
INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Vendor Payphone Center, continued

Organization

ADDRESS AND TELEPHONE NUMBERS	MANAGER	ASSISTANT MANAGERS
IPP BellSouth Telecommunications Medical Forum 950 N 22nd St. Suite 930 Birmingham, AL 35203 557-2647 Toll Free (within South Central Bell service area) 780-2171 Toll Free (within Southern Bell service area) 205 321-2852 or (outside of BST service area) 800 786-7619	Vicki Norman 205 321-2412	Sandra Green 205 321-4498 Mary Heard 205 321-2495 Jim Hope 205 321-2762

Hours of Operation

8:00 a.m. to 5:00 p.m. (CST) Monday - Friday

Holidays Observed

New Years Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day
 Christmas Day

In some areas other local holidays may be observed. Please contact the IPPSC for details.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Independent Payphone Providers Service Center Directory

Business Office All Service & Billing Requests

- Within South Central Bell service area - toll free 557-2647

- Within Southern Bell service area - toll free 780-2171

Outside BST Area (collect) 205 321-2852

or

800 786-7619

Manager

Vicki Norman

205 321-2412

Assistant Managers

Sandra Green

205 321-4498

Mary Heard

205 321-2495

Jim Hope

205 321-2762

Facsimile Numbers

- Within South Central Bell service area - toll free 557-2191

- Within Southern Bell service area - toll free 780-2291

- Outside BST Area 205 321-2191

Mailing Address

Independent Payphone Providers Service Center
BellSouth Telecommunications
Medical Forum
950 N 22nd St. Suite 930
Birmingham, AL 35203

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Helpful Numbers

Dialing Plan Information	Telephone Number	201 740-7500
	Facsimile Number	201 740-6999

Mailing Address	Traffic Routing Administration Bellcore Room LCC1E235 290 West Mount Pleasant Road Livingston, NJ 07039-2747
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Federal Communi- cations Commission	Telephone Number	202 632-7553
	Mailing Address	Informal Complaints & Public Inq. Enforcement Division Common Carriers Bureau Federal Communications Comm. 1919 M. Street Washington, D.C. 20554

Centralized Repair Service Bureau	Service Area	Telephone Number
	South Central Bell	
	• AL, KY, LA, MS, & TN	557-6123
	• Outside SCB Area	800 356-3094
	Southern Bell	
	• GA, NC, & SC	780-2222
	• Florida	611
	• Outside SB Area	800 356-3094

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Helpful Numbers, continued

Centralized Repair Service Bureau	Service Area	Telephone Number
	South Central Bell	
	• AL, KY, LA, MS, & TN	557-6123
	• Outside SCB Area	800 356-3094
	Southern Bell	
	• GA, NC, & SC	611
	• Outside GA, NC, & SC	919 631-1605
	• Florida	611
	• Outside Florida	800 432-1424
	• N. FL	904 399-0720
	• S. E. & S. FL	305 885-9651
	• Outside SB Area	800 356-3094

PRIVATE PAYPHONE PROVIDERS HANDBOOK

CHAPTER 2

BELLSOUTH TELECOMMUNICATIONS SERVICE AREA

Service Area Information

Overview

LATA maps, which illustrate the geographic areas in which BellSouth Telecommunications (BST) provides local exchange telephone service, may be obtained from the VPC. The VPC handles service requests within these areas. Should you wish to place an order in non-BellSouth Telecommunications territory, please contact the local exchange telephone company in that area.

BST Regional Central Office Codes

Notification of additions and deletions of NXXs in the BellSouth calling areas is provided in a monthly bill insert. PPPs having BellSouth Telecommunications Public Access Line Service will receive this information along with their regular monthly telephone bill.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

NPA/NXX Additions and Deletions

Notification of New, Deleted and Modified Area Codes & Exchange Codes in the North American Numbering Plan

In response to industry requests, Bellcore's Traffic Routing Administration organization has developed an "NPA/NXX Activity Guide" (NNAG) which provides an abbreviated summary for only the new, deleted and modified area codes and exchange codes in the North American Numbering Plan. This activity guide incorporates the changes in dialing procedures resulting from the introduction of interchangeable central office and NPA codes.

