

Forms of Security (continued)

Bank Letter of Credit

A Bank Letter of Credit is a document issued by a financial institution which guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees charged to BellSouth by its collecting bank will be added to any CLEC unpaid amounts and deducted from the amount secured by the letter of credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.



MISDIRECTED CALLS

**Contact Number
for Misdirected
CLEC End Users**

BellSouth requires a single number which may be used by BellSouth for referring misdirected end users to a CLEC. If an end user calls a BellSouth Business Office or Repair Center in error, the end user will be referred to the single number provided by the CLEC.

The form on the next page should be used to submit these numbers to the LCSC along with other required documents. In addition, the name, title, address, and telephone number of the person providing the information should be included.

**Contact Number
for Misdirected
BellSouth End Users**

CLECs may use the following number to refer BellSouth end users who dial a CLEC in error to BellSouth for assistance.

800-282-9973

CLEC - Contact Number

Fax #: 800-872-7059

A. CLEC Name _____

OCN _____

B. **Single Point of Contact Telephone Number to be Provided to CLEC
End Users Contacting BellSouth in Error. Check the State(s) and
Provide the Appropriate Number.**

Alabama Kentucky North Carolina

Florida Louisiana South Carolina

Georgia Mississippi Tennessee

() - - _____

Information Provided By:

Name _____

Title _____

Address _