800	Connie Wightman Technologies Management, Inc. PO Drawer 200, or 163 E. Morse Boulevard, Suite 300 Winter Park, FL 32780-0200 (407) 740-8575
Misty Mason Valucom, Inc. 415 Church Street, NE, Suite 204 Vienna, VA 22180 (703) 255-0700	Brian Lem CCMI/UGG Suite 1100 11300 Rockville Pike Rockville, MD 20852-3030 (301) 816-8950
Maureen Osorno Product Manager Tariff Services Room 2B41 100 South Jefferson Road Whippany, NJ 07981	Janice Fromer, Tele-Tech Services P.O. Box 757 McAfee, NH 07428 (201) 827-4421
Public Reference Room In the FCC Room 514 1119 M. Street, NW Washington, DC 20554	Ken Shafer Communications Image Technologies, Inc. 2222 Gallows Road, Suite 160 Dunn Loring, VA 22027 (703) 698-7050
William Goddard Telecommunications Information Services 280 North Providence Road Media, PA 19063 (215) 891-6857	

Tariff Information is also available on the BellSouth web site: http://www.bellsouth.com/tariffs Tariffs

5.2.1.10 Contract

A Resale Agreement between the CLEC & BellSouth is required before a CLEC places service order requests.

5.2.1.11 Bona Fide Request Process

5.2.1.11.1 Request For Unbundled Capabilities

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

If you would like to submit a Nondisclosure Agreement in association with your request, please request a BellSouth prepared non-disclosure agreement from the assigned Local Contract Manager. You should then

complete and attach the agreement to your request. If you have questions or concerns regarding any of the information being requested, please contact the assigned Local Contract Manager

The completed Request for Unbundled Capabilities form, located in **Appendix B** of this guide, should be returned to your assigned Local Contract Manager.

5.2.1.12 Annoyance Call Center

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

- Threatening Calls Calls where there is a threat or intent that is harmful to a life or property (e.g., bomb threat)
- Abusive Calls Calls that are intended to annoy or embarrass by using obscene or harassing language; harassing by hanging up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.
- False Report Calls When a caller represents himself or herself as a law enforcement officer, hospital staff, or a school official and states that a child or spouse has been injured or killed in an accident.

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

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

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

State	Annoyance Call Center
Alabama, Kentucky, Louisiana, Mississippi, Tennessee	888–966–6222 Central Time: 8:00 AM - 4:30 PM, Monday - Friday
Florida, Georgia, North Carolina, South Carolina	888–966–6222 Eastern Time: 9:00 AM - 5:30 PM, Monday - Friday
All other states	205-714-5355 (Collect) Eastern Time: 9:00 AM - 5:30 PM Monday - Friday

^{*} Dial local area code in areas where 10-digit dialing is required.

5.2.1.13 Access to Poles, Conduits, and Rights-of-Way

Under the provisions of the Telecommunications Act of 1996, Section 224 (47 U.S. C. 224), BellSouth will grant to competing telecommunications service providers the authority to attach facilities to BellSouth owned or

controlled poles or to place facilities within BellSouth owned or controlled conduits, ducts or rights-of-way. BellSouth will provide the requesting CLEC with equal and nondiscriminatory access to pole space, conduits, ducts, and right-of-way on terms and conditions equal to those provided by BellSouth to itself or to any other telecommunications service provider. Authority will be granted by individual licenses under terms specified in the "BellSouth Poles, Conduits and Rights of Way License" agreement.

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

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

Competitive Structures Provisioning Center North W3D2 3535 Colonnade Parkway Birmingham, AL 35243 Fax (205) 977-7730

Staff Contacts:

Primary Contact, Arthur Williams – Staff Manager (205) 977-5068 Secondary Contact, Kirk Smith – Manager (205) 977-5725

5.2.1.14 End-users with Disabilities

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

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

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

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

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

Telecommunications Center for Customers with Disabilities BellSouth - Room 205N 3196 Highway 280 South Birmingham, AL 35243 Fax (205) 977-7997

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

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

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

^{*} Dial local area code in areas where 10-digit dialing is required.

5.2.1.14.1 Application for BellSouth Directory Assistance Exemption

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

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

- **Legally Blind** Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- **Visual Disabled** Those whose visual disability, with correction and regardless of optical measurement with respect to "Legal Blindness" are certified as unable to read normal printed material. (This includes telephone book size characters.)
- **Physically Disabled** Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.
 - Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; non-correctable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.

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

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

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

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

5.2.1.14.2 Application for Reduction in BellSouth Long Distance Charges

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

Those qualifying for reduction are:

- persons with hearing impairment as defined in the *Standards and Definitions of Impairment* section of this guide; or
- persons with severe speech impairment as defined in the Standards and Definitions of Impairment section
 of this guide.

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

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

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

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

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

As an alternative, submit a previous certification establishing the impairment of hearing or speech, such as those who qualify for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for the hearing or speech impaired.

5.2.1.14.3 Standards and Definitions of Impairment

5.2.1.14.3.1 Impairment of Hearing

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

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

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

5.2.1.14.3.2 Impairment of Speech

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

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

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

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

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

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

5.2.2 CLEC End-user Support

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

5.2.2.1 CLEC End-user Billing

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

5.2.2.2 County Wide Calling (CWC) for GA, LA, and TN only

County Wide Calling (CWC) is a mandated service in Louisiana, Georgia and Tennessee. Customers in Tennessee and Georgia can make intra-county calls at no charge. In Louisiana, this service provides parish wide calling at a discounted expanded local calling service rate but is only limited to parishes.

All Facility-based Local Exchange Carriers (LECs) should provide BellSouth with bi-monthly file updates containing end user and Taxing Area Code (TAR) information. BellSouth combines that information with the TAR information of BellSouth customers to create the TAR Masterfile.

The pre-ordering and ordering guidelines for CWC can be found at the BellSouth Interconnection Services web site at:

Pre-Ordering and Ordering Guidelines

Please contact the BellSouth Interconnection Services Advisory Team with any questions.

6. Local Interconnection Services for Facility-based Carriers

6.1 Local Trunking Arrangements

Local Network Interconnection for Facility Based (FB)-CLECs provides network interconnection for call transport and termination between BellSouth and the FB-CLEC for Local traffic, ISP-bound traffic and IntraLATA toll traffic. In addition, it provides network interconnection for Transit traffic. Transit traffic is defined as originated FB-CLEC traffic that is switched and/or transported by BellSouth and delivered to a third party's network as well as traffic originated on a third party's network that is switched and/or transported by BellSouth to a FB-CLEC's network. Examples of third party networks are Independent Telephone Companies (ITCs or ICOs), other FB-CLECs, Interexchange Carriers (IXCs) and Wireless Type 2A companies that have requested Meet-Point billing in accordance with Multiple Exchange Carrier Access Billing (MECAB) guidelines.

In accordance with the applicable Interconnection Agreement, where appropriate, BellSouth and the FB-CLEC will meet to discuss interconnecting trunk groups, trunking architectures and NPA/NXX routing. The discussion will include, but is not limited to, establishing an Interconnection Point, exchanging switch information, determining the need for other types of trunking; i.e.: Operator Services, E911, etc. and any additional information needed to establish the interconnecting networks. Your BellSouth Local Interconnection Service Center (LISC) Project Management group will be the point of contact to facilitate these meetings.

6.1.1 Description

For general information pertaining to Local Interconnection, please refer to Attachment 3 of the draft Standard Interconnection Agreement which can be found at the BellSouth Interconnection Services website at http://www.interconnection.bellsouth.com/become_a_clec/html/ics_agreement.html.

Standard Interconnection Agreement

Questions regarding your specific Interconnection Agreement should be referred to your Local Contract Manager.

6.1.2 Access Order Requirements

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

6.1.3 Intervals

Intervals must be negotiated. Intervals for the initial start of service or for establishment of new trunk groups are typically in the range of 4-6 weeks.

6.1.4 Jurisdictional Factoring

BellSouth Jurisdictional factors are projections of the percentages of use of access and interconnection services for billing purposes. Factors shall be provided with the first request for each service in each state and are updated quarterly based upon the most recent three months of data. Factors for the initial request shall be reported via

RF-3995 Jurisdictional Factor Report that is located at <u>BellSouth Web forms – Main Page</u>. http://www.interconnection.bellsouth.com/tools_forms_and_reports/forms/webforms/stdsrch.html

Quarterly updates shall be reported using the same form as noted above. If quarterly updates are not received on a factor, BellSouth will assume that the percentages are the same as previously provided. If a valid quarterly report has never been received then BellSouth may utilize the factor(s) provided with the initial order for service, the most recent audit results if an audit has been performed or the default value for the particular factor.

In cases where sufficient data is available, then BellSouth will determine the factors to be utilized for billing. Quarterly updates from the Customer for factors already determined by BellSouth will not be used.

6.2 Calling Name Query Service

6.2.1 Service Description

6.2.1.1 Basic Service Description

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

6.2.1.2 Basic Service Capabilities And Restrictions

Included as part of this service are the following items: STP translations required to route queries to the appropriate database (either as intermediate Global Translations alone or a combination of intermediate and final Global Translations); lookup of a TR 1188 formatted calling party name (15-character maximum) from the BST CNAM Database; formatting of a TR 1188 response message containing the necessary routing information and the appropriate response from the BST CNAM Database; STP translations required to route the response message to the querying end office.

6.2.1.3 How Does This Service Work

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

6.2.1.4 Feature Interaction

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

6.2.2 Installation Intervals

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

6.2.3 Service Inquiry & Ordering Guidelines

6.2.3.1 Information Required

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

6.2.3.2 Source Of Information

The required information is furnished by the CLEC.

6.2.3.3 Forms

Please contact the Account Team/CRSG for the applicable forms.

6.3 800 as well as 888 Access 10-Digit Screening

6.3.1 Description

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

6.3.2 Application

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

6.3.3 Access Order Requirements

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

6.3.3.1 ASR Page Screen

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

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

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

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

6.3.4 Intervals

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

6.3.5 Service Specific Billing

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

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

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

6.4 Unbundled Tandem Switching

6.4.1 Market Service Description

6.4.1.1 Basic Service Features

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

6.4.1.2 Basic Service Capabilities

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

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

6.4.2 Network Architecture

6.4.2.1 Physical Network Configuration

Switching Requirements

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

Requests for features that require software and/or hardware not installed or functional within the switch will be priced out upon receipt of a BFR.

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

4 Wire							
--------	--	--	--	--	--	--	--

Signaling

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

Recording

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

Transport / Interconnection

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

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

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

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

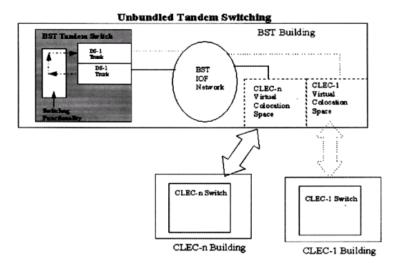


Figure 1. Depicts Network Elements Unbundled Tandem Switching.

6.5 Unbundled Interoffice Transport (UIT-D)

6.5.1 Market Service Description

6.5.1.1 Basic Service Features

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

These facilities may be used for Local Interconnection within a LATA, that is, from a CLEC's POP location to an interconnection point at a BellSouth switch location. These facilities may also be used to build a CLEC's network within a LATA from its end user to the CLEC's POP location. These facilities may be configured in various transmission configurations, may or may not include multiplexing functionality.

6.5.1.2 Basic Service Capabilities And Restrictions

CLECs can utilize UIT-D to transport their exchange and exchange access as well as transit traffic. Interoffice Transport has two architectures (network elements): Local Channel and Interoffice Channel, either can be channelized with a multiplexer. A Local Channel is the transport between the CLEC's POP and the POP servicing wire center. The Interoffice Channel is the transport between the BellSouth wire centers. The interoffice mileage will be computed based on the airline mileage between the BellSouth Central Offices regardless of how UIT-D is actually routed. Multiplexing functionality is available as an option with the transport services. BellSouth does not connect UNE transport services to tariffed services. BellSouth UNE transport services may not be used for wireless.

Figure 2 depicts UIT-D used for Local Interconnection (collocation not required).

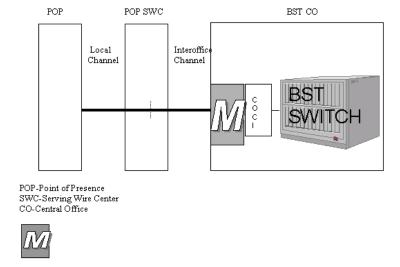


Figure 2. UIT-D

Figure 3 depicts UIT-D in Standalone UNE used to build a CLEC's network within a LATA

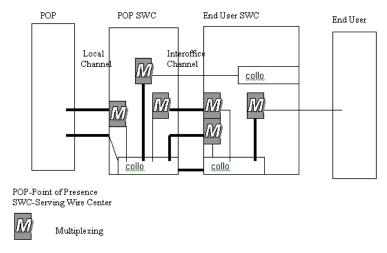


Figure 3. UIT-D

6.5.1.3 How Does This Service Work?

UIT-D can be ordered at various transmission speeds (DS0, DS1, DS3, etc.) in order to allow the CLEC to utilize BellSouth interoffice facilities to complete a telecommunications service that it is providing for its end-user. If multiplexing is used for interconnection, the higher capacity facility with multiplexing should be ordered before the lower capacity facilities. Channelized DS1 and above require a Service Inquiry. Unbundled Dedicated Transport in Standalone UNE form is accessed by the CLEC via its collocation arrangement. Unbundled Dedicated Transport is also available in a combined form, under the general category of "Ordinarily Combined UNE Combinations". Enhanced Extended Links (EELs) are local loop and transport combinations. Since transport is defined above as having two network elements consisting of Local Channel and Interoffice Channel, EELs consist of three configurations: Local Channel and Local Loop; Interoffice Channel and Local Loop; and Local Channel, Interoffice Channel, and Local Loop. Similarly configured "Currently Combined" network elements are classified as EELs. CLECs may request that any "Currently Combined" transport network combination be converted to UNE rates, if certain stipulations are met.