There is also a Local Exchange Routing Guide (LERG) which identifies Wireless Exchanges. The LERG provides NPA/NXX information designed for Land to Mobile (LTM) service options.

The NPA/NXX Activity Guide, which is issued on a monthly basis, includes planned area code and exchange code additions, deletions and modifications.

Private Payphone Providers (PPPs) may purchase the NNAG or LERG Guides on a monthly or annual basis. A portion of Bellcore's September, 1990 NNAG is included in this chapter of the handbook (Exhibit A) for your information.

The NNAG and LERG are copyrighted by Bell Communications Research, Inc. (Bellcore) which retains title to the intellectual property contained in the guides. As such, the NNAG and LERG materials shall not be copied by the purchaser or released without written permission of Bellcore.

Publication

The NNAG is published monthly on the first day of Schedule the month. It reflects all data input to the database by the Local Exchange Companies through the last work day of the previous month. Generally, new NXXs in an existing NPA are input at least 60 days prior to their effective date, and NXXs in new NPAs are input six months in advance.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

NPA/NXX Additions and Deletions, continued

Ordering Information

For information only, a copy of the Order Request form (Exhibit B) is included in this chapter of the handbook. An original form must be used to request the LERG or NNAG.

The LERG and the NNAG are updated periodically and are available in magnetic, microfiche, or paper mediums.

Questions or comments concerning this Guide and ordering information should be directed to:

**Bellcore Traffic Routing Administration
290 W. Mt. Pleasant Road
Room LCC1E235
Livingston, NJ 07039-2747**

**Phone: 201 740-7500
Fax: 201 740-6999**

NPAINXX ACTIVITY GUIDE (NNAG)

