Benefits of Industry Standards - Overview

The following is a summary of the benefits of building from existing industry standards. Pursuant to the Georgia PSC's Order, AT&T is seeking to engage with BellSouth in joint and cooperative development of operational interfaces. In June, 1996, BellSouth appeared to understand the benefits of building from existing industry standards. In their June 21, 1996 preliminary report to the Georgia PSC, BellSouth stated, "it would be an imprudent use of resources for BellSouth to establish *independent* mechanized interfaces, knowing that subsequently the industry could well establish different standards, standards that BellSouth ultimately would be expected to meet. On the basis of these assumptions, BellSouth initiated development of interfaces *where industry standards were unlikely to be at issue* -- such as trouble reporting, usage detail and *pre-ordering information*." It appears that within two months of this statement, BellSouth abandoned the development of *gateway and standards based pre-ordering interfaces* "where industry standards were unlikely to be at issue," -- for a proprietary, non-standard web architecture. AT&T seeks to jointly develop an operational environment, utilizing existing standard data communications architecture, that creates a level playing field for all CLECs and BellSouth.

Further, we have itemized the problems that web-like technology presents to CLECs and to consumers. These problems effectively degrade customer service for all CLEC providers, adversely affect the cost of doing business for CLECs (implicitly limiting price flexibility), and stifle the creation of real choice in the marketplace for Georgia's residential and business consumers.

Benefits of Gateway and Standards Based Approach

- Conversation duration and trouble duration parity achieved; CLEC customer experience is improved.
- Same rules apply to all participants.
- Existing or developing standards are recognized within industry for Ordering, Maintenance, Billing, and Account Maintenance.
  - ⇒ Extrapolations to reflect changes required to accommodate LSR, UNE, and Facilities based local market entry for these processes would be typically 80% existing and 20% new or modified.
  - ⇒ Standards for Pre-Ordering are being introduced in the Ordering & Billing Forum (OBF) the week of October 21, 1996.
- Standards based interfaces via gateways allow for single point of entry, eliminating double key entry, and providing 100% archiving and retrievability.
- Distinct data descriptions, message protocols, and transmission protocols provide reliability, message recovery and regeneration, self-diagnosis, etc.
- CLEC can build application system to conduct business with all suppliers using a single type of interface.
- ILEC can provide a single type of interface assured not to discriminate against any competitor wishing to enter the market or expand operations; and assures itself that the expansion of competition will not require growth of work force to support new entrants. (The BellSouth electronic interface proposal eliminates work force growth for the ILEC, but discriminates against competitors by holding CLECs captive to ILEC system evolution, thus raising CLEC costs and restricting their ability to differentiate customer service.)
- CLEC representatives have only to learn their own business/system methods and not those of ILECs.
- Number of logical ILEC system sessions required is minimized, and the overhead of multiple log-ins is avoided.
- Single CLEC front end processor with common programming for all trading partner interfaces can be utilized and still accommodate variations from standards that are likely to arise without totally unique hardware and software configurations.

Problems with Web-Like Technology

- Standards do not exist within the telecommunications industry for the exchange of information between companies using Internet web-like technology.
  - ⇒ No data, message, or transmission formats.
  - ⇒ Defacto standards of the Internet, even when applied over dedicated facilities between partners, are untested for the proposed type of information exchange.
  - ⇒ Characteristics for through-put, reliability, recovery from transmission failures, security, etc. are unknown.
- Term "electronic interface" has understood and explicit meaning of being a system to system model.
- BellSouth's proposal to the Georgia PSC specifies a CLEC agent to ILEC system model.
  - ⇒ Access to ILEC systems and databases requires the provisioning of multiple data terminal at each CLEC customer service agents work station for each ILEC fielding such interfaces.
  - ⇒ Each agent must be fully trained on ILEC's systems and procedures.
  - ⇒ CLEC is required to log-in to multiple system layers to access the ILEC Web Server.
  - ⇒ CLEC agent must perform double input to complete each transaction; one set of inputs to CLEC system, and one set of inputs to ILEC system (CLEC agent becomes the systems integrator).
  - ⇒ Needlessly increases agent resource requirements which is discriminatory and presents a barrier to entry and expansion.
  - ⇒ Requirement for multiple terminals can be ameliorated by the development and deployment of expensive, complex, and unique terminal emulation software for <u>each</u> ILEC web interface.
  - ⇒ Terminal emulation can allow the use of a single terminals upon which the CLEC agent selects the icon associated with the ILEC system, but still does not alleviate the requirement for the agent to know the screens, methods and procedures required to utilize the ILEC system.
  - ⇒ The only way for a CLEC to avoid having its business practices mapped to those of the ILEC practices and to circumvent the need for all of its agents to have intimate knowledge of each ILECs systems using a web interface is to develop and deploy additional expensive, complex, and unique application hardware and software (screen scrape) to capture data from and to each ILEC's web interface and convert it to formats the CLEC's systems can manipulate and present to the agent in a common format (expensive).