General Description of Performance Standards / Reliability

- Service Performance Objectives: This UNE will be designed to meet the transmission standards in BellSouth's technical publications.
- Diversity Requirements: Some level of diversity may exist in BST network (embedded and forward looking).

Deployment Schedule

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

6.5.1.4 Feature Interaction

Since UIT-D is strictly an interoffice transport service, it is the responsibility of the CLEC to ensure that other UNEs purchased from BellSouth and/or portions that it provides itself are compatible with the UIT-D element options that it is ordering. This will include such options as DS1 framing and formatting (e.g., ESF/B8ZS), DS3 C-bit parity, multiplexing, etc..

6.5.2 Service Inquiry & Ordering Guidelines

A Complex Service Provisioning System (CSPS) Service Inquiry will be required for UIT-D Channelized DS1, DS3 and above level service requests.

All CLEC requests for UIT-D used for Local Interconnection should be sent to the Local Interconnection Service Center (LISC) via an ASR. The LISC will then issue a Service Order for either a CLS or CLF circuit to Carrier Access Billing System (CABS).

All CLEC requests for UIT-D used to build a CLEC's network should use the following information. It is a requirement for all UNE-related LSRs to have the three characters "UNE" in the first three positions of the Project Field. If required, other Project Field information should then be entered in the other character positions.

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

6.5.2.1 Deployment Schedule

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

6.5.2.2 Installation Interval

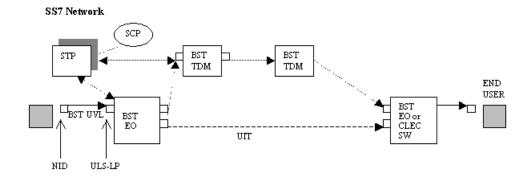
The interval vary greatly depending upon the bandwidth of the facility ordered.

6.6 UIT-S

6.6.1 Market Service Description

6.6.1.1 Basic Service Features

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



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

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

6.6.1.2 Basic Service Capabilities And Restrictions

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

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

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

When CLECs are switchless providers, they will utilize BellSouth UNEs to originate and terminate their calls. In this case, the interoffice mileage will be computed based on the airline mileage between the originating BellSouth End Office and the terminating BellSouth End Office regardless of how the call is actually routed.

NOTE: No distinction will be made in computing the mileage if the Serving Wire Center has its own switch or if the Serving Wire Center is utilizing a remote switch.

Figure 4 depicts several routing possibilities. As mentioned earlier, it is possible that the call could actually route through two toll tandem offices. It is also possible that the BellSouth Tandem could establish shared direct trunk groups between the originating BellSouth End Office and the terminating BellSouth End Office. A meld of these possible configurations was utilized to determine the cost for this UNE.

6.6.1.3 How Does This Service Work?

UIT-S is not ordered by the CLEC and is available when used with unbundled local switching. Billing for UIT-S will be done based on minutes of use and mileage. UIT-S provides a transmission path, and its associated electronics, between switching locations. These facilities/trunk groups may be configured in various transmission

configurations (DS1, DS3, etc.) based on total shared network requirements between switching locations. Depending on the distance between switching locations and the total service demands required, different combinations of SONET interoffice facilities may be utilized to transport the DS1 facilities carrying these shared trunk groups.

General Description of Performance Standards and Reliability

Trunk Group Service Performance Objectives:

- Final Trunk Groups between BellSouth Switches carrying Local traffic:
 - The Design Blocking Objective is 1.0% during the Average Time Consistent Busy Hour over a 20-day period. These trunk groups are monitored for blockages on a weekly basis.
- This UNE will be designed to meet the transmission standards in BellSouth's technical publications similar to those facilities used for Common Transport Trunk Groups.
 - Diversity Requirements: Some level of diversity will exist in BellSouth network (embedded and forward-looking).
- Special Considerations:
 Billing Guarantees do not apply

Deployment Schedule

There will be widespread deployment assuming current Central Office capabilities.

6.6.1.4 Feature Interaction

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

6.6.2 Installation Intervals

Installation Intervals are not applicable to UIT-S.

6.6.3 Service Inquiry & Ordering Guidelines

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

6.7 Unbundled Dark Fiber

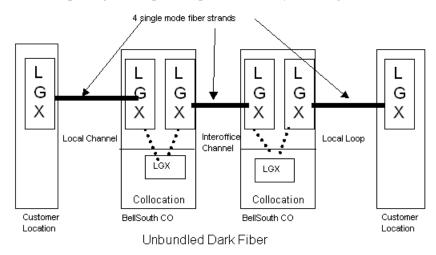
6.7.1 Market Service Description

6.7.1.1 Basic Service Features

Unbundled Dark Fiber (UDF) is unused fiber-optic transmission media. It is offered as a point-to-point arrangement. It is presently offered in three configurations: Local Channel, Interoffice Channel, and Local Loop.

These arrangements consists of four optical fibers and fiber terminating equipment as shown in Figure 5. UDF is offered without optical signal regeneration to compensate for signal losses.

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



6.7.1.2 Basic Service Capabilities And Restrictions

BellSouth makes no representations regarding the transmission capability of the facilities. BellSouth shall make available Dark Fiber Transport where it exists in BellSouth's network and where, as a result of future building or deployment, it becomes available. Dark Fiber Transport will not be deemed available if

- 1. it is used by BellSouth for maintenance and repair purposes,
- 2. it is designated for use pursuant to a firm order placed by another customer, or
- 3. it is restricted for use by all carriers, including BellSouth, because of transmission problems or because it is scheduled for removal due to documented changes to roads and infrastructure, or
- 4. BellSouth has plans to use the fiber within a two-year planning period.

BellSouth is not required to place fibers for Dark Fiber Transport if there are none available.

6.7.1.3 How Does This Service Work?

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

General Description of Performance Standards and Reliability

• Service Performance Objectives: There will not be any specified performance objectives for UDF. However, at the request of the CLEC, if made prior to the installation of the facilities, BellSouth will attempt to estimate the transmission loss of the channel at the CLEC's intended transmission wavelength. BellSouth does not warrant that the CLEC's channel will operate at that estimated loss or that the

transmission loss will remain constant during the period in which the CLEC obtains the facilities from BellSouth.

• Diversity Requirements: Some level of diversity will exist in BST's network (embedded and forward looking).

Deployment Schedule

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

6.7.2 Installation Intervals

Installation intervals will be determined on an individual case basis. The targeted Installation is 20 calendar days after receipt of an error free LSR.

6.7.3 Service Inquiry & Ordering Guidelines

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

All CLEC requests for UDF should be sent to the Account Team via an LSR with UNE in the first three characters of the "Project" field and other appropriate information. The LCSC will then issue a Service Order for a CLS circuit to CABS.

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

6.7.4 Customer Education

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

6.8 Channelization

6.8.1 Market Service Description

6.8.1.1 Basic Service Features

Channelization, although not an Unbundled Network Element, provides the multiplexing capability option associated with unbundled dedicated transport that will allow a DS1 or DS3 UNE collocation cross-connect to

be channelized within a BellSouth central office. This can be accomplished through the use of a multiplex or a digital cross-connect system at the discretion of BellSouth. Once Channelization has been installed, the CLEC can activate channels all at once or on an as-needed basis by connecting lower level UNEs via Central Office Channel Interfaces (COCIs).

6.8.1.2 Basic Service Capabilities And Restrictions

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

• DS1 Channelization System: An element that channelizes a DS1 signal into 24 DS0s. Each activated DS0 requires a Central Office Channel Interfaces (COCI). Voice Grade or Digital Data or ISDN Central Office Channel Interfaces can be activated on a DS1 Channelization System.

DS3 Channelization System: An element that channelizes a DS3 signal into 28 DS1s. Each activated DS1 requires a Central Office Channel Interface.

• The multiplexer should be ordered with the higher-level transport service. Collocation should already be established. Lower-level transport service to be used with a higher-level channelized service can be ordered to establish higher-level channelized transport service.

6.8.1.3 How Does This Service Work?

Channelization allows the CLEC to build channelized facilities that can interconnect with lower level UNEs. One example is shown in Figure 2A where it is a part of Local Interconnection facilities. Figure 3 shows Channelization as a part of a facility being used to build a CLEC's network.

General Description of Performance Standards and Reliability

- Service Performance Objectives: None
- Diversity Requirements: None
- Performance Monitoring: None
- Special Considerations: None
- Deployment Schedule: Channelization is offered where defined in the NECA No. 4 tariff. Channelization is only available in select POP and End User Serving Wire Centers.

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

6.8.1.4 Feature Interaction

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

6.8.1.5 Service Inquiry & Ordering Guidelines

A CSPS Service Inquiry will be required for service requests associated with Channelization.

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

All CLEC requests for Channelization should be sent to the LCSC via an LSR with UNE** (where ** is a number representing a particular UNE to collocation arrangement or UNE combination.) The LCSC will then issue a Service Order for a CLF circuit to CABS.

6.9 Collocation - Physical and Virtual

6.9.1 Service Descriptions

6.9.1.1 Basic Service Description - Physical Collocation

Physical Expanded Interconnection Service ("PEIS" or "Physical Collocation") is an arrangement for the placement of collocator-owned facilities and equipment in BellSouth Premises. Physical Collocation is provided by BellSouth through an interconnection agreement in all states; through the BellSouth Access Services Tariff in Alabama, Florida, Kentucky, Louisiana, Mississippi, and South Carolina; or through BellSouth's Statement of Generally Available Terms and Conditions for Interconnection, Unbundling and Resale ("SGAT") in Alabama, Georgia, Kentucky, Louisiana, Mississippi, North Carolina and South Carolina. BellSouth places no restrictions on the type of telecommunications equipment that may be physically collocated (in enclosed or unenclosed space) within a BellSouth central office, provided such equipment is necessary for interconnection to BellSouth's network or for access to BellSouth's unbundled network elements ("UNEs") in the provision of telecommunications services. Equipment is considered necessary for interconnection or access to UNEs within the meaning of section 251(c)(6) of the Telecommunications Act of 1996 ("the Act") if an inability to deploy that equipment would, as a practical, economic, or operational matter, preclude the requesting carrier from obtaining interconnection or access to UNEs as contemplated in sections 251(c)(2) and 251(c)(3) of the Act. In addition, BellSouth will allow the placement of switching equipment (including remote switching modules) in physical collocation space. Physical Collocation is available at BellSouth central offices and remote sites and may be ordered as follows: Caged, Shared Caged, Cageless, Adjacent, or Microwave. Equipment ownership, operation, maintenance and insurance are the responsibility of the collocator or its approved agent.

Caged Collocation

Caged collocation is the enclosure of a collocator's equipment and facilities in compliance with the collocator's request. BellSouth will permit the collocator, at the collocator's sole expense, to arrange with a BellSouth Certified Supplier ("BCS") to construct a collocation arrangement enclosure in accordance with BellSouth's guidelines and specifications prior to starting equipment installation, or if the collocator requests, BellSouth will construct the enclosure of the collocator's equipment and facilities. BellSouth will provide guidelines and specifications to the collocator or its BCS upon request. Where local building codes require enclosure specifications more stringent than BellSouth's standard enclosure specifications, the collocator and its BCS must comply with such applicable and enforceable building code requirements to the same extent BellSouth complies with such building code requirements. BellSouth makes caged collocation available in increments small enough to collocate a single bay of equipment.

Shared Caged Collocation

In a shared caged collocation arrangement, a collocator may allow other collocators to share its caged collocation arrangement pursuant to terms and conditions agreed to by the host collocator ("Host") and the guest collocator (s) ("Guests"), except where the BellSouth premises is located within a leased space and BellSouth is prohibited

by the lease from offering such an option. The Host must indemnify and hold BellSouth harmless from any and all claims, actions, and causes of actions, of whatever kind or nature arising out of the presence of the Guest(s) in the collocation space, except to the extent caused by BellSouth's sole negligence, gross negligence, or willful misconduct. Furthermore, the collocators' sharing agreement must contain a certification that incorporates by reference the same terms and conditions of the Interconnection Agreement between BellSouth and the Host.

Cageless Collocation

Cageless collocation allows the collocator to place its equipment and facilities within a BellSouth central office without requiring the construction of a cage or similar structure. BellSouth makes cageless collocation available in single bay increments. Except where the collocator's equipment requires special technical considerations (e.g., special cable racking, isolated ground plane, etc.), BellSouth will place cageless collocation arrangements in conventional equipment rack lineups where technically feasible on a space-available basis.

Adjacent Collocation

Where physical collocation space is legitimately exhausted in a particular BellSouth central office, adjacent collocation allows the collocator to place its equipment in a cabinet, hut, controlled environmental vault or similar structure located on BellSouth's premises subject to technical feasibility and space availability. The adjacent collocation arrangement cannot interfere with access to existing or planned structures or facilities on BellSouth's premises and must be permitted by zoning and other applicable state and local regulations and any applicable leases, easements, etc.

Microwave Collocation

Where technically feasible and where space is available, BellSouth will provide for physical collocation of microwave equipment on the roofs of BellSouth's central office buildings. Microwave collocation includes the placement of supporting masts, non-penetrating roof mounts, penetrating pipe stands, parapet mounts and microwave antennas on the rooftop or other suitable exterior spaces of BellSouth's central offices, excluding towers. The microwave equipment will be limited to that which is necessary for a collocator to interconnect with BellSouth's network or access BellSouth's UNEs in the provision of telecommunications services.