NPA	COC	ACT	DATE	COC TYPE	SSC	SW IDENT	EOPT	OCN	LATA	RATE CENTER (RC) FULL NAME	MAJOR RC VC	MAJOR RC HC	MINOR RC VC	MINOR RC HC
201	200	E	101390	EOC	N	JRCYNJ8RDS5	5E	9206	224	JERSEY CITY	05006	01409	NA	NA
	202	D	060891	PMC	C	NBWKLNJBD58	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	204	D	060891	EOC	N	BRVNLJBECC0	1E	9206	224	BERNARDSVILLE	05058	01480	NA	NA
	205	D	060891	EOC	N	MTCHNJMTDS5	DMH	9206	224	METUCHEN	05069	01429	NA	NA
	206			EOC	N	HBVLNJ01CG0	1E	9206	224	POINT PLEASANT	05117	01328	NA	NA
		M	102890	EOC	N	HBVLNJ01DS5	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA
		D	060891	EOC	N	HBVLNJ01DS5	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA
	214	D	060891	EOC	N	NBWKLNJBD58	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	218	D	060891	EOC	N	SOVLNJSM52A	1E	9206	224	SOMERVILLE	05089	01466	NA	NA
	219	D	060891	EOC	N	ROBKNJBCG0	1AE	9206	224	RED BANK	05073	01384	NA	NA
	220	D	060891	EOC	N	NBWKLNJBD58	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	221	D	060891	EOC	N	BRVNLJBECC0	1E	9206	224	BERNARDSVILLE	05058	01480	NA	NA
	222	D	060891	EOC	N	LGBRNLJBD55	DMH	9206	224	LONG BRANCH	05073	01348	NA	NA
	223	D	060891	EOC	N	MNSONJ01CG0	2BE	9206	224	MANASQUAN	05111	01332	NA	NA
	225	D	060891	EOC	N	FRDSNJFRD55	5E	9206	224	METUCHEN	05069	01429	NA	NA
	228	D	060891	EOC	N	LGBRNLJBD55	DMH	9206	224	LONG BRANCH	05073	01348	NA	NA
	231	D	060891	EOC	N	SOVLNJSM52A	1E	9206	224	SOMERVILLE	05089	01466	NA	NA
	232	D	060891	EOC	N	WSFONJWSCG0	1AE	9206	224	WESTFIELD	05048	01441	NA	NA
	233	D	060891	EOC	N	WSFONJWSCG0	1AE	9206	224	WESTFIELD	05048	01441	NA	NA
	234	D	060891	EOC	N	BDMNJ01CG0	1E	9206	224	PEAPACK	05067	01492	NA	NA
	236	D	060891	EOC	N	LEBANONJAS1	PL	0138	224	LEBANON	05038	01506	NA	NA
	238	D	060891	EOC	N	SORVNJRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA
	240	D	060891	EOC	N	TMRVNLJRCG0	1AE	9206	224	TOMS RIVER	05156	01330	NA	NA
	241	D	060891	EOC	N	RSLNLJRLD55	5E	9206	224	ROSELLE	05038	01432	NA	NA
	244	D	060891	EOC	N	TMRVNLJRCG0	1AE	9206	224	TOMS RIVER	05156	01330	NA	NA
	245	D	060891	EOC	N	RSLNLJRLD55	5E	9206	224	ROSELLE	05038	01432	NA	NA
	246	D	060891	EOC	N	NBWKLNJBCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	247	D	060891	EOC	N	NBWKLNJBCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	248	D	060891	EOC	N	EDSNJJECCG0	1AE	9206	224	METUCHEN	05069	01429	NA	NA
	249	D	060891	EOC	N	NBWKLNJBCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA
	251	D	060891	EOC	N	SPWDLJSD55	5EH	9206	224	SOUTH RIVER	05087	01419	NA	NA
	254	D	060891	EOC	N	SORVNJRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA
	255	D	060891	EOC	N	WVNLJWD55	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA
	257	D	060891	EOC	N	SORVNJRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA
	263			EOC	N	BNTNJJBNCG0	1E	9206	224	BOONTON	05009	01483	NA	NA
		M	121690	EOC	N	BNTNJJBNCG0	SE	9206	224	BOONTON	05009	01483	NA	NA
	264	D	060891	EOC	N	KYPTNLKRCG0	1AE	9206	224	KEYPORT	05071	01394	NA	NA
	269	D	060891	EOC	N	BYVLNJBDV55	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA
	270			EOC	N	EDVRNJ01CG0	2BE	9206	224	TOMS RIVER	05156	01330	NA	NA
		M	121690	EOC	N	EDVRNJ01DS5	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA
		D	060891	EOC	N	EDVRNJ01DS5	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA
	271	D	060891	EOC	N	BDBKNJBCG0	1AE	9206	224	BOUND BROOK	05082	01454	NA	NA

NOTE:

THIS DIRECTORY CONTAINS PROPRIETARY INFORMATION, IS TO BE USED ONLY PURSUANT TO CONTRACT, AND CANNOT BE RELEASED WITHOUT WRITTEN PERMISSION OF BELL COMMUNICATIONS RESEARCH INC.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Bellcore
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**Order Request For Traffic
 Routing Administration Products**

10-100
 2-88

Customer Name: _____ Order Date: _____ Customer Purchase Order No: _____

Customer Street Address: _____ City: _____ State: _____ Zip Code: _____

Customer should fill out this order request in duplicate or as many additional copies as needed in accordance with the Terms and Conditions on the reverse side. This order must be completely filled out and signed by authorized personnel "On" or "Off" or "New" Quarterly.