Problems with Web-Like Technology - cont.

- CLEC is captive to the actions of the ILEC system evolution, which is costly and which could be disruptive to CLEC's business operations (even with a screen scrape application).
  - ⇒ Each and every software change to associated ILEC systems will require CLEC changes in software, procedure, or both.
- Web proposals leverage the current public fascination with the web and the perception that the Internet Web represents a highly evolved technologically advanced means of exchanging data. This perception is at odds with reality. The implementation of web technology based interfaces to support competition in the local telecommunications industry will actually erect barriers to entry and expansion of competitors to the ILECs. CLECs forced to accept such interfaces will incur significantly higher costs and provide poorer customer service than if interfaces build upon the foundation of existing industry standards are implemented. These higher costs and poorer customer service will limit competition and prevent the full benefits of competition from accruing to Georgia consumers.

Communication of Electronic Interface Requirements by AT&T to BellSouth

Sep 8 - Oct 27, 1995	Numerous meetings with leaders of the various BellSouth Local Interconnection Negotiation teams sharing initial draft requirements and obtaining information on BellSouth's initial interface plans and capabilities.
Oct 27, 1995	Transmittal of AT&T Total Service Resale Requirements (Version 2) including as attachments, Standard Access Billing Requirements (SABR), Local Recording Data Transfer Requirements (LRDTR) and Local Account Maintenance Requirements (LAMR).
Nov 1, 1995	Transmittal of AT&T Loop Resale Requirements (Version 1).
Dec 20, 1995	Transmittal of Electronic Communications Interface Provisioning Object Requirements Draft Version 6. Provided descriptions of data elements and message contents for Pre-ordering and Ordering transactions between AT&T and service providers.
Feb 1, 1996	Transmittal of updates to SABR, LRDTR and LAMR.
Mar 20, 1996	Transmittal of Electronic Communications Interface Provisioning Object Requirements Final Draft.
Mar 28, 1996	Transmittal of AT&T Total Service Resale Requirements (Version 5), AT&T Loop Resale Requirements (Version 2), and associated SABR, LRDTR and LAMR attachments at Core Team Level.
Apr 9, 1996	Transmittal of updates to SABR, LRDTR and LAMR.
Apr 22, 1996	Transmittal of Draft Electronic Data Interchange (EDI) Mapping for Ordering data elements and transaction sets.
May 20, 1996	Transmittal of Supported Implementation Guide (SIG) Electronic Data Interchange (EDI) Mapping for Ordering data elements and transaction sets.
Jun 28, 1996	Transmittal of comprehensive draft Interconnection Agreement incorporating all previously transmitted electronic interface requirements in either Part I, or Attachments 4, 5, 6, 7.
Jul 24, 1996	Transmittal of Fault Management Electronic Bonding Interface (EBI) for Local Service Resale, Version 1, Draft 1. Description of data elements and message contents for maintenance and repair transactions.
Oct 9, 1996	Transmittal of AT&T Electronic Interface Specification. A consolidation of all previously transmitted EI requirements in a single change controlled document. Incorporates changes and updates reflecting the availability of Unbundled Network Element ordering and provisions of the FCC's August 8, 1996, Order.