Remote Site Collocation

For Remote Site physical collocation arrangements, BellSouth will grant a collocator the right to occupy a certain area designated by BellSouth within a BellSouth Remote Site location, of a size specified by the collocator and agreed to by BellSouth. BellSouth Remote Site locations include cabinets, huts, and controlled environmental vaults owned or leased by BellSouth that house BellSouth network facilities.

The current Standard Interconnection Agreements for Physical Collocation and Remote Site Collocation are located on BellSouth's internet website at: www.interconnection.bellsouth.com.

BellSouth Website

6.9.1.2 Basic Service Description - Virtual Collocation

Virtual Expanded Interconnection Service ("VEIS" or "Virtual Collocation") is a tariffed service offering that provides for the placement of collocator-owned equipment (leased to BellSouth) in a BellSouth premises which is necessary for interconnection to BellSouth's network or for access to BellSouth's UNEs in the provision of telecommunications services. A collocator may request Virtual Collocation regardless of the availability of Physical Collocation. In Florida, Virtual Collocation may be ordered pursuant to the Florida Access Tariff,

Section E20, or the FCC Tariff No. 1, Section 20. For all other states, Virtual Collocation may be ordered pursuant to the FCC Tariff No. 1, Section 20.

In a Virtual Collocation arrangement, the collocator places fiber optic entrance cable up to an interconnection point designated by BellSouth outside of the location (e.g., the zero manhole serving the location). The collocator must leave a sufficient length of cable to be pulled from the interconnection point into the cable vault. BellSouth pulls the fiber cable through entrance conduit into the central office cable vault and splices it into a pre-terminated, fire-retardant riser cable, which connects the entrance facility to the collocated equipment. Dual or multiple facility entrance points are made available to the collocator where such cable entrances exist and capacity is available. Microwave facilities, in lieu of fiber facilities, may be used for interconnection where they may be reasonably provided. The collocator may contract directly with a BCS for the engineering and installation of the collocation equipment arrangement.

The collocator provides the collocation equipment, cabling facilities, and terminating transmission equipment in a Virtual Collocation arrangement. The equipment that can be placed in a Virtual Collocation arrangement must conform to the same equipment requirements as those for a Physical Collocation arrangement.

For the nominal fee of one dollar, BellSouth leases all of the equipment and support structure components required to provision, maintain and repair the collocator's Virtual Collocation arrangement on an ongoing basis. Virtual Collocation equipment arrangements are most commonly located in the BellSouth equipment area. Performance monitoring, alarm monitoring, and software cross-connect control of all collocator-owned equipment and facilities are the responsibility of the collocator and must be performed remotely. BellSouth is responsible for the installation, maintenance and repair of the facilities and equipment from the point of interconnection up to the demarcation point, including the terminating transmission equipment. Upon notification from the collocator that work is necessary, BellSouth will, at a minimum, install, maintain and repair collocated equipment in the same manner as BellSouth does for its own equipment.

6.9.2 Service Inquiry & Ordering Guidelines

6.9.2.1 Equipment Arrangement

The application process for both physical and virtual collocation consists of two phases: the Application Inquiry phase and the Bona Fide Firm Order ("BFFO") phase. For both phases, the collocator can use the paper or electronic BellSouth Expanded Interconnection ("BSTEI") forms. The order document is called BSTEI-1-P for physical collocation requests and BSTEI-1-V for virtual collocation requests. Applications and BFFOs may be placed electronically through BellSouth's electronic application ("e.App") system. BellSouth has designated Regional Collocation Coordinators to process collocation requests.

To initiate the Application Inquiry phase, a collocator must submit a completed BSTEI-1 application to its designated Regional Collocation Coordinator, either in paper form or electronically, for input into the e.App system. A proposed equipment layout drawing for the type of collocation arrangement requested (physical or virtual), including a detailed description of the equipment to be placed by the collocator, must accompany each application. A collocator may include on the application its physical collocation space preferences for the particular central office in which it is requesting space. BellSouth will consider these preferences when it determines if physical collocation space is available in the requested central office. The Regional Collocation Coordinator reviews the application for completeness and accuracy.

If the Regional Collocation Coordinator identifies deficiencies, omissions, or errors in the application, the Regional Collocation Coordinator will work closely with the collocator and various BellSouth departmental representatives, as necessary, to resolve the open issues. This might include, for example, convening a conference

between the collocator's engineering staff and BellSouth's power engineers to resolve issues concerning power specifications.

If the application is complete and correct (i.e., a Bona Fide Application), the Regional Collocation Coordinator distributes the BSTEI-1 to the following BellSouth departmental representatives for review, planning, cost development, and response: (1) the Interconnection Network Access Coordinator ("INAC"), who acts as the state-specific implementation manager; (2) Capacity Management, for determination of the equipment floor space, terminal equipment, tie cable, cable support structure, demarcation point equipment and power requirements, and estimated construction intervals; (3) Corporate Real Estate Services ("CRES"), for review of the building floor space availability, design and construction cost estimates, and interval projections; (4) Outside Plant Engineering, for the determination of the entrance facility capacity and placement; and (5) Central Office Operations, for general planning and review. Based on the space and infrastructure analysis from the departmental review team, BellSouth provides a written response to the Application Inquiry ("Application Response"). This response describes space availability, configuration of the space, technical parameters, interval and cost estimates, technical contacts and next step procedures. The application fee is billed via a service order after BellSouth determines that space is available. BellSouth will bill for the construction of collocation space pursuant to the rates, terms and conditions of the Interconnection Agreement, Tariff, or SGAT, as indicated on the application by the collocator.

BellSouth will respond to inquiries regarding physical collocation space availability in a particular central office within ten (10) calendar days following BellSouth's receipt of a Bona Fide Application.

If the amount of space requested by a collocator is not available, BellSouth will notify the collocator of the amount of space that is available. If BellSouth denies the collocator's request for physical collocation due to space limitations, BellSouth will provide a letter to the collocator indicating the denial of the collocation request ("Denial of Application"). BellSouth will allow the collocator, upon request, to tour the entire Premises without charge, within ten (10) calendar days of the Denial of Application. However, in order to schedule this tour within this time frame, BellSouth must receive the request for a tour of the Premises within five (5) calendar days of the Denial of Application. In all states except North Carolina, upon Denial of Application, BellSouth will file, in a timely manner, a petition with the appropriate state commission that includes detailed floor plans or diagrams of its premises and detailed descriptions of the specific future uses for which BellSouth and the other collocators have reserved space in the central office. The collocators will also be permitted to inspect the floor plans provided to a state commission, subject to the nondisclosure protections the state commission deems appropriate.

BellSouth maintains on its Interconnection Website: (www.interconnection.bellsouth.com) BellSouth Website

A notification document listing all central offices where physical collocation space has been exhausted. BellSouth defines central office floor space exhaust as inadequate space to accommodate a minimum of one standard telecom equipment bay (approximately 26 inches by 12 inches) of physical collocation equipment. Therefore, physical collocation space exhaust would occur when the last unassigned standard telecom equipment bay in a central office is assigned either to a collocator or to BellSouth for equipment placement or as part of its forecasted growth.

At BellSouth's interconnection website, collocators may subscribe to an automatic email notification process, which includes, among other notifications, a notice that the central office space exhaust list has been updated. BellSouth also posts a general notice indicating when space has become available in a central office that was previously on the space exhaust list. BellSouth will allocate the available space pursuant to the waiting list maintained for that central office.

When space is determined to be available, BellSouth will provide the written Application Response for physical collocation within a state commission-determined interval following BellSouth's receipt of the Bona Fide

Application. BellSouth does not place any limits on the number of collocation applications that it will accept per month.

Response intervals for multiple Bona Fide Applications submitted within the same time frame for the same state may extend the Application Response time.

BellSouth will provide an Application Response for virtual collocation within twenty (20) calendar days from BellSouth's receipt of a Bona Fide Application.

If a modification or revision is made to any information in the Bona Fide Application prior to BFFO, with the exception of modifications to Customer Information, Contact Information or Billing Contact Information, either at the request of the collocator or as necessitated by technical considerations, the Bona Fide Application will be considered a new application for purposes of determining the provisioning interval. Since BellSouth must reevaluate the collocator's Bona Fide Application, the provisioning clock must be reset. When the Application Modification does not require assessment for provisioning or construction work by BellSouth, no Application Fee will be required. The fee for an Application Modification where the modification requested has limited effect (e.g., requires limited assessment and no capital expenditure by BellSouth) will be the Subsequent Application Fee. Major changes, such as requesting additional space or adding equipment, will require the collocator to resubmit the application, along with an Application Fee.

Requesting collocators have a state commission-determined interval following the date of BellSouth's written Application Response within which to submit a complete and accurate BFFO document for each location for which the collocator wishes to proceed.

A BFFO requires the collocator to complete the application process and submit a BellSouth Expanded Interconnection BFFO document ("BSTEI-1P-F" for physical collocation and "BSTEI-1V-F" for virtual collocation) indicating acceptance of the written Application Response provided by BellSouth. As noted above, the BFFO document may be submitted via paper or electronically utilizing the e.App system. If BellSouth does not receive the collocator's BFFO request within the state commission-determined interval following BellSouth's written Application Response, the application will expire and the collocator will forfeit its requested space.

For each individual BFFO request received, BellSouth will establish a Firm Order Date based upon the date BellSouth receives the complete and accurate BFFO document. BellSouth will acknowledge receipt of the BFFO within seven (7) calendar days of receipt by providing a Firm Order Confirmation, which indicates the Firm Order Date. If the BFFO is not accurate and complete, BellSouth will acknowledge receipt of the BSTEI-1 form with a letter that details the information necessary to make the order accurate and complete within the same time period. Because BellSouth cannot finalize its collocation design specifications until it has obtained the collocator's complete technical and spatial requirements, collocator-specific building construction and infrastructure provisioning can only begin after an accurate and complete firm order has been received in writing from the requesting collocator. BellSouth subject matter experts will consult with requesting collocators to expeditiously resolve any outstanding technical issues. If the collocator is in the process of negotiating an interconnection agreement with BellSouth, the collocator may begin the Application Inquiry process prior to the execution of its physical collocation agreement with BellSouth; however, the agreement must be executed prior to proceeding with the BFFO phase.

BellSouth offers and assigns space for collocation based on space availability on a first come, first served basis. Physical collocation space is assigned based on the collocator's request, where space permits. BellSouth will consider any unused space within its central offices for cageless collocation. The size specified by the collocator may contemplate a request for space sufficient to accommodate the collocator's growth within either an eighteenmonth or two-year period, depending upon the state. Neither BellSouth, nor any BellSouth affiliate, reserves space for future use on preferential terms. For virtual collocation, space is assigned within the BellSouth equipment lineup based on the rack requirements for the equipment installation.

If a collocator has previously requested and received a Space Availability Report for a particular Premises, the collocator may submit up to three (3) space preferences on its application to BellSouth. In the event that BellSouth cannot accommodate the collocator's preference(s), the collocator may elect to accept the space allocated by BellSouth or may cancel its application and submit another application requesting additional preferences. This application will be treated as a new application and an Application Fee will apply.

Unless otherwise agreed to by BellSouth and the collocator, a joint planning meeting or other method of joint planning will be held within a specific number of days following BellSouth's receipt of a BFFO. At this meeting, the parties will agree to the preliminary design of the collocation space and the equipment configuration requirements as reflected in the Bona Fide Application and affirmed in the BFFO. The collocation space completion time period will be provided to the collocator during the joint planning meeting or as soon as possible thereafter. Immediately following the planning meeting, BellSouth, the collocator or its suppliers will complete architectural and infrastructure designs, file building permits as required, and begin construction and other necessary work. Building construction may not begin until building permits are received.

BellSouth will complete physical collocation construction in accordance with the requesting collocator's application within a state commission-determined interval following BellSouth's receipt of a Bona Fide Application, or as agreed to by BellSouth and the collocator.

As soon as construction has been completed ("Space Ready Date"), BellSouth turns the functional space over to the requesting collocator. At this point, BellSouth has completed its provisioning requirements.

NOTE: To obtain copies of BellSouth's Request for Negotiations, BSTEI forms and BSTEI line-by-line instructions, a collocator may contact its BellSouth Interconnection Services Account Team representative or visit BellSouth's website at: www.interconnection.bellsouth.com

BellSouth Website

6.9.2.2 Interconnecting Service

BellSouth assigns and pre-wires interconnection facilities from within its network to the collocation demarcation point. Physical Collocation interconnection facilities are built between the BellSouth frame, Digital System Cross-connect (DSX) panel or Light Guide Cross-connect (LGX) panel and the point of demarcation. The interconnection facilities for Virtual Collocation are built between the BellSouth Distribution Frame, DSX or LGX and the collocator's equipment. BellSouth provides the facility interconnection information on the Design Layout Record (DLR) for DS1 and DS3 interconnection and on the Cable and Pair Assignment Matrix for 2-wire and 4-wire (DS0) and fiber optic interconnections. The collocator must specify interconnection facility information as a Circuit Facility Assignment (CFA) or cable and pair/channel assignment, respectively, on the Access Service Request (ASR) or Local Service Request (LSR) when ordering cross-connects to UNEs or tariffed services. For more information, including selecting the appropriate request form, reference the *Access Service Ordering Guide* and Bellcore's Special Reports SR STS-471001 and 471004 regarding the ASR ordering process and field definitions and the *BellSouth Business Rules for Local Ordering* regarding the LSR ordering process and field definitions.