Item Code	Item Description	Quantity		Unit Price	Frequency Per Year (Minimum Order)			Product Code - (Quarterly 3 Products - 3 Unit Price)
		Off	On		1	4	12	
001	Local Access Code (LAC) Assignments (Quarterly)			\$ 20.00	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
002	Carrier Identification Code (CIC) Assignments (Quarterly)			\$ 20.00	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
003	Special Feature BA 751-100-045, COMMON LANGUAGE™ Circuit Switching Section Codes - Campus Office (Q)			\$ 10.00	<input type="checkbox"/>	N/A	N/A	
004	NPAREA Activity Code (NAC), Single Issue			\$ 25.00	<input type="checkbox"/>	N/A	N/A	
005	NPAREA Activity Code (NAC), 12 Month Issue			\$ 250.00	<input type="checkbox"/>	N/A	N/A	
006	NPAREA Activity Code List (NACL), January Issue			\$ 100.00	<input type="checkbox"/>	N/A	N/A	
007	NACL January Issue and 12 issues of NACL (Q)			\$ 250.00	<input type="checkbox"/>	N/A	N/A	
008	Local Access Database (LAD) Access Routing Data (ARD) Report (Quarterly Paper)			\$ 475.00	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
009	LAD Report (Summary Tape)			\$ 375.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
010	Access Billing Service (ABS) Summary Information Query (SIQ) (Monthly Paper)			\$ 425.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
011	ABS SIQ (Monthly Data)			\$ 250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
012	ABS SIQ Charges Only (Monthly Data)			\$ 250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

For NAC Orders, Specify: Paper or 3-1/2" 720K Floppy Disk

Note 1: The Product can be ordered on this form only by subscribers to the Local Exchange Routing Guide (LERG) or NACL.

Note 2: When ordering code ACC, Specify: _____ Calendar Year or _____ Day Month

Subtotal: \$ _____

State Tax: \$ _____

Total Order: \$ _____

Buy To: _____

Buy To:
 (Orders for single items, one-time-only orders and orders for items which cost less than \$100 per month must be prepaid. See Terms and Conditions on Reverse.)

Customer Agrees To The Terms And Conditions Set Forth Herein And On The Reverse Of This Form

Authorized Signature: _____ Date: _____

Title: _____ Tel No: _____

Return to:
 Traffic Routing Administration, Bellcore, 435 South Street-Room 1E12, Post Office Box 1961, Morristown, NJ 07960-1961

This Section For Bellcore TRA Use Only

Order No: _____ Date Received: _____ Date Entered: _____ Dist. Cust. No: _____

ORIGINAL - Bellcore COPY - Originator

PRIVATE PAYPHONE PROVIDERS HANDBOOK

CHAPTER 3

AUTHORIZATION REQUIREMENTS

Agency Authorization Agreements

Definition

Agency Authorization is the customer's written permission to allow another party to act for the customer to obtain services and/or information.

Types of Agency Authorization

Agency authorization must be provided to BellSouth Telecommunications (BST) prior to processing any request for information or service on a customer's account. The proof of agency may be provided in one of the following forms:

- Customer Agency Authorization Letter
- Blanket Agency Agreement

NOTE: BST will not disclose any billing or credit information about a customer's account without the written request of that customer. The letter must clearly and specifically state what information can be released and to whom.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Customer Agency Authorization

Definition

A Customer Agency Authorization is an agreement a customer has with another party, which authorizes this second party to act as the customer's agent for their specified telecommunications requirements.

Requirements

The Customer Agency Authorization Letter must adhere to each one of the following requirements:

- The letter must be legibly written and signed by the customer of record or a person in the company with the authority to act for and obligate the customer to the ordering and billing of charges for service(s) rendered. The PPP must determine that the person who signs the Customer Agency Authorization is acting within the extent of their authority.
- The letter must specify the scope of the agent's authority to act for the customer. The letter must include coverage for either specific requirements (limited) or indicate coverage for all areas of the customer service (general).
- The letter must cover either a specific request, e.g., connect service only, or all requests to connect, disconnect or change the service(s), together with any necessary activity.
- The letter must include permission for the agent to obligate the customer for charges and excuse from any liability for dealing with the agent.
- The letter should be on letterhead stationery of the customer of record, when available.
- The letter should state the location of the telephone service.
- The letter must be dated.
- The letter must state if it is valid for a specific time frame or until revoked.