TECHNOLOGY SPECIFICATION

BELLSOUTH RESELLER PRE-ORDER SYSTEM

ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform pre-order negotiation. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the pre-order negotiation process. The Reseller is required to log on to BellSouth's system only once. The Pre-order System takes care of sending and retrieving data from the legacy systems. To complete the pre-order process, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's service representatives use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the Pre-order System on a BellSouth web server.

CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the

Pre-order System is deployed. The Reseller is required to sign-on to the Pre-order System for authentication. Data flowing between the Reseller's terminal and BellSouth's Pre-order System utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the Pre-order System's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's Pre-order System web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the Pre-order System interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

CUSTOMER REQUIREMENTS FOR ACCESS

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

PROCESS

The following actions may be taken after the user is connected to the Pre-ordering System and has been authenticated. Additional screens and steps will be added as needed during development of the system.

Address Validation:

- The user will enter the address and submit the form.
- The system will attempt to find a matching address within BellSouth's databases.
- If a match is found, a Numbering Plan Area and Exchange (NPA-NXX) is returned.
- If no match is found, the system returns any address that is similar to the one the user entered.
- If the user accepts the returned address, a Numbering Plan Area and Exchange (NPA-NXX) is returned.

Telephone Number Reservation:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the telephone number reservation option.
- If accepted, the system returns the reserved telephone number.

Feature and Service Availability:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the features and services option.
- The system returns a list of the available features and services.

Due Date Calculation:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the type of service or feature to be added from a list.
- The system then returns a due date estimate for that feature or service.

Timeline

A BellSouth project manager and an analysis sub-team is already in place, and requirements analysis has begun. An introductory conference call was held with AT&T on August 5, 1996. The first face-to-face meeting of the Pre-ordering Phase II committee of the Joint Implementation team is planned for August 23, 1996. Milestones will be set jointly between BellSouth and AT&T. The Pre-order System will be completed by April 1, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

TECHNOLOGY SPECIFICATION

BELLSOUTH RESELLER INTERACTIVE DIRECT ORDER ENTRY SYSTEM

ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform interactive direct order entry. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the order entry process. The Reseller is required to log on to BellSouth's system only once. The interactive direct order entry system takes care of sending and retrieving data from the legacy systems. To complete an order entry, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's service representatives use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the interactive direct order entry system on a BellSouth web server.

CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the interactive direct order entry system is deployed. The Reseller is required to sign-on to the interactive direct order entry system for authentication. Data

flowing between the Reseller's terminal and BellSouth's interactive direct order entry system utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the interactive direct order entry system's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's interactive direct order entry system web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the interactive direct order entry system interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

CUSTOMER REQUIREMENTS FOR ACCESS

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

PROCESS

The following actions may be taken after the user is connected to the interactive direct order entry system and has been authenticated. Additional screens and steps will be added as needed during development of the system.

Order Entry:

- The user will choose the option to enter a new order.
- The user will enter the information into the order form.
- The user will submit the order.
- The system will provide validations, including validations against background systems to check such things as addresses.
- If the order is valid, order number(s) will be returned and the order will be placed into BellSouth's ordering systems.
- If the order is not valid, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the order resubmitted.

Order Status:

- The user will choose the option to get an order status.
- The user will enter the order number and submit the form.
- The system will check BellSouth's ordering systems and return a status to the user.

Supplemental Orders:

- The user will choose the option to modify an existing order.
- The user will enter the current order number into the order form.
- The system will return information about the existing order.
- The user will populate the supplemental order.
- The user will submit the supplemental order.
- The system will provide validations, including validations against background systems to check such things as addresses.
- If the supplemental order is valid and the current order is in an appropriate state, status information will be returned and the order will be modified in BellSouth's ordering systems.

- If the supplemental order is not valid, or if the current order is not in an appropriate state, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the order resubmitted.