6.9.3 Price List References

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

Application Fee - NRC

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

Subsequent Application Fee - NRC

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

Space Preparation - NRC and RC (Standardized Pricing)

Space preparation fees consist of a nonrecurring charge for Firm Order Processing and monthly recurring charges for Central Office Modifications, assessed per arrangement, per square foot, and Common Systems Modifications, assessed per arrangement, per square foot, for cageless and per cage for caged collocation. The collocator must remit payment of the nonrecurring charge Firm Order Processing Fee coincident with submission of a Bona Fide Firm Order. The recurring charges for space preparation apply beginning on the date the collocation arrangement has been completed by BellSouth ("Space Ready Date") or the collocator first occupies the collocation space, whichever is first. If the collocator fails to complete an acceptance walkthrough of its collocation space within fifteen (15) calendar days of BellSouth's notification that the collocation space is ready for occupancy, the collocation space will be deemed accepted by the collocator. The charges recover the costs associated with preparing the collocation space, which includes the survey, engineering of the collocation space, design and modification costs for network, building and support systems. In the event the collocator opts for cageless space, the space preparation fees will be assessed based on the total floor space dedicated to the collocator.

Floor Space - RC

The floor space charge is a monthly recurring charge that covers the square footage assigned to the collocator for the equipment arrangement. This charge includes reasonable charges for lighting, HVAC, and other allocated expenses associated with maintenance of the Premises but does not recover any power-related costs incurred by BellSouth. When the collocation space is enclosed, the collocator will pay floor space charges based upon the number of square feet so enclosed. When the collocation space is not enclosed, the collocator will pay floor space charges based upon the following floor space calculation: [(depth of the equipment lineup in which the rack is placed) + (0.5 x maintenance aisle depth) + (0.5 x wiring aisle depth)] X (width of rack and spacers). For purposes of this calculation, the depth of the equipment lineup will consider the footprint of equipment racks plus any equipment overhang. BellSouth will assign unenclosed collocation space in conventional equipment rack lineups where feasible. In the event the collocator's equipment requires special cable racking, isolated grounding or other treatment, which prevents placement within conventional equipment rack lineups, the collocator will be required to request an amount of floor space sufficient to accommodate the total equipment arrangement.

Cable Installation - NRC

The cable installation charge applies only to collocators who place private fiber entrance facilities that are connected to fiber riser cables going to their collocated equipment. This is a one-time charge per cable, per

installation, to arrange the punch-through to the manhole, pull fiber cable length from the serving manhole (or zero manhole) to the central office cable vault, perform splicing to collocator provided fire-retardant riser, and pull cable length through the central office cable support structure to the collocation arrangement.

Cable Support Structure - RC

This component covers the use and maintenance of the central office duct, riser and overhead racking structure when the collocator has elected to provision private fiber entrance facilities to its equipment.

Power - RC

BellSouth will make available - 48 Volt (-48V) DC power for a collocator's space at a BellSouth main power board or BellSouth Battery Distribution Fuse Bay ("BDFB") at the collocator's option within the Premises.

In most states, recurring charges for -48V DC power will be assessed per ampere per month based upon the BellSouth Certified Supplier engineered and installed power feed fused ampere capacity. Rates include redundant feeder fuse positions (A&B) and common cable rack to collocator's equipment or space enclosure. Recurring power charges begin on the Space Ready Date or on the date the collocator first occupies the collocation space, whichever is first. If the collocator fails to complete an acceptance walkthrough of its collocation space within fifteen (15) days of BellSouth's notification that the collocation space is ready for occupancy, the collocation space will be deemed accepted by the collocator. When obtaining power from a BellSouth BDFB, fuses and power cables (A&B) must be engineered and installed by the collocator's BellSouth Certified Supplier. When obtaining power from a BellSouth main power board, power cables (A&B) must be engineered and installed by the collocator's BellSouth Certified Power Supplier. The collocator is responsible for contracting with a BellSouth Certified Supplier for power distribution feeder cable runs from a BellSouth BDFB or main power board to the collocator's equipment. Determination of the BellSouth BDFB or BellSouth main power board as the power source will be made at BellSouth's sole, but reasonable, discretion. The BellSouth Certified Supplier contracted by the collocator must provide to BellSouth a copy of the engineering power specification prior to the day on which the collocator's equipment becomes operational ("Commencement Date"). BellSouth will provide the common power feeder cable support structure between the BellSouth BDFB or main power board and the collocator's arrangement area. The collocator must contract with a BellSouth Certified Supplier who will be responsible for the following: dedicated power cable support structure within the collocator's arrangement; power cable feeds; and terminations of cable. Any terminations at a BellSouth main power board must be performed by a BellSouth Certified Power Supplier. The collocator must comply with all applicable National Electric Code (NEC), BellSouth TR73503, Telcordia (Bellcore) and ANSI Standards regarding power cabling.

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

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

Security Access System - NRC and RC

The Security Access System charges provide for key and card access to BellSouth premises. Nonrecurring charges are applicable per access card for activations and for lost or stolen cards. Nonrecurring charges are also assessed for keys. Recurring charges are applicable per premises per card.

Space Availability Report - NRC

The collocator will be charged for a Space Availability Report on a per premises requested basis.

Cable Record charges

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

Security Escort - NRC

A security escort will be required whenever the collocator or its BellSouth Certified Supplier desires access to the entrance manhole or must have access to the Premises after the one accompanied site visit allowed in the Collocation Agreement, prior to completing BellSouth's Security Training Requirements. Rates for a security escort are assessed in either half-hour or quarter-hour increments. BellSouth will wait for one half-hour after the scheduled time for such an escort and the collocator must pay for the half-hour security escort charge in the event the collocator fails to show.

6.9.4 Installation Intervals

The various state public utility commissions and the FCC mandate construction and provisioning intervals. BellSouth will complete its work for collocation under ordinary conditions and under extraordinary conditions within the time frames set forth by the respective state public utility commission or the FCC. As such, the intervals may vary slightly from state to state. Ordinary conditions are defined as space available with only minor changes to support systems required, such as, but not limited to: HVAC, cabling and the power plant(s). Extraordinary conditions include, but are not limited to, extended licensing or permitting intervals, major BellSouth equipment rearrangements or additions, power plant additions or upgrades, major mechanical additions or upgrades, major upgrades for ADA compliance, environmental hazard or hazardous materials abatements, and arrangements for which equipment shipping intervals are extraordinary in length.

6.9.5 Customer Education

BellSouth provides an overview on all local interconnection and unbundled network elements at collocator training classes scheduled throughout the year. Customer information packages containing the *BellSouth Collocation Handbook*, Collocation Application and Firm Order documents, line-by-line instructions, and the standard collocation agreement are available from the BellSouth Interconnection Services Account Team or by visiting BellSouth's website at www.interconnection.bellsouth.com.

BellSouth Website

- 6.10 Deleted
- 6.11 Deleted

6.12 Operator Call Processing

6.12.1 Service Description

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

- Live Operator Call Handling Per Minute
 - With BellSouth LIDB Storage
 - With Non-BellSouth LIDB Storage
- Fully Automated Call Handling Per Call
 - With BellSouth LIDB Storage
 - With Non-BellSouth LIDB Storage

NOTE: The Line Information Database (LIDB) is a transaction-oriented database accessible through Common Channel Signaling (CCS) networks. For access to LIDB, customer must purchase appropriate signaling links pursuant to Section 9 of Attachment 2 of the Standard Interconnection Agreement. LIDB contains records associated with end user Line Numbers and Special Billing Numbers. LIDB accepts queries from other Network Elements and provides appropriate responses. The query originator need not be the owner of LIDB data. LIDB queries include functions such as screening billed numbers that provides the ability to accept Collect or Third Number Billing calls and validation of Telephone Line Number based non-proprietary calling cards. The interface for the LIDB functionality is the interface between BellSouth's CCS network and other CCS networks. LIDB also interfaces to administrative systems.

6.12.1.1 Basic Service Features

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

6.12.1.2 Basic Service Capabilities And Restrictions

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

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

6.12.1.3 Selective Class Of Call Screening

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

6.12.1.4 **Branding**

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

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

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

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

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

6.12.1.5 How Does This Service Work?

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

6.12.2 Installation Intervals: 30 - 180 days

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

Project coordination is required.

6.12.3 Service Inquiry and Ordering Guidelines

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at: http://www.atis.org/atis/clc/obf/obfdocs.htm

OBF Document Catalog

Source of Information

Information is available through the Ordering Guidelines and Account Team. TOPS locations are documented in the *Local Exchange Routing Guide* (LERG).

Forms

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

6.12.4 Customer Education

6.12.4.1 Availability Of Material

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

6.12.4.2 How To Order

Forward completed ASR forms to the IPC.

6.12.4.3 ASR Ordering Requirements For Operator Call Processing

TRUNK TYPE - Toll & Assist - FACILITY-BASED

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

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

TRUNK TYPE - VERIFY TRUNK

- NC = SBXG OR SDXG
- TRFTYP = VR
- TTT = 1
- OPS = N/A
- SECLOC = BST TOPS TANDEM
- BRAND = N/A
- EML = 6
- TK SIG = OE
- REMARKS =

NOTE: A verification trunk should be ordered only when BellSouth is the provider of Operator Call Processing. This allows the BellSouth operator to verify numbers

in the CLEC switch. Verification trunks are built from the BellSouth TOPS to the POI in each LATA.

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

6.13 Directory Assistance Access Service

6.13.1 Service Description

6.13.1.1 Basic Service Features

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

6.13.1.2 Basic Service Capabilities And Restrictions

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

6.13.1.3 Branding

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

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

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

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

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

6.13.1.4 How Does The Service Work?

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

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

6.13.1.5 Feature Interactions

N/A

6.13.2 Installation Intervals: 30 - 180 days

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

Project coordination is required.

6.13.3 Service Inquiry and Ordering Guidelines

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at: http://www.atis.org/atis/clc/obf/obfdocs.htm

OBF Document Catalog

Source of Information

Information is available through the Ordering Guidelines and Account Team.

Forms

Required forms include the ASR and Operator Services CLEC Questionnaire. Number Services switch locations are documented in the *Local Exchange Routing Guide* (LERG).

6.13.4 Customer Education

6.13.4.1 Availability Of Material

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

6.13.4.2 How To Order

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

6.13.4.3 ASR Ordering Requirements

TRUNK TYPE - DA WITHOUT CALL COMPLETION - FACILITY-BASED

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

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

6.14 Directory Assistance Call Completion

6.14.1 Service Description

6.14.1.1 Basic Service Features

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

6.14.1.2 Basic Service Capabilities And Restrictions

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

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

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

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

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

- Speech recognition
- Alternate Billing capability
- Access from Public Access Telephones
- Detail Billing
- InterLATA Call Completion

- Retry or sequence calling
- Live Operator Access after selecting Call Completion
- Access from Selective Class of Call Screened Line
- Access from Hotel/Motel or Cellular

6.14.1.3 Blocking

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

6.14.1.4 Feature Interaction

N/A

6.14.2 Installation Intervals: 30-180 days

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

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

Project coordination is required.

6.14.3 Service Inquiry and Ordering Guidelines

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS Web site at: http://www.atis.org/atis/clc/obf/obfdocs.htm
OBF Document Catalog

Source of Information

Information is available through the Ordering Guidelines and Account Team.

Forms

Required forms include the ASR and Operator Services CLEC Questionnaire.

6.14.4 Customer Education

6.14.4.1 Availability Of Material

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

6.14.4.2 How To Order

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

6.14.4.3 ASR Ordering Requirements For DAC

TRUNK TYPE - DA WITH DACC - FACILITY-BASED

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

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

6.15 Direct Access To DA Service

6.15.1 Service Description

6.15.1.1 Basic Service Features

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

6.15.1.2 Basic Service Capabilities And Restrictions

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

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

6.15.1.3 How Does This Service Work?

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

6.15.1.4 Feature Interaction

N/A

6.15.2 Installation Intervals

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

6.15.3 Service Inquiry and Ordering Guidelines

6.15.3.1 Information Required

Ordering of the service is accomplished by contacting the Account Team. The DADAS-ASR-like application will be prepared by Operator Services personnel and forwarded to the appropriate LCSC group to input the service order.

6.15.3.2 How To Order

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

A manual ASR is required.

6.16 Intercept Access

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

6.16.1 Service Description

6.16.1.1 Basic Service Features

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

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

6.16.1.2 Basic Service Capabilities and Restrictions

For Facility-based CLECs, a separate, dedicated intercept trunk facility to the TOPS switch is required for intercept. Standard trunk signaling is used to send the intercepted number to the Number Services switch. Locations of the BellSouth Switches used for intercept can be found in the *Local Exchange Routing Guide* (LERG). (Please see the assigned Account Team representative for more information on the LERG.) The subscribing CLEC must provide updates to the intercept database to support the service. Initially, updates will be done via a manual process. Intercepted numbers will be available within 72 hours after being properly provided to the intercept database. Intercept service is provided for three months.

NOTE: Intercept Access provided on behalf of the CLEC by BellSouth is a service the CLEC would use for end-users that are disconnecting their service from the

CLEC or changing their telephone number within the CLEC. BellSouth provides end-users disconnecting service from BellSouth or changing telephone numbers within BellSouth.

Basic Intercept Access Service does not include the following:

- Custom Announcements
- Call completion
- Detail Billing

6.16.1.3 Updates To The Intercept

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

6.16.1.4 Feature Interaction

N/A

6.16.2 Installation Intervals: 30-60 days

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

Project coordination is not required.

6.16.3 Service Inquiry and Ordering Guidelines

To obtain a copy of the *Access Service Ordering Guidelines* (ASOG), published by ATIS, visit the ATIS web site at: http://www.atis.org/atis/clc/obf/obfdocs.htm

OBF Document Catalog

Source of Information

Information is available through the Ordering Guidelines and Account Team.

Forms

Required forms include the ASR and Intercept Update form.

6.16.4 Customer Education

6.16.4.1 Availability Of Material

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

6.16.4.2 How To Order

Order through the ASR process.

6.16.4.3 ASR Ordering Requirements

Trunk Type - Intercept - Facility-based

- 1. NC = SDYB OR SBYB
- 2. TRFTYP = IR
- $3. \quad TTT = 2$
- 4. OPS = N/A
- 5. SECLOC = BST TOPS TANDEM
- 6. BRAND = N/A
- 7. EML = 6
- 8. TK SIG = TS

Separate trunk groups are required from each originating NPA.