It is recommended that Customer Agency Authorization letters be carefully prepared, since BST will not be able to process the service order or release information until a valid letter is received.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Customer Agency Authorization, continued

Exhibit:

General Agency Authorization Letter

(Date)

BellSouth Telecommunications
Medical Forum
950 N 22nd St. Suite 930
Birmingham, AL 35203
Attention: Manager

We have this date entered into a contractual agreement with (Company) to act as our communications representative for the period of (date) through (date).

Under the terms of this agreement and by this letter, we do hereby authorize the (Company) to handle all negotiations for service and equipment, and the issuance of orders on our telephone system at (address), (city), (state), (telephone number).

In cases where the bill for the service comes directly to me, I understand that this agreement will obligate me to pay all charges in connection with this service which have been ordered by my agent, including installation, monthly line charges, and charges for all calls billable to the line in accordance with Southern Bell/South Central Bell Telephone Company tariffs. I will also be responsible for satisfying any deposit requirements associated with this service. In cases where my representative receives the bill, they will bear these same responsibilities.

I further agree that Southern Bell/South Central Bell Telephone Company shall be relieved of any liability for following my representatives instructions with respect to the negotiation of new service.

This authorization does not preclude our ability to act in our own behalf when we deem it necessary.

Your contact at (Company) will be (agent) who can be reached on (telephone number).

Company Name

Name of Authorized Representative
(Printed or Typed)

Signature of Authorized Representative

Title

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Blanket Agency Agreement

Definition

The Blanket Agency Agreement is a letter of agency between a Private Payphone Provider (PPP) and BellSouth Telecommunications (BST) that allows the PPP to disconnect or obtain service. This agreement allows the PPP to transact business with BST without having to submit the Customer Agency Authorization Letter for each service request. This agreement does not relieve the PPP of the responsibility of obtaining proper authorization from a customer before making any service request to BST.

Conditions of Cancellation

BST may revoke a PPP's Blanket Agency Agreement if at any time, in our sole judgment, the PPP has acted outside the scope of their authorization.

Change of Ownership

The Blanket Agency Agreement is designed to be perpetual; this is true even though the signing officers of a corporation may change.

However, Blanket Agency Agreements with companies that have a change in ownership are to be renegotiated, e.g., sole owner, partnership, etc. Companies with ownership changes must provide one of the following authorizations to perform transactions with BST:

- A Customer Agency Authorization letter dated on or after the date ownership is assumed, or
 - A new Blanket Agency Agreement
-

Conditions Requiring Customer Agency Authorization

When service is to be established in the name of a company other than the PPP's, a Customer Agency Authorization Letter must be submitted to BST. In these situations it is also necessary that BST make verbal contact with the billed party, or a Credit Application Form may be submitted. A copy of the Credit Application Form is included in Chapter 4 of this handbook.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Blanket Agency Agreement, continued

Conditions of Agreement

The Blanket Agency Agreement specifies certain conditions that the PPP affirms or agrees to by entering into the agreement with BST. These conditions are as follows:

- The PPP's officer, owner or authorized representative has the authority to commit them to the agreement's conditions
- To always act within the scope of the PPP's authority as customer agent
- Possess current, written Customer Agency Authorization letters and maintain them in their files for submission to BST upon request
- To not submit a request for service without a current Customer Agency Authorization letter that permits either the release or processing of same
- Provide a Customer Agency Authorization letter to BST when a customer challenges BST action that resulted from a PPP's request for service
- Indemnify BST against all damages or losses from customers challenging action or billing that resulted from requests for service
- Request service of the proper class and type according to the type of equipment and use by the customer, as authorized by the General Subscriber Services Tariff (GSST)

NOTE: The Blanket Agency Agreement must be signed by an officer, owner or authorized representative with the authority to commit the PPP to all conditions in the agreement.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Blanket Agency Agreement, continued