Timeline

The BellSouth interactive direct order entry team is currently being staffed. Milestones will be set jointly between BellSouth and AT&T. The interactive direct order entry system will be completed by March 31, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

TECHNOLOGY SPECIFICATION

BELLSOUTH RESELLER INTERACTIVE DIRECT TROUBLE REPORT ENTRY SYSTEM

ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform interactive direct trouble report entry. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the interactive direct trouble report entry process. The Reseller is required to log on to BellSouth's system only once. The interactive direct trouble report system takes care of sending and retrieving data from the legacy systems. To complete a trouble report entry, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's repair technicians use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the interactive direct trouble report system on a BellSouth web server.

CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the

interactive direct trouble report system is deployed. The Reseller is required to sign-on to the trouble report system for authentication. Data flowing between the Reseller's terminal and BellSouth's interactive direct trouble report system utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the interactive direct trouble report entry system's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's interactive direct trouble report entry system web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the interactive direct trouble report interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

CUSTOMER REQUIREMENTS FOR ACCESS

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

PROCESS

The following actions may be taken after the user is connected interactive direct trouble report entry system and has been authenticated. Additional screens and steps will be added as needed during development of the system.

Trouble Entry:

- The user will choose the option to enter a new trouble.
- The user will enter the information into the trouble form.
- The user will submit the trouble report form.
- The system will provide validations, including validations against background systems.
- The system will check for currently reported troubles.
- The system will check BellSouth's systems and take corrective actions where appropriate.
- The system will respond to the user with the status, including any currently known troubles, and if corrective actions were taken.
- If the user wishes to place a trouble report with BellSouth, the user may fill in the returned screen and select an option to place a trouble report.
- Otherwise, the user shall select an option to not continue with the trouble report.
- If the user selects the option to place a trouble report, the system will return a trouble report number to the user and place the report into BellSouth's trouble and maintenance systems.

Trouble Status:

- The user will choose the option to get a trouble status.
- The user will enter the trouble report number and submit the form.
- The system will check BellSouth's trouble and maintenance systems and return a status to the user.

Trouble Report Modification:

- The user will choose the option to modify an existing trouble report.
- The user will enter the current trouble report number into the form.
- The system will return limited information about the existing trouble.
- The user will populate the supplemental information.

- The user will submit the supplemental trouble report form.
- The system will provide validations, including validations against background systems.
- If the supplemental report is valid and the current trouble is in an appropriate state, status information will be returned and the trouble report will be modified in BellSouth's trouble and maintenance systems.
- If the supplemental report is not valid, or if the current report is not in an appropriate state, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the trouble report resubmitted.

Timeline

The BellSouth Interactive direct trouble report entry team is currently being staffed. Milestones will be set jointly between BellSouth and AT&T. The interactive direct trouble report entry System will be completed by March 31, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

BELLSOUTH

News Release

HERE'S A NEW WAY TOORDER YOUR PHONE LINE .....THROUGH THE INTERNET

New Ordering Format Being Piloted in Gainesville

For immediate release:

August 6, 1996

For additional information:
Spero C. Canton, (305) 347-5455

Gainesville -- Going away to college can be an exciting yet anxiety-filled time. Aside from the emotions surrounding leaving home for the first time, there are all the details which need to be addressed, like living arrangements, transportation and phone service. So to make things a bit easier, BellSouth is piloting a new way to order phone service for college students living off campus in Gainesville.

By accessing the BellSouth college home page on the Internet, you can order your phone service, choose the desired start date and select the calling features you'll need to get higher grades. It doesn't matter if you are a brand new student, living alone or have a dozen roommates, give BellSouth all the information and the phone will be activated when you move in.

"Initial reaction to this new service has been very positive," said North Florida's Director of Consumer Services Robert Donaldson . "Our goal has always been to give our customers the products and services they need in the most efficient way possible. With all the emphasis on the Internet, lately, this pilot is a natural outgrowth of our customer service commitment."

The pilot is being implemented in the Gainesville area to gauge customer acceptance during an anticipated high usage rate in a relatively short period of time. The information will be used to determine if a wide scale roll out of on-line ordering is feasible.