6.17 Operator Systems Branding

6.17.1 Operator Call Processing - Directory Assistance

6.17.1.1 Basic Service Features

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

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

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

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

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

7. Electronic Interfaces and Gateways

7.1 Local Exchange Navigation System (LENS)

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

7.2 Electronic Data Interchange (EDI)

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

7.3 Telecommunications Access Gateway (TAG)

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

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

7.4 This section has been deleted

7.5 Trouble Analysis Facilitation Interface (TAFI)

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

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

For more information about TAFI, the CLEC should contact its Account Team representative/Local Contract Manager or review the Customer Guides section of the BellSouth Interconnection Services Web site at: http://www.interconnection.bellsouth.com/reference_library/guides/html/lens_tafi.html
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7.6 Electronic Communications Trouble Administration (ECTA)

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

For information about ECTA the CLEC should contact its Account Team representative/Local Contract Manager.

8. Requesting Customer Service Records

8.1 General

In general, Customer Service Records (CSRs) provide end-user account information. A CLEC cannot access any other CLEC's information that relates to the services provided its end-users.

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

Submitting a Blanket Letter of Authorization (LOA) prior to a Firm Order
 Prior to submitting a firm order request for local service, the CLEC may provide BellSouth with an enduser LOA request for records. This form can be found in **Appendix D** of this guide.

2. Online Interface

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

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

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

9. BellSouth CLEC Training

9.1 General

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

Certified instructors experienced in BellSouth and the telecommunications industry teach seminars. Seats are available on a first-come, first-serve basis.

Training information can be accessed on the BellSouth Interconnection Services Web site: http://www.interconnection.bellsouth.com/reference_library/training/index.html CLEC Training

BellSouth also offers onsite delivery of each course. Onsite courses may be customized to meet the specific needs of a CLEC. Call 888-404-9899 for details (some restrictions apply).

9.2 Course Schedule

The CLEC training course schedule is available for viewing or download from the BellSouth Interconnection Services Web site: http://www.interconnection.bellsouth.com/reference_library/training/asr_clec_trng.html Class Schedules

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

NOTE: The schedule may change based upon attendance totals and other factors. Please verify course availability by calling 888-404-9899 for details.

9.3 Course Registration

Registration for CLEC training is done online at: http://www.interconnection.bellsouth.com/Click on "Training", Click on "On-Line Registration"

Registration of fewer than the minimum number of students may result in class cancellation two weeks prior to the class start date. Therefore, registration at least two weeks prior to the class start date is essential.

9.4 Course Offerings

CLEC course offerings are listed and described below. Check the BellSouth Interconnection Services Web site for current courses since offerings are subject to change. http://www.interconnection.bellsouth.com/reference_library/training/clec_class_info.html
Course Offerings

9.4.1 CLEC Basic

Course Description

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

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

Target Population

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

9.4.2 CLEC Basic Service Ordering

Course Description

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

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

Target Population

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

Prerequisites

An established Q Account

9.4.3 Basic Unbundled Network (UNE) Overview

Course Description

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

Target Population

• Personnel responsible for placing orders for UNEs

• Personnel involved in network planning, design, provisioning, and their managers

Prerequisites

None

9.4.4 Data CLECs (DLEC) Unbundled Network Elements

Course Description

This three-day course introduces the concept of Unbundled Network Elements (UNE) in BellSouth focused on Data CLECs (DLECs). General descriptions of the UNEs related to DLECs are provided with instructions for ordering these services, both manually and electronically, as well as a brief description of the billing elements involved. The area of maintenance/repair is also covered in the course.

Target Population

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

Prerequisites

CLEC Basic (CLEC 100), CLEC Basic Service Order (CLEC 110) or Customer Service Record Understanding (CLEC 310)

9.4.5 Complex Products Service Ordering

Course Description

This 3-day course provides information on BellSouth's voice and data communications products and services targeted at the Business market. Coverage of each product includes the service description, tariff reference, technical functionality, features, and service order procedures (including appropriate service order forms and an example of each complex order type).

Voice Products included are BellSouth's MultiServ/MultiServ Plus Service, Centrex, PBX Trunks, DID Service and Private Line Services.

Data Services reviewed are BellSouth's Synchronet, MegaLink, MegaLink Channel Service, Integrated Services Digital Network Services (ISDN - Basic Rate Interface and Primary Rate Interface), and Frame Relay Service.

Target Population

- Customer Service ordering personnel
- CLEC administrators

Prerequisites

CLEC Basic or CLEC Basic Service Ordering

9.4.6 Trouble Analysis Facilitation Interface (TAFI)

Course Description

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

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

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

Target Population

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

Prerequisites

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

9.4.7 Local Exchange Navigation System (LENS)

Course Description

This three-day course is designed to acquaint attendees with LENS (Local Exchange Navigation System) and enable them to successfully demonstrate use of LENS in a live production mode. Functions covered in the class include Inquiry, Firm Order, Supplement Existing Request, Bulk Orders and View LSR/Order Information. The class is designed to allow students the opportunity to follow along with the instructor as LENS functions are demonstrated and then a series of exercises help attendees develop navigation skills to effectively master each function covered.

Target Population

- Order entry personnel
- Customer appointed trainers

Prerequisites

- CLEC Basic (CLEC 100) or CLEC Basic Service Ordering (CLEC 110) or current knowledge of how to issue LSRs in a CLEC provisioning environment.
- Typical PC skills

9.4.8 Telecommunications Access Gateway (TAG)

Course Description

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

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

Target Population

System designers and programmers

Prerequisites

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

9.4.9 Customer Service Record Understanding

Course Description

This 2-day course provides customer service record information on BellSouth's voice and data communications products and services targeted at the Business market. Coverage of each product includes the service description, tariff reference, technical functionality, features, and USOC codes.

A CSR example of each product will be reviewed.

Voice Products included are BellSouth's MultiServ/MultiServ Plus Service, ESSX, Centrex, PBX Trunks, and DID Service.

Data Services reviewed are BellSouth's Synchronet, MegaLink, MegaLink Channel Service, Integrated Services Digital Network Services (ISDN - Basic Rate Interface and Primary Rate Interface), and Frame Relay Service.

Target Population

• Customer Service Ordering Personnel

CLEC Administrators

Prerequisites

CLEC Basic or CLEC Basic Service Ordering

WARNING This course no longer offered

9.4.10 Collocation Overview

Course Description

This 2-day course introduces the concept of both Physical and Virtual Collocation in BellSouth. General descriptions of the collocation processes are provided with instructions for completing the applications, as well as a brief description of the billing elements involved. The areas of central office access, maintenance and repair are also covered in the course.

Target Population

- Personnel responsible for completing collocation applications
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

Prerequisites

None

9.4.11 Switched Port Loop Combination

Course Description

This 2-day course introduces the concept of Switched Port/Loop Combinations in BellSouth. General descriptions of the products are provided with instructions for ordering these services, as well as a brief description of the billing elements involved. The area of maintenance/repair is also covered in the course.

Products included

- 2 Wire Analog Port and Voice Grade Loop for Residence, Business and PBX
- DID 2-Wire Trunk Port and Voice Loop
- UNE-P Centrex
- 2-Wire ISDN/BRI Digital Loop & Port
- 4-Wire ISDN/PRI Digital Loop & Port
- Digital Direct Integration Termination Service 4-Wire Digital Loop & Trunk Port
- 4-Wire Digital Loop with Channelization with Port

Target Population

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

Prerequisites

CLEC Basic (CLEC 100) or CLEC Basic Service Ordering (CLEC 110) and Customer Service Record Understanding or Complex Products Service Ordering (which includes the product architecture)

WARNING This course no longer offered

9.4.12 Tariff

Course Description

This two-day course familiarizes students with the four tariffs used by BellSouth in today's telecommunications environment. The course encompasses overviews of the concepts and structure of the following tariffs:

- General Subscriber Services Tariffs (A Tariffs)
- State Private Line Tariffs (B Tariffs)
- State Access Tariffs
- Federal Communications Commission Tariffs (FCC No. 1)
- National Exchange Carrier Association No. 4

Attendees will be introduced to the various types of products and services contained in the tariffs. They will also gain awareness of the jurisdictional differences of the uses of the tariffs and the products and services contained within the tariffs.

Target Population:

Employees of resellers responsible for ordering switched and private line services

Prerequisites:

None

9.4.13 Access Service Request (ASR) - Order Local Interconnection Trunking

Course Description

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

Target Population

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

Prerequisites

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

9.4.14 Access Service Ordering Guideline (ASOG) for Basic Access Service Request (ASR)

Course Description

This three day course introduces students to the concepts used in requesting Special and Switched Access Service from BellSouth. The curriculum includes overviews of the architecture of Special and Switched Access Service, as well as guidelines for using the Access Service Request (ASR) for ordering these services. Access Service Ordering Guide (ASOG) will be used as the primary reference document to teach students specific ASR forms and data element requirements for preparation of Access Service Requests.

Target Population

- Employees of Carriers responsible for ordering Special and Switched Access Service.
- Management or other personnel who manage Access Ordering Processes.

Prerequisites

None

WARNING This material now included in ASR and Local Trunking Courses

9.4.15 Common Access Front End - 2-day course

Course Description

This two-day course is designed to acquaint attendees with Common Access Front End and enable them to successfully demonstrate use of this tool in a live production mode. The Common Access Front End User Guide is used as a reference tool throughout the class. Functions covered in class include Pre-Order Inquiry/Validation of end user address, CFA's, NC, NCI, SECNCI and Facility Availability as well as submitting supplements to make changes and/or canceling ASRs. Attendees will also successfully create an ASR template, submit an ASR using a template and create an ASR from a blank screen. In addition, attendees will view the status and details of an ASR that has been submitted, issue an update to a pending ASR and view reports.

Target Population

- Entry Personnel
- Customer Appointed Trainers

Prerequisites

- ASR 600: Access Service Ordering Guidelines (ASOG) for Basic Access Service Requests (ASR)
- CLEC 501: Access Service Request (ASR) Ordering Local Interconnection Trunking.

10. Business Process Overviews

10.1 Pre-Ordering Process

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

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

In addition to the LSR form, the CLEC must also provide the End-user Information Form (EU) and the appropriate combination of the service specific forms (Resale Service, Loop Service, Number Portability, and Loop Service with Number Portability, Port Service, and Directory Listing Request) during the Ordering processes. To improve the CLEC's efficiency and effectiveness, BellSouth has developed the *BellSouth Business Rules for Local Ordering* document for assisting the CLEC in identifying the correct form and relevant information necessary to accurately complete each form. This document can be found on the BellSouth Interconnection Services Web site at: http://interconnection.bellsouth.com/guides/html/leo.html

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

Term	Definition
Address Validation:	This sub-process is performed to validate a customer address in a/the particular switch. The addresses have to be $911/E911$ compliant.
Telephone Number Reservation:	This sub-process is performed to select and reserve a telephone number in a/the particular switch.
Feature/Service Availability:	This sub-process is performed to validate the availability of a requested feature/service in a/the particular switch.
Installation Intervals & Scheduling:	This sub-process is performed to assign a target installation interval and service dates in a/the particular switch.
Customer Service Record Information:	This sub-process is performed to reference records for the CLEC's customers and existing BellSouth customers in a/the particular switch.

Service Inquiry: **BellSouth performs this process** for CLEC service requests, as needed, once the CLEC

Account Team receives the service request. The activities in this sub-process differ based on

the type of service ordered in a/the particular switch.

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

10.2 Ordering Process

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

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

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

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

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

Term	Definition
Order Process Submission:	The CLEC submits an LSR electronically through LENS, EDI, or TAG, or manually to the LCSC via fax or mail.
Order Process Validation & Clarification:	BellSouth validates the LSR by performing accuracy, completeness, and validity checks. This sub-process also involves the return of the LSR to the CLEC for explanation of information provided or not provided.
Order Process Confirmation:	Order Process Confirmation occurs when the service request becomes a service order(s) and is recorded in BellSouth's Service Order Control System (SOCS) for provisioning. At this point, a FOC is sent to the CLEC.

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

on the BellSouth Interconnection Services Web site at http://www.interconnection.bellsouth.com/reference_library/guides/index.html
Document Index

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

10.3 Provisioning Process

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

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

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

Term	Definition
Order Assignment:	This sub-process begins at SOCS and includes all assignment activities. Once the service order information is received by SOCS, it is transmitted to the necessary downstream systems based on the information contained in the service order. These systems provide assignment information back to SOCS.
Order Design:	This sub-process includes all circuit design activities. If circuit design is needed (designed orders only), the order will be sent to the Circuit Provisioning Group (CPG).
Service Work:	This sub-process begins once the order assignment and design information is received by the various BellSouth service centers via the appropriate systems, depending on service type. This may/may include a premise visit. Installation occurs during this sub-process. Service work ends when all appropriate centers have completed their portion of the provisioning process.
Provisioning Completion:	This sub-process begins once service completion information is received by the appropriate BellSouth systems. Provisioning is complete once completion notice information is sent to the appropriate systems and billing information has been sent to BellSouth's billing systems. Depending upon the CLEC's billing period, a bill may not be generated for 20-30 days after completion.

For more detailed information on the Provisioning process, please refer to the *Products and Services Interval Guide* at http://www.interconnection.bellsouth.com/reference_library/guides/index.html Document Index

or contact the Local Support Manager.

10.4 Maintenance and Repair Process

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

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

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

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

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

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

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

Term	Definition
Trouble Ticket Reporting:	This sub-process includes the collection and entry of all relevant trouble information into BellSouth's Trouble Management Systems.
Testing and Analyzing the Trouble:	This sub-process involves testing to determine the location of the trouble (Facilities, Equipment, Customer Provided Equipment, and Software).
Correcting the Trouble:	This sub-process involves the procedures followed to restore service. This may or may not involve dispatching a trouble ticket to a technician; however, in either case, the service provider's (i.e., BellSouth) agent is assigned a trouble ticket and is responsible for restoring service to the customer.
Closing the Trouble Ticket:	This sub-process includes closing of the trouble ticket in BellSouth's Trouble Management System and notification that service has been restored.

for more detailed information on the Maintenance and Repair process, please contact the Local Support Manager.

10.5 Billing Process

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

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

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

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

Term	Definition
Daily Service Order Processing:	This sub-process receives and processes completed service orders on a daily basis from BellSouth's Service Order Control System (SOCS) and updates customer accounts in CRIS and CABS with the appropriate services and billing indicators.
Message Acquisition and Processing:	This sub-process collects usage data, edits and validates the usage, then packages and routes the usage to the appropriate billing system (CRIS or CABS) for processing and guiding to the appropriate account.
Bill Calculation:	This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service on the account, fractional month charges when appropriate, usage, surcharges, and taxes. This sub-process also applies aggregation rules and discounting.
Bill Format:	This sub-process produces variable sized and formatted invoices (e.g., face page, bill messages) based on specific customer criteria or industry standards.
Bill Verification:	This sub-process checks for accuracy of bill content and format in order to catch billing problem trends. Bill Verification occurs daily and problem trends that are detected are investigated and corrected.
Bill Distribution:	This sub-process prints and distributes billing invoices through electronic media and paper.

For more detailed information on the billing process, please refer to the BellSouth Interconnection Services Web site at http://www.interconnection.bellsouth.com/reference_library/guides/html/billing.html Billing

10.6 Collocation Process

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

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

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

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

Collocation can be divided into two distinct sub-processes:

Term	Definition
Term	Definition

Application: Application begins when the CLEC prepares and submits the collocation application form,

with the appropriate application fees, and ends when the BellSouth Account Team

Collocation Coordinator (ATCC) returns a full response to the application to the CLEC. The

response includes an estimate of the cost to provision the arrangement. There is an intermediate milestone in which the ATCC responds to the CLEC regarding space

availability.

Provisioning: Provisioning begins when the CLEC returns a Firm Order, including 50% of the estimated

cost to provision the arrangement, to BellSouth and ends when the collocation arrangement has been accepted by both the CLEC and BellSouth. This sub-process consists mainly of the

work required to prepare the BellSouth central office collocation space.

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

10.7 Local Number Portability Ordering Process

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

The CLEC must provide the OCN that's registered with NPAC, also known as the NPAC "SPID," prior to placing orders for LNP. For more information about the LNP Service Provider ID requirements, please click on the following link to the Customer Information Packages: http://interconnection.bellsouth.com/contact/lcm.html, select LNP SPID Information from the drop menu.

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

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

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

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

Term	Definition
Order Submission:	CLEC sends an LNP LSR to the BellSouth LCSC via manual or electronic interface.
Order Validation:	BellSouth validates the CLEC LSR for errors, and requests clarification when necessary.
Order Administration:	BellSouth issues service orders for LNP requests, if applicable. BellSouth sends a FOC to the CLEC, if clarification is not needed. The CLEC receives the FOC and immediately sends a "Create SV" to NPAC. BellSouth then sends a "Concur SV" to NPAC. The CLEC sends the "Activate SV" to NPAC on the due date, porting the number.
Order Completion:	BellSouth issues or completes the Disconnect order, and listing order if applicable, and sends E911 Unlock message to SCC. The CLEC sends E911 Migrate message to SCC.

For more detailed information concerning the LNP ordering process, please refer to the *Local Number Portability Ordering Guide for CLECs* at: http://www.interconnection.bellsouth.com/reference_library/guides/index.html Document Index

11. Resources and Contact Information

11.1 General

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

11.2 BellSouth Interconnection Services Web Site

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

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

11.3 Customer Letters / Announcements

http://www.interconnection.bellsouth.com/ BellSouth Website

From the BellSouth Interconnection Services home page, click on "Notifications" on the menu bar at the top of the page. From there, click on ""Carrier Notification" to view specific documents.

Recommendation: Check this location weekly.

11.4 Carrier Network Notifications

http://www.interconnection.bellsouth.com/BellSouth Website

From the BellSouth Interconnection Services home page, click on "Notifications" on the menu bar on the top of the page. From there, click on "Network Disclosures" to view specific documents.

Recommendation: Check this location regularly.

11.5 Tariffs & Notifications

http://cpr.bellsouth.com/ Tariffs & Notifications

11.6 Technical References

http://www.interconnection.bellsouth.com/reference_library/guides/html/tech_ref.html Technical References

11.7 Keyword Search Feature

http://www.interconnection.bellsouth.com/ BellSouth Website

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

11.8 Local Exchange Carrier Web Site

http://www.interconnection.bellsouth.com/wholesale_markets/local/index.html <u>CLEC Homepage</u>

From the "Competitive Local Exchange Carriers" Home Page, the following topics can be accessed:

CLEC Products	http://www.interconnection.bellsouth.com/products_and_services/index.html
CLEC Training	http://www.interconnection.bellsouth.com/reference_library/training/index.html
CLEC Reports	http://www.interconnection.bellsouth.com/tools_forms_and_reports/index.html
Customer Guides	http://www.interconnection.bellsouth.com/reference_library/guides/index.html
Customer Newsletters	http://www.interconnection.bellsouth.com/info_and_events/index.html
Customer Service Centers	http://www.interconnection.bellsouth.com/contact/index.html
Disaster Basic 911 / E911 by State / Co	http://www.interconnection.bellsouth.com/products_and_services/access/e911/index.html
CLEC Forms	http://www.interconnection.bellsouth.com/tools_forms_and_reports/forms/index.html
Network Operations Centers	http://www.interconnection.bellsouth.com/contact/index.html
OSS Information Center	http://www.interconnection.bellsouth.com/applications/index.html

Facility Based CLEC (Competitive Local Exchange Carrier) Home Page. **Please Bookmark this page!** Connect to BellSouth Interconnection Services for CLECs.

Some documents on this page require the free <u>Adobe Acrobat® Reader</u>. Please download the lastest version and install.

Contact Us

- Account Team
- Billing and Collections Group
- Complex Resale Support Group
- Customer Service Centers
 - ° BRMC
 - ° CWINS
 - ° <u>LCSC</u>
- IPC

Escalation Lists

- CRSG
- <u>CWINS</u>
- IPC (coming soon)
- EC Support Group
- Network Operations Center
 - ° NRC
 - Atlanta Districts
 - Unbundled Nework
 Terminating Wire (UNTW)
- Request Information
- Web Site Feedback

News & Events

- 2001 CLEC Inforum Presentations
- Better Connections Newsletter
- Upcoming Events

Notifications

- <u>Carrier Notifications</u>
- CEI Notifications
- Network Disclosures
- Tariff Notifications
- BellSouth Tariff Documents

Products & Services

- Billing Services
- <u>Data</u>
- E911 Availability
- Operator Services
- <u>Transport</u>

Local

- Intelligent Network
- Resale
- <u>UNE</u>

Forms:	Reports & Systems
Guides & Technical References Do You Want to Become a CLEC?	• <u>Space Exhaust Locations</u> - update 11/29/01
- Brochure Training	Circuit Provisioning Status System (CPSS)
	<u>CLEC Service Order Tracking</u> <u>System</u>
	Common Access Front End (Login Required, Contact Your Acct Team Rep.)
	Daily Operational Reports (PON, PF, Loss Notification, COSMOS)
	Performance Measurement Reporting (PMAP)
	Montly State Summary
Standard Agreements	Other Links:
<u>Interconnection Agreement</u>	• <u>CCP</u> (Change Control Process)
Resale Agreement	Industry Links
	Line Sharing Collaboratives
	• <u>NPA-NXX</u>
	OSS (Operational Support Systems)
BellSouth Interconnection Website URLs for CLEC	-Related Sites

11.9 Additional Resources

Additionally, the following resources are available to assist CLECs:

TABLE C. Additional Resources

Topic	Resource	Contact & Additional Information
Initial Point of Contact	Advisory Team	Phone Number
General CLEC		888-560-CLEC (888-560-2532) Link to website
 Questions 		
 Activation 		
BellSouth Advertising and Publishing Corporation	BAPCO	Director- LEC Interface Room 6B612
(BAPCO) contracts and directory delivery		2247 Northlake Parkway Tucker, GA 30084-4005
		<u>Phone Number</u> 678-406-2135 <u>Fax</u> <u>Number</u> 678-406-5133
Listings in Customer Guide	BAPCO	Please see above
Directories		CLEC must complete Competitive Local Exchange Carrier Information for BellSouth Advertising & Publishing Corp. Customer Guide Pages form found in Appendix E .
Daily Operations Reports (PF	Interconnection Services	Link to website
Report)	Web site	NOTE: This is a secure site and requires user IDs and passwords. Contact the assigned Account Team for additional information.
Monthly Performance	Measurement Web site	Link to website
		NOTE: This is a secure site and requires user IDs and passwords. Contact the assigned Account Team for additional information.
Disaster Response	Disaster Response Area on Interconnection Web	Link to website
	site	

Topic	Resource	Contact & Additional Information
Provisioning Customer Support	Provisioning Customer Support (please see Interconnection Agreement)	8am - 5pm (local time), Monday - Friday (excluding holidays) 8am - 5pm (local time), Saturday (excluding holidays) for nondesigned, non-coordinated services.
		Any requests for provisioning and installation services outside of the hours listed in the interconnection agreement may be subject to extra billing charges.
Maintenance Centers	Maintenance Centers (please see Interconnection Agreement)	BellSouth Maintenance Centers are available 24 hours a day, 7 days a week
Billing - Processing Local Service Requests	Local Carrier Service Center (LCSC)	UNE, Consumer, Complex, Small Business LCSC: Link to website Billing LCSC: Link to website The LCSC is responsible for providing the following services for its customers:
		 Handling billing inquiries and payment arrangements Delivering authorized end-user record information Processing service order requests
Maintenance and Repair of Resale Services	Business Resale Maintenance Center (BRMC)	BellSouth Resale Maintenance Center 2445 Commerce Ave. Building 2300 Duluth, GA 30096 Phone Number888-461-0612 BRMC

Topic		Resource	Contact & Additional Information
•	Maintenance Support	UNE Center (UNEC)	Maintenance Support is available 24 hours a day, 7 days a
•	Provisioning of Design Services		week Provisioning of Design Services is available Monday - Friday
•	Provisioning of Non- Design Services		Provisioning of Non-Design Services is available Monday - Saturday from 8am to 5pm (local time).
			UNE Center 2445 Commerce Ave. Building 2300 Duluth, GA 30096
			Phone Numbers
			• CLECs in AL, KY, LA, MS, and TN: 557-6108
			• CLECs in FL, GA, NC and SC: 770-780-6108
			• CLECs outside of BellSouth territory: 800-795-0153
			UNE Center 19th Floor 600 North 19th Street Birmingham, AL 35203
			Phone Numbers
			• CLECs in AL, KY, LA, MS, and TN: 557-6144
			• CLECs in FL, GA, NC and SC: 770-780-6144
			• CLECS outside of Behaouth territory: 868-383-1330
			Link to website
Proce: Invoice Intercc	Processing of Orders and Invoices for Local Interconnection Trunks	Interconnection Purchasing Center (IPC)	The IPC is available 8am - 4:30pm (Central Standard Time), Monday - FridayInterconnection Purchasing Center7th Floor600 North 19th St.Birmingham, AL 35203Phone Numbers800-666-0580Fax Numbers205-321-4449http://www.interconnection.bellsouth.com/centers/html/IPC.html

Topic	Resource	Contact & Additional Information
Resale & Facility-based Provider Questions	Account Team / CLEC Care Team	BellSouth provides Account Team support to CLECs who plan to purchase premium and complex resale products. The CLEC Care Team provides support to CLECs who plan to purchase simple resale and UNE products. The CLEC Care Team is introduced once the Interconection Agreement has been signed.
		The Account Team/CLEC Care Team members offer assistance and direction in the following areas:
		Contract Negotiations Assistance
		 BellSouth Services/Product Contracts Enhanced Billing Options Negotiations and other billing inquiries
		Initial Contact/Negotiator for Complex Services
		Transport Percentage Negotiations
		• Completion of Class of Service Request Form for Selective Routing *
		Selection of Customized Calling Restrictions (Dialing Options) *
		• Customer Education (i.e., how to do business with BellSouth)
		Technical Assistance
		General Problem Resolution (i.e., customer advocate)
		Tariff Interpretation
		Rate Quotations
		Project/Order Coordination
		Performance Measurement and Analysis Platform (PMAP) inquiries.
		* Must be completed in conjunction with the up-front planning and / or negotiation process and submitted to the Account Team. No orders should be placed prior to the completion of required network activities.

12. Appendix A

12.1 Tax Exemption Certificate Request

Tax Exemption Certificate Request

12.2 Reseller's Certificate Of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services

Reseller's Certificate Of Continuing Exemption from Federal Excise Tax and State Taxes on Telecommunications Services

- Webform version Not available yet (August 4, 2006)
- Word version

Certificate of Continuing Exemption from Taxes on Telecommunications Services Purchased, Used, or Sold by Providers of Internet Access

- Webform version
- Word version

12.3 Credit Profile

Credit Profile

12.4 Surety Bond

Surety Bond

12.5 Standby Letter Of Credit

Standby Letter Of Credit

12.6 BellSouth Master Account Application

BellSouth Master Account Application

13. Appendix B

13.1 NECA Website

Go to NECA's website for a company code: http://www.necaservices.com/source/NECAServices_Home.asp NECA

13.2 Universal Service Exemption

<u>Form RF-6620, BellSouth Certification of Universal Service Exemption</u>, is found on the <u>Webforms page</u>of the Interconnection Services Web Site.

13.3 BellSouth Blanket Agency Agreement Letter For Local Service Providers

BellSouth Blanket Agency Agreement Letter For Local Service Providers

13.4 Telephone Number For Misdirected CLEC Calls-CLEC Contact Numbers

Telephone Number For Misdirected CLEC Calls-CLEC Contact Numbers

13.5 PIC Adds / Disconnects Report

PIC Adds / Disconnects Report

13.6 Request For Unbundled Capabilities

Request For Unbundled Capabilities

13.7 Application For BellSouth Directory Assistance

Application For BellSouth Directory Assistance

13.8 Application for Reduction in BellSouth Long Distance Charges

Application for Reduction in BellSouth Long Distance Charges

14. Appendix C

14.1 Selective Class Of Call Screening / Directory Assistance Call Completion

Selective Class Of Call Screening / Directory Assistance Call Completion

14.2 BellSouth Intercept Tandems

TABLE D. BellSouth Intercept Tandems

LATA	ACCESS TNDM LOCATION	TANDEM CLLI CODE	COMBINED LOCAL OFC CLLI CODE	SW TYPE#	NOTES@
BRHM	BIRMINGHAM - MAIN & TOLL	BRHMALMT0G T	NO-LOCAL	DMS 200	HOST
HNVI	HUNTSVILLE - UNIVERISTY	HNVIALUN0GT	HNVIALUNDSO	DMS ½	REMOTE
MTGM	MONTGOMERY - MAIN & TOLL	MTGMALMT0G T	MTGMALMTDS O	DMS ½	REMOTE
MOBL	MOBILE - AZALEA	MOBLALAZ0GT	MOBLALAZDSO	DMS ½	REMOTE
DYBH	DAYTONA - PORT ORANGE	DYBHFLPO01T	DBYBHFLPODS O	DMS ½	REMOTE
GSVL	GAINESVILLE - MAIN	GSVLFLMA01T	GSVLFLMADSO	DMS ½	REMOTE
JCVL	JACKSONVILLE - CLAY	JCVLFLCL05T	JCVLFLCLDS1	DMS ½	REMOTE
ORLD	ORLANDO - MAGNOLIA	ORLDFLMA04T	NO-LOCAL	DMS 200	REMOTE
PNCY	PANAMA CITY - MAIN	PNCYFLMA04T	PNCYFLMADSO	DMS ½	REMOTE
PNSC	PENSACOLA - WARRINGTON	PNSCFLWA01T	PNSCFLWADSO	DMS ½	REMOTE
SE	N.DADA - GOLDEN GLADES	NDADFLGG03T	NO-LOCAL	DMS 200	REM OPR SVC ONLY
	WEST PALM BCH - GARDENS	WPBHFLGR02T	NO-LOCAL	DMS 200	REMOTE
ATLN	ATLANTA - SANDY SPRINGS	ATLNGASS1ID	NO-LOCAL	DMS 200	INTERCEP T ONLY
LSVL	LOUISVILLE - ARMORY PL.	LSVLKYAP2GT	NO-LOCAL	DMS 200	HOST
OWBO	MADISONVILLE - MAIN	MDVIKYMA02T	MDVIKYMADSO	DMS ½	REMOTE

LATA	ACCESS TNDM LOCATION	TANDEM CLLI CODE	COMBINED LOCAL OFC CLLI CODE	SW TYPE#	NOTES@
WNCH	WINCHESTER - MAIN	WNCHKYMA02 T	WNCHKYMADS O	DMS ½	REMOTE
BTRG	BATON ROUGE - GOODWOOD	BTRGLAGW0G T	NO-LOCAL	DMS ½	REMOTE
LFYT	LAFAYETTE - MAIN	LFYTLAMA0GT	LFYTLAMADSO	DMS ½	REMOTE
NWOR	NEW ORLEANS - MAIN	NWORLAMA20 T	NO-LOCAL	DMS 200	HOST OPR SVC ONLY
SHPT	SHREVEPORT - MAIN	SHPTLAMA0GT	SHPTLAMADSO	DMS ½	REMOTE
BILX	BILOXI - EDGEWATER	BILXMSED06T	BILXMSEDDSO	DMS ½	REMOTE
JCSN	JACKSON - CAPITOL PEARL	JCSNMSCP06T	NO-LOCAL	DMS ½	REMOTE
	GREENWOOD - MAIN	GNWDMSMA06 T	GNWDMSMADS O	DMS ½	REMOTE
AHVL	ASHEVILLE - O'HENRY	AHVLNCOH04T	AHVLNCOH25G	DMS ½	REMOTE
CHRL	CHARLOTTE - CALDWELL	CHRLNCCA05T	NO-LOCAL	DMS ½	REMOTE
GNBO	GREENSBORO -E UGENE	GNBONCEU05 T	GNBONCEU33F	DMS ½	REMOTE
RLGH	RALEIGH - NEW HOPE	RLGHNCHO01 T	NO-LOCAL	DMS 200	REMOTE
WLMG	LAURINBURG - MAIN	LRBGNCMA02T	LRBGNCMA27F	DMS ½	REMOTE
CHTN	CHARLESTON - DIAL & TOLL	CHTNSCDT60T	NO-LOCAL	DMS 200	REMOTE
CLMA	COLUMBIA - SENATE ST.	CLMASCSN60T	CLMASCSN25E	DMS ½	REMOTE
FLRN	FLORENCE - MAIN	FLRNSCMA60T	FLRNSCMA66F	DMS ½	REMOTE
GNVL	GREENVILLE - DIAL & TOLL	GNVLSCDT60T	NO-LOCAL	DMS 200	HOST FOR SC & NC *
CHTG	CHATTANOOGA - 9 TH ST.	CHTGTNNS84T	CHTGTNNSDSO	DMS ½	REMOTE
KNVL	KNOXVILLE - MAIN	KNVLTNMA84T	KNVLTNMADSO	DMS ½	REMOTE
MMPH	MEMPHIS - MAIN	MMPHTNMA84 T	MMPHTNMADS O	DMS ½	REMOTE
NSVL	NASHVILLE - MAIN	NSVLTNMT86T	NO-LOCAL	DMS 200	HOST OPR SVC ONLY

DMS ½ is a DMS 100/200.

@ HOST refers to the DMS TOPS HOST OPERATOR feature.

REMOTE or REM refers to the DMS TOPS REMOTE OPERATOR feature.

OPR SVC ONLY means the switch serves only Operator traffic.

CONS means the access tandem function will be consolidated to another Tandem.

*Host for NC and SC Toll Access Operator Services rehome to Charlotte is being evaluated.

15. Appendix D

15.1 End-user Letter Of Authorization

End-user Letter Of Authorization

16. Appendix E

16.1 Competitive Local Exchange Carrier Information For BellSouth Advertising & Publishing Corp. (BAPCO) Customer Guide Pages

<u>Competitive Local Exchange Carrier Information For BellSouth Advertising & Publishing Corp. (BAPCO)</u>
<u>Customer Guide Pages</u>

17. Appendix F

17.1 BellSouth Change Control Process

The Change Control Process (CCP) is a process by which BellSouth (BST) and Competitive Local Exchange Carriers (CLECs) manage requested changes to the BellSouth electronic and manual local interfaces.

Following are the electronic interfaces supported by this process:

- Local Exchange Navigation System (LENS) An online, interactive, menu driven system that permits subscribers to perform pre-order and firm-order inquiry functions and/or process requests for various products, features and services.
- Electronic Data Interchange (EDI) The process of exchanging business documents between trading partners using a computer-to-computer application over a communications path.
- Telecommunications Access Gateway (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 (OSS) and CLECs. TAG is BellSouth's CORBA based API application for pre-ordering and ordering.
- Trouble Administration Facilitation Interface (TAFI) 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).
- Electronic Communications Trouble Administration (EC-TA) Local A machine-to-machine solution for the administration of end user trouble reports submitted by CLECs to BellSouth.
- CLEC Service Order Tracking System (CSOTS) Provides CLEC service order information from the BellSouth Service Order Communication System (SOCS) for CLEC service orders via a Web interface.

17.1.1 CCP provides information on the following:

- BellSouth System Outages (LENS, TAG, EDI, TAFI, EC-TA, CSOTS) A system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Regulatory Changes Federal Communications Commission (FCC) or state commission mandates
- Industry Standard Change Changes based on newly agreed upon telecommunications industry guidelines
- BellSouth Initiated Change Change requests initiated by BellSouth
- CLEC Initiated Change Change requests initiated by CLECs
- CLEC Impacting Defects A problem discovered in either a production version of an application interface or in documentation

The CCP Website is located at: www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html Change Control

The following information is available:

- Carrier Release Notifications Notifications of changes that are within CCP's scope
- Release Status Tentative release schedule and status

- Change Request Log Provides a status of change requests
- Defect Notifications Notifications of validated defects submitted by either CLECs or BellSouth
- Change Request Forms (Electronic) Forms used to communicate to the Change Control Management Team (CCMT)
- System Outage Notifications System outages identified by interface
- Process Documents A copy of the CCP document
- Meeting Notification and Minutes A schedule of upcoming meetings and minutes from previous meetings

The preferred method of corresponding with the CCMT is via e-mail to: Change.Control@bridge.bellsouth.com

17.2 BellSouth Policies

17.2.1 Guidelines For CLECs Acting As Agents

In layman's terms, an agency agreement allows the agent to act on the end-user's behalf to order, change, or discontinue service, or obtain account information for that end-user. The end-user remains BellSouth Telecommunications' customer of record and is financially responsible for all actions of the agent done in the name of the end-user. The agency agreement is a written legal document that must be signed by the end-user and provided to BellSouth when the agent orders, changes, or discontinues service in the name of the end-user.

If a CLEC comes to BellSouth with an agency agreement for an end-user, it will be directed to the VMC (vendor marketing center) in the particular state. The CLEC acting as an agent will be treated in the same manner as any other agent. The services ordered, changed, or disconnected will be done with the end-user as the customer of record. The end-user will continue to be managed by its regular BellSouth Account Team/Local Contract Manager. Interconnection Services will not handle orders from a CLEC acting as an agent for an end-user unless the end-user's account is already handled by Interconnection Services. The CLEC acting as an agent is not reselling BellSouth services or purchasing Unbundled Network Elements (UNEs).

17.2.2 CLEC Collection Policy

17.2.2.1 General Information

CLEC bills from BellSouth are due when rendered and are considered past due if payment of account is not received by the bill day in the month after the original bill day. If any portion of the payment is received after the due date or if any portion of the payment is received in funds not immediately available to BellSouth Telecommunications, then a late payment charge will be due to BellSouth¹.

There are no late payment charges applied for non-payment in the state of Tennessee.

17.2.2.2 Policy For Billed Local Services

17.2.2.2.1 Payment Due Date

The CLEC is responsible for full payment of all BST services billed monthly prior to the next billing date. A late payment charge on any unpaid balance will be applied according to each states tariff (Tariff reference-GSST A2.4.3). A charge according to the terms of each state's tariff (Tariff reference-GSST A2.4.3) will apply whenever the institution on which it is written does not accept a check or draft for payment.

17.2.2.2.2 Refusal For Additional Service

If payment of account is not received by the bill day in the month after the original bill day, BellSouth may provide written notice to the CLEC, that additional applications for service will be refused and that any pending orders for service will not be completed if payment is not received by the fifteenth day following the date of the notice. In addition BellSouth may, at the same time, give thirty days notice to the person designated by the CLEC to receive notices of noncompliance, and discontinue the provision of existing services to the CLEC at any time thereafter

17.2.3 CLEC Billing Dispute Policy

17.2.3.1 **General**

A billing dispute results when a CLEC submits a claim that supports its belief that an error condition exists on a bill. The CLEC is required to submit the billing dispute in writing to the appropriate service center to begin this process. Should a CLEC's end-user submit a dispute to BellSouth, the CLEC's end-user will be referred to the serving CLEC.

17.2.3.2 Local Services

17.2.3.2.1 Reason For Billing Dispute Adjustments

There may be several reasons for disputing a claim. Typical claims include:

- Service connected in error (e.g., features were not ordered, but the CLEC was billed)
- Service not installed (e.g., blocks omitted from order from the CLEC's LSR)
- Service billed at incorrect rate (e.g., discount not applied to the CLEC's bill)

17.2.3.2.2 Resolution Of Dispute

Generally, the disputes are resolved within 60 days from receipt of the claim and the CLEC is notified of the resolution.

17.2.3.2.3 Dispute Resolution Follow-Through

If it is determined that an adjustment to the CLEC's bill needs to be made, typically the adjustment will appear on the following bill period after resolution. When an adjustment is made three days or less before the close of the billing period, the credit/debit may not appear on the next CLEC bill. However, the credit/debit should appear no later than the second bill period after the adjustment.

17.2.3.2.4 Late Payment Charge (LPC)

Regardless of the outcome of the dispute claim, a CLEC is responsible for full payment of all services billed monthly prior to the next billing date. A late payment charge according to the terms of each state's General Subscriber Service tariff1 will be applied to the CLEC's bill when the previous month's bill has not been paid in full prior to the next billing date. If an adjustment is made, any late payment charge billed on the disputed amount will also be adjusted. If an adjustment is not made, the CLEC will be liable for all late payment charges.

17.2.4 Transfer Of Service Policy

17.2.4.1 Non-Contracted Services

Month-to-month services

A Reseller without financial obligation may assume Service previously furnished to the end-user by BellSouth. A final bill will be rendered to the end-user. Appropriate service charges for changes to customer records will apply.

17.2.4.2 Contracted Tariff Services

Variable Term Plan, Contracted Term Special Assemblies, Tiered Plans, Contract Service Arrangements (CSAs), and Volume and Term Arrangements:

- A Reseller according to State Regulatory rulings may assume Service previously furnished to the enduser by BellSouth.
- BellSouth will render a final bill to the end-user.
- The end-user is liable for any unpaid balances.
- All future bills for service from the date of conversion will be rendered to the Reseller.
- Regulations in the retail tariff concerning transfer of service will apply.
- Transfer of service charges will not be subject to the resale discount.
- Termination liabilities will not apply if the Reseller agrees to assume all terms and conditions of the enduser's contract and signs an Assumption Agreement.

Example 1 Assumptions and Policy

Example	Assumptions	Policy
	 BellSouth End-user A has an existing contracted service with BellSouth (i.e., Variable Term Plan, Tiered Plan, Contract Service Arrangement, Contracted Term Special Assembly). BellSouth End-user A wants to transfer service to Reseller X at the same location(s). Reseller X has an existing contract for resale with BellSouth and is certified to provide local service by the appropriate state regulatory body. Reseller X is willing to assume BellSouth End-user A's contract under the same terms and conditions agreed to by BellSouth End-user A. Reseller X agrees to sign an Assumption Agreement. 	 BellSouth renders a final bill to End-user A. Reseller X is assigned BellSouth End-user's A contract under the same terms and conditions contracted for by End-user A. A transfer of service charge applies to End-user A as stated in the appropriate retail service tariff (General Subscriber Service or Private Line). Reseller X assumes the contract for its remaining term and is now the Customer of Record. There is no termination liability applied at time of assignment, but Reseller X assumes termination liability along with all other terms and conditions. End-user A is now Reseller X's customer. End-user A is liable for any unpaid balances. Collection procedures, if necessary, will be initiated against End-user A. The monthly rate paid (i.e., resale rate) by Reseller X will vary by state by type of contract. For example, the resale discount will apply in all cases to services contracted from the retail services tariffs but may not apply to Contract Service Arrangements depending on the state.

Note: If another Reseller (Y) agrees to assume a contract that has already been assigned to Reseller X, the same procedures stated above apply to Reseller (Y). The contract is reassigned to Reseller Y for its remaining term.

Example 2 Assumptions and Policy

Example	Assumptions	Policy
2	 BellSouth End-user A has an existing contracted service with BellSouth (i.e., Variable Term Plan, Tiered Plan, Contract Service Arrangement, Contracted Term Special Assembly). End-user A wants to transfer service to Reseller X at the same location(s). Reseller X is not willing to assume End-user A's contract under the same terms and conditions agreed to by End-user A. 	 BellSouth renders a final bill to End-user A. Reseller X signs a new contract for the same service, chooses a month to month option or purchases new service. Transfer of service charges does not apply. Termination liability charges are applied on Enduser A's final bill. End-user A is liable for any unpaid balances. Collection procedures, if necessary, will be initiated against End-user A.

17.2.5 Special Promotions

17.2.5.1 FCC Promotion Regulations as stated in the Section A2 of the General Subscriber Services Tariff (GSST)

The Company may offer special promotions of new or existing services or products for limited periods after 7 days notice to the Commission. Subject to the availability of products, services and facilities, promotions will be available on a completely non-discriminatory basis to all subscribers meeting the eligibility criteria for each promotion within the classification of service and area for which the promotion is available. Each subscriber so meeting eligibility criteria will have an equal opportunity for participation.

17.2.5.2 Promotion Notification

Promotion Tariff Notifications are posted on the Interconnection Web site - http://cpr.bst.bellsouth.com/index3.htm

(<u>Tariff Notifications</u>)- 45 days prior to the start date of the promotion. A detailed description of the promotion can be found in Section A2 of the state specific General Subscriber Services Tariff (GSST) or by requesting a copy of the promotion filing from the appropriate Public Service Commission (PSC). A BellSouth Interconnection Services CLEC Promotion Information Package can be obtained by contacting your account team representative.

17.2.5.3 Promotion Eligibility

Pursuant to Exhibit B of Attachment 1 of the Interconnection Agreement, Special Promotions are subject to the following guidelines:

- Promotions that are 90 days or less are available for resale in all nine states.
- Promotions that are 90 days or less are available for resale with the wholesale discount in all nine states if the promotional benefit extends beyond 90 days.
- Promotions for longer than 90 days are available for resale in all nine states with the wholesale discount as described in the table below*.

	Residence	Business
Alabama	16.3%	16.3%
Florida	21.83%	16.81%
Georgia	20.3%	17.3%
Kentucky	16.79%	15.54%
Louisiana	20.72%	20.72%
Mississippi	15.75%	15.75%
North Carolina	21.5%	17.6%
South Carolina	14.8%	14.8%
Tennessee**	16%	16%

^{*}In Tennessee, promotions that are more than 90 days may be obtained at one of the following rates:

- the stated tariff rate, less the wholesale discount
- the promotional rate (the promotional rate offered by BellSouth will not be discounted further by the wholesale discount rate).

Promotions are available for resale to eligible CLEC end users that participate in the promotion during the promotional offer period. CLEC end users that activate service after the promotional offer period are not eligible for promotion discounts/rewards.

17.2.5.4 Promotion Extensions

Extensions of promotions are allowed per the 1996 Telecommunications Act. All extensions (that move the promotion beyond 90 days) are subject to resale with discount accrued from the beginning of the original promotion which require manual tracking and bill reconciliation.

17.2.5.5 Assumption of End User Promotional Contracts

If a CLEC assumes an end user with a promotional contract, the CLEC is eligible for the promotional discounts for that end user for the remainder of the contract term. Consequently, the CLEC is liable for any associated termination liability. In order to receive the promotional discounts, the CLEC must follow the procedures outlined in 6.0.

^{**}In Tennessee, if ALEC provides its own operator services and directory services, the discount shall be 21.56%.

17.2.5.6 Participation Procedures

To participate in a promotion, a CLEC must submit, to the Local Contract Manager, the Promotion Credit Request Form for each promotion. The CLEC can obtain the promotion credit request form from their BellSouth Local Contract Manager. The Local Contract Manager will submit the form to the Special Promotions Manager for verification and processing. Forms missing the required fields will be returned to the CLEC by the Local Contract Manager for further information.

17.2.5.7 Application of Promotion Credits

Eligible credits will be made as an adjustment to the CLEC's master "Q" account on the following bill period after the verification process is complete. After the verification process is complete, the CLEC will also be notified of the credit applied to its Q account. BellSouth will endeavor to apply promotion credits within the 30 days of receipt of the promotion credit request. Credits are not automatically generated and therefore require the CLEC to submit a Promotion Credit Request Form throughout the contract term.

17.2.5.8 How to Contact Us

BellSouth; Attn: Special Promotions Manager 675 West Peachtree Street NW 34A51 Atlanta, GA 30375 (Fax) 404-522-1944

18. Glossary

18.1 Glossary

TABLE E. Glossary

ACAC	Access Customer Advocacy Center
ACNA	Access Customer Name Abbreviation
ADUF	Access Daily Usage File
AIN	Advanced Intelligent Network
ALBR	Additional Labor
AMA	Automatic Message Accounting
ANI	Automatic Number Identification
ASOG	Access Service Ordering Guidelines
ASR	Access Service Request
ATC	Access Tandem Carrier
ATDS	Access Ten-Digit Screening
ВАРСО	BellSouth Advertising And Publishing Corporation
BCC	BellSouth Certified Contractor
BFFO	Bona Fide Firm Order
BFR	Bona Fide Request
BLDG	Building
BPSN	BellSouth Public Switched Network
BRI	Basic Rate Interface
BST	BellSouth Telecommunications
BSWC	BellSouth Serving Wire Center
CABS	Carrier Access Billing System
CARE	Customer Account Record Exchange
CBOS	CABS Billing Output Specifications
СС	Company Code
ССМ	Circuit Capacity Management
CDS	Connectionless Data Service
CIC	Carrier Identification Code
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identification
CLUB	Customized Large User Bill
СМС	Cellular Mobile Carrier

CNA	Customer Name and Address
CNAM	Calling Name Database Service
СО	Central Office
СОСОТ	Customer-Owned Coin-Operated Telephone
COWG	Central Office Work Group
CPE	Customer Premises Equipment
СРМ	Common Presentation Manager
CPG	Circuit Provisioning Group
CRIS	Customer Records Information System
CSA	Contract Service Arrangements
CSM	Customer Support Manager
CSR	Customer Service Record
DA	Directory Assistance
DAAS	Directory Assistance Access Service
DAB	Diskette Analyzer Bill
DACC	Directory Assistance Call Completion
DADAS	Direct Access to Directory Assistance Service
DADS	Directory Assistance Database Service
DBAC	Database Administration Center
DCSC	Data Customer Support Center
EASC	Equal Access Service Center
EBS	Enhanced Billing Services
ECTA	Electronic Communication Trouble Administration
EDI	Electronic Data Interchange
EGA	External Gateway Access
EIS	Expanded Interconnection Service
EMAIL	Electronic Mail
EO	End Office
ESF	Extended Super Frame
EU	End-user Form
FB	Facility Based
FGD	Feature Group D
FOC	Firm Order Confirmation
FPOI	Facility Point of Interconnection
ICO	Independent Telephone Company
ICONS	Independent Company Number Services

INAC Interconnection Network Access Coordinator INP Interim Number Portability INSAC Integrated Surveillance and Administration Center IPOC Initial Point of Contact ISDN Integrated Digital Services Network ISOC Interconnection Services Operations Center IXC Interexchange Carrier LAN Local Area Network	
INP Interim Number Portability INSAC Integrated Surveillance and Administration Center IPOC Initial Point of Contact ISDN Integrated Digital Services Network ISOC Interconnection Services Operations Center IXC Interexchange Carrier	
INSAC Integrated Surveillance and Administration Center IPOC Initial Point of Contact ISDN Integrated Digital Services Network ISOC Interconnection Services Operations Center IXC Interexchange Carrier	
IPOC Initial Point of Contact ISDN Integrated Digital Services Network ISOC Interconnection Services Operations Center IXC Interexchange Carrier	
ISDN Integrated Digital Services Network ISOC Interconnection Services Operations Center IXC Interexchange Carrier	
ISOC Interconnection Services Operations Center IXC Interexchange Carrier	
IXC Interexchange Carrier	
LAN Local Area Network	
LCON Local Contact	
LCSC Local Carrier Service Center	
LEC Local Exchange Company	
LENS Local Exchange Navigation System	
LEO Local Exchange Ordering System	
LERG Local Exchange Routing Guide	
LIDB Line Information Database	
LOA Letter of Agreement	
LOCBAN Local Billing Account Number	
LPC Late Payment Charges	
LS Loop Service Form	
LSINP Loop Service with Interim Number Portability Form	
LSR Local Service Request Form	
LTP Local Transport	
MDF Main Distribution Frame	
MLT Mechanized Loop Test	
MOU Minutes of Use	
MSA Master Service Arrangement	
MSC Mobile Switching Center	
MTCE Maintenance	
NDM Network Data Mover, now known as CONNECT:direct	
NECA National Exchange Carrier Association	
NFAS Non-Facility Associated Signaling	
NRC Non-Recurring Charge	
NSEP National Security Emergency Preparedness	
NTIS National Technical Information Service	

OC&C	Other Charges and Credits
OBF	Ordering and Billing Forum
OCN	Operating Company Number
OPC	Originating Point Codes
oss	Operational Support Systems
P/SIMS	Products and Services Information Management System
PIC	Primary Interexchange Carrier
PLU	Percent Local Usage
POI	Point of Interconnection
POP	Point of Presence
POTS	Plain Old Telephone Service
PSC	Public Service Commission
PSP	Pay phone Service Provider
PUC	Public Utilities Commission
PVC	Permanent Virtual Circuits
RBDC	Regional Birmingham Data Center
RC	Recurring Charge
RDN	Refusal Discontinuance Notice
RS	Resale Service Form
RSAG	Regional Street and Address Guide
RT	Remote Terminal
SCP	Signaling Control Point
SCP	Service Control Point
SF	Super Frame
SI	Service Interconnection
SIC	Standard Industry Code
SI/IT	Systems Integration/Interface Team
SOCS	Service Order Completion System
SPEC	Service and Product Enhancement Code
SPOC	Single Point of Contact
SPOI	Signaling Point of Interface
STP	Signal Transfer Point
T&M	Time and Materials
TAG	Telecommunication Access Gateway
TAFI	Trouble Administration and Facilitation Interface
TAR	County Taxing Area

TCCD	Telecommunications Center for Customers with Disabilities
TCIF	Telecommunications Industry Forum
TOPS	Traffic Operator Position System
TRFTYP	Traffic Type
TSM	Transport Solution Manager
TSP	Telecommunications Service Priority
TTT	Transport Trunk Termination Code
UC	Unbundled Channelization
UCI	Unbundled Channel Interfaces
UDF	Unbundled Dry Fiber
UDL	Unbundled Digital Loop
UIT	Unbundled Interoffice Transport
UIT-D	Unbundled Interoffice Transport – Dedicated
UIT-S	Unbundled Interoffice Transport – Shared
ULS	Unbundled Local Switching
UNE	Unbundled Network Element
UNEC	Unbundled Network Elements Center
UPS	Unbundled Packet Switching
UPS-CDS	Unbundled Packet Switching – Connectionless Data Service
UPS-FR	Unbundled Packet Switching – Frame Relay Service
UPS-SS	Unbundled Packet Switching – Switch to Switch Interface
USL	Unbundled Sub-Loop
USOC	Uniform Service Order Code
UTS	Unbundled Tandem Switching
UTS-SF	Unbundled Tandem Switching – Switching Functionality
UTS-TP	Unbundled Tandem Switching – Trunk Port
UVL	Unbundled Voice Loop
VAN	Value Added Network
VEIS	Virtual Expanded Interconnection Service
WAN	Wide Area Network