Exhibit:

Blanket Agency Agreement

BLANKET AGENCY AGREEMENT

PUBLIC COMMUNICATIONS VENDOR PAYPHONE CENTER
BellSouth Telecommunications
Medical Forum
950 N 22nd St. Suite 930
Birmingham, AL 35203

The undersigned is an officer or other authorized representative of _____ (hereinafter referred to as "Vendor") and has the authority to make the following representations, agreement, and commitments on behalf of Vendor. Vendor's representations are made with the knowledge that BellSouth Telecommunications will rely on them, in part, in the performance of its obligations as set forth in the Federal Communications Commission's Memorandum Opinion and Order in Eng. No. 84-25 et. al. released February 4, 1985.

1. The purpose of this agreement is to represent and affirm to BellSouth Telecommunications that the Vendor will, at all times, act within the scope of his authority as an agent of said customer, and, in the event his agency is disputed by the customer, Vendor will hold BellSouth Telecommunications harmless from all losses and claims by or against BellSouth Telecommunications as a result of BellSouth Telecommunications' relying upon Vendor's status as an agent for its customers.
2. Vendor will not submit to BellSouth Telecommunications any inquiry or request for information about the telephone service or equipment (regardless of location or type) of any BellSouth Telecommunications customers or prospective customers unless Vendor has in his file a current, written authorization by such customer permitting Vendor to make inquiries on the customer's behalf. Vendor agrees that he will retain all such authorizations in his files and will provide copies of same to BellSouth Telecommunications upon request. By his submission of such an inquiry to BellSouth Telecommunications, Vendor represents to BellSouth Telecommunications that he is in possession of a current, written authorization from BellSouth Telecommunications' customer permitting Vendor to request the information described in Vendor's inquiry.
3. Vendor will not submit to BellSouth Telecommunications any request for service, order or inquiry pertaining to the telephone service provided or to be provided to any of BellSouth Telecommunications' customers (including requests/orders for establishment of or changes in such telephone service) (hereinafter "service requests") unless Vendor has in his file a current written authorization by such customer permitting Vendor to submit such service requests, orders, or inquiries on such customer's behalf. Vendor agrees that he will retain all such authorizations in his files and will provide copies of same to BellSouth Telecommunications upon request. By his submission of a service request, order, or inquiry to BellSouth Telecommunications Vendor represents to BellSouth Telecommunications that he is in possession of a current, written authorization from BellSouth Telecommunications' customer permitting Vendor to request under the establishment of or change of service in such customer's telephone service or request the information in Vendor's inquiry.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Blanket Agency Agreement, continued

Exhibit:

Blanket Agency Agreement cont'd.

4. Vendor will not submit to BellSouth Telecommunications any maintenance service requests or inquiry pertaining to the telephone service or equipment (regardless of location or type) including requests/inquiries for maintenance of such telephone service unless Vendor has in his file a current written authorization by such customer permitting Vendor to submit such maintenance service requests or inquiries on the customer's behalf. Vendor agrees that he will return all such authorizations or his files and will provide copies of same to BellSouth Telecommunications upon request. By his submission of a maintenance service request or inquiry to BellSouth Telecommunications, Vendor represents to BellSouth Telecommunications that he is in possession of a current, written authorization from BellSouth Telecommunications' customer permitting Vendor to initiate maintenance service requests on such customer's telephone service or request the information described in Vendor's inquiry.

In consideration of BellSouth Telecommunications' agreement not to require Vendor to submit the authorizations referred to above to BellSouth Telecommunications, Vendor further agrees that

5. In the event that a BellSouth Telecommunications customer challenges action taken by BellSouth Telecommunications as a result of the above mentioned requests for information, service requests, then Vendor will provide evidence of proper customer authorization and will indemnify and hold BellSouth Telecommunications harmless from any and all damages or losses resulting from BellSouth Telecommunications' compliance with such requests for information, service requests, orders, inquiries, or maintenance service requests.