"This is a glimpse of what the future holds. Technology is moving ahead at a fast pace, and we're commited to using these new forms of communications to enhance our service. The college student segment, more than any other, is requesting access to our services through the Internet, an online application is a natural," said Donaldson.

The address to access the BellSouth college homepage is; http://www.bellsouth.com/colleges. Students can also order telephone service at the University of Florida and Sante Fe Community College without going on-line by faxing their request to (888) 518-8800 or mailing their order to the BellSouth Student Support Center, PO Box 1750,

Gainesville, FL 32602-9961.

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BELLSOUTH

CollegeConnection

BellSouth Resource Finder

Welcome Students!
You can now order your phone service directly from this site!

University of Florida Students

University of Georgia Students

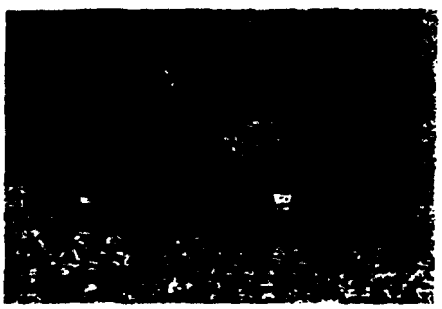
BellSouth, it's all here!

Web design and development by [illegible].

BELLSOUTH @ UNIVERSITY OF GEORGIA

Welcome to BellSouth's new University of Georgia phone service page!

Here you can order your new phone line and services quickly, conveniently, and electronically... and save money.



Check out available sTuDenT paCkaGes

hOmE | oRdEr FoRm | nExT pAgE

BELLSOUTH @ UNIVERSITY OF GEORGIA

Pick one of the following line options:

Basic Line

Includes unlimited local calls.
$13.00/month without Touchtone
$14.30/month with Touchtone

Message Rate Line

$6.50/month for 30 local calls per month, $.12 for each additional call.

And you may select from the following individual services based upon your needs:

Call Waiting ($4)	BellSouth VISA
3-Way Call ($4)	Call Return ($4)
Caller ID Deluxe ($7.50)	Caller ID Unit
Repeat Dialing ($4)	Ringmaster Service ($3.95)
Call Block ($4)	BellSouth Calling Card
Call Selector ($4)	Call Forwarding ($3)
Call Forwarding Busy ($1)	Call Forwarding Don't Answer ($1)
Preferred Call Forwarding ($4)	ISDN (wahoo! 64kb/s!!!!)
Message Waiting Indicator ($.50)	MemoryCall• Service ($3.95)

Prices above are per month.

Or choose our simplified packages!

hOmE | oRdEr FoRm | nExT pAgE

BellSouth
University of Georgia
Residential Services
Online Order Form

America Online users *not* using Netscape need to print this form and fax/mail to the number/address at the bottom of the form.

To order new phone service please complete the following form. When finished, click on the "Send It!" button at the end of the form. You will be notified by mail of your new phone number and service date.

If you need further information on any particular service or feature while completing the form, just click on the underlined name.

Categories of Service

Please check one of the following categories of service:

○ Establish New Service
Is this an additional line? ○ Yes ○ No
○ Update Current Service (Same account, add new names, change options, etc.)
○ Move Existing Service (Same name, move to different location)

Student Packages

Please select from the following Student Packages or customize your own from the individual services below.

○ **Package #1: The Basic Line with Touchtone**
$14.30/month* includes unlimited local calling
○ **Package #2: Basic Line with Touchtone and Call Waiting**
$18.30 / month* includes unlimited local calling plus Call Waiting.
○ **Package #3: The Basic Line / Touchtone / Call Waiting / Caller ID Deluxe**
$25.30 / month* includes unlimited local calling, Call Waiting, plus Caller ID Deluxe.
○ **Package #4: Complete Choice℠**
$30.00 per month* gives you unlimited local calls and free access to all of the Optional Calling Services! Don't forget to select as many services as you want from the individual calling services