6. In the event that a BellSouth Telecommunications customer challenges billing which resulted from requests for information, service requests, orders, inquiries, or maintenance service requests submitted to BellSouth Telecommunications by Vendor, Vendor will indemnify and hold BellSouth Telecommunications harmless for any damages or losses resulting from said challenge.

7. Vendor affirms that the type and class of service to be requested by him on behalf of his customers will be the proper class and type of service according to the type telecommunications equipment and use thereof by the customer and as authorized under the General Subscriber Services tariff of Southern BellSouth Central Bell in the state where such service will be used and rendered.

8. This agreement shall continue in effect unless canceled by written notice delivered to the other party at least thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any pending matters covered hereunder.

This _____ Day of _____ 19__

Name of Vendor Company

By _____
Name of Official

Mailing Address

Title of Official

Telephone Number

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Rescission of Agency Authorization

**Authorization:
of a Second
Agent**

BST can recognize only one agent per customer account at a time. A letter of rescission must be sent to BST by the customer of record to declare the first Customer Agency Authorization void before a new Customer Agency Authorization can be accepted.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

CHAPTER 4

SERVICE ORDER PROCEDURES

Placing a Service Order

Who May Place an Order

BellSouth Telecommunications (BST) will accept orders for Public Access Line Service from the business owner or the party responsible for the service. If proper authorization has been received from the appropriate party, BST will also accept requests for service from an authorized agent.

Documentation that the appropriate state Public Service Commission certification requirements have been met must be provided to BST before a request for new service can be processed.

Mail-in

All documentation, as specified on pages 4 and 5 in this chapter, may be mailed to the following address for processing:

**Independent Payphone Providers Service Center
BellSouth Telecommunications – Medical Forum
9th Floor – Suite 930
950 North 22nd St.
Birmingham, AL 35203**

There is no limit to the number of orders that may be mailed. Once the VPC receives all necessary forms and they are checked for pertinent information, the service order(s) will be generated. The VPC will then contact the designated party with an installation or completion date and a tentative telephone number. The VPC strives to process service orders by the close of business the day following receipt of all necessary information.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Placing a Service Order, continued

Telephone

Service requests may be placed by calling:

557-2647 (Alabama, Louisiana, Mississippi, Kentucky and Tennessee)
780-2171 (Florida, Georgia, North Carolina, and South Carolina)
205 321-2852 collect (outside the BST service area) or
800 786-7619

A Checklist for Public Access Line Installation is not required when placing an order by telephone, but all other required documentation (see pages 4 and 5 in this chapter) must be submitted to the VPC before any service order(s) can be generated.

Please refer to Chapter 1 of this handbook for information on VPC operating hours and observed holidays.

Hand Delivered

The IPP will accept hand delivered service requests during our regular office hours. Your company representatives may make their deliveries, or courier services may be used. Information should be delivered to the information desk in the lobby of the Headquarters building at the following address:

**Independent Payphone Providers Service Center
BellSouth Telecommunications - Medical Forum
9th Floor - Suite 930
950 North 22nd St.
Birmingham, AL 35203**

Placing an Order

Requests for Public Access Line Service may be placed by telephone, mailed, faxed, or hand delivered to the VPC.

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INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Placing a Service Order, continued

Facsimile You may send your service requests to the VPC via facsimile machine by dialing the following number(s):

- **Alabama, Kentucky, Louisiana, Mississippi,
Tennessee – toll free** **557-2191**

- **Florida, Georgia, North Carolina,
South Carolina – toll free** **780-2291**

- **Outside BST area charges apply** **205 321-2191**

When service requests are faxed, the originals for certain documents may be required to be sent to the VPC.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

DOCUMENTS NEEDED TO ORDER THE CONNECTION OF PUBLIC ACCESS LINE SERVICE			
IF	AND	THEN	
Order is placed by:	Service location belongs to:	Documents needed:	
Billed Party	Same	1.	Checklist
		2.	Certification form
Billed Party	Other than Billed Party	1.	Checklist
		2.	Certification form
Other than Billed Party	Other than Billed Party	1.	Checklist
		2.	Customer Agency Authorization from Billed Party
		3.	Certification form
		4.	Credit application form or telephone contact*
Other than Billed Party	Billed Party	1.	Checklist
		2.	Customer Agency Authorization
		3.	Certification form
		4.	Credit Application form or telephone contact*
* The Credit Application may be submitted in lieu of the VPC contacting the Billed Party to confirm billing arrangements.			

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

DOCUMENTS NEEDED TO ORDER THE DISCONNECTION OF BELLSOUTH TELECOMMUNICATIONS TELEPHONE SERVICE

IF	THEN
Order is placed by:	These documents must be provided:
Billed Party	None
Other than Billed Party	Agency Authorization Agreement*
Either of the above AND authorization does not agree with BST records	Customer Agency Authorization Note: Additional documents may be needed depending upon the nature of the discrepancy.
* May be Customer Agency Authorization or Blanket Agency Agreement (See Chapter 3 for additional information).	

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Certification

Definition

Certification is the process by which the state PSC/PUC authorizes a PPP to conduct business in a particular state.

Requirement

In all states where PSC/PUC certification is required, BST must be advised that the party to be billed for the service has been certified before an installation date can be made.

Certification Process

The PPP should contact the state PSC/PUC to determine the requirements for certification.

Proof of Certification

Proof of certification must be provided to BST. BST will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Security Requirements

Credit Policy Before a new Public Access Line Account can be established, the Vendor Payphone Center (VPC) must be provided with some specific customer information. This information is used to determine deposit and advance payment requirements.

BST may require an applicant to establish proof of satisfactory credit or pay a deposit and an advance payment prior to installation. BST will accept an Irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

Advance Payments BST may request an advance payment when establishing new service for subscribers without established satisfactory credit. The advance payment may be equal to the installation charges and one month's billing.

Deposits A deposit is a sum of money or security obtained from a customer to be held by BST to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. The deposit amount is based on the amount charged for local service and toll usage and is refundable with interest after satisfactory credit is established.

Alabama	\$100.00	Mississippi	\$130.00
Florida	100.00	North Carolina	130.00
Georgia	130.00	South Carolina	130.00
Kentucky	130.00	Tennessee	130.00
Louisiana	130.00		

Surety Bonds A Surety Bond is an obligation which states that a surety company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a reputable surety company and meet all Bell-South Telecommunications standards. The amount of surety is determined by multiplying the deposit amount times the number of Public Access Lines the surety company guarantees. A copy of the surety bond (Exhibit 4) follows in this section.

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INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Security Requirements, continued

Bank Letter of Credit

A Bank Letter of Credit is a document issued by a financial institution that guarantees a specific amount of money will be paid upon request. The minimum amount accepted for the Bank Letter of Credit may be calculated by multiplying the deposit amount times the number of Public Access Lines the letter covers.

Many banking institutions use a standardized form, however, some banks may issue the document as an individual letter. Both types are acceptable but must include the following required information:

- Identity of the customer covered by the letter of credit
 - That the beneficiary of the letter of credit is BellSouth Telecommunications Inc. (the word "beneficiary" is highly preferred but not required; there must at least be clear language stating that the letter of credit is in favor of, or the benefit of, BellSouth Telecommunications Inc.)
 - That the letter is irrevocable
 - That it is a letter of credit drawn on (name and location of bank)
 - The amount secured
 - Termination date or procedure for termination
 - That partial drawings are permitted
 - The procedure for collecting
 - That any processing and/or examination fees charged to BellSouth Telecommunications by its collecting bank shall be paid by the customer as a first deduction from the amount secured by the letter of credit, and shall be added to any unpaid amounts to be collected from the letter of credit
 - The letter must be dated and must bear the signature and title of an authorized officer of the bank.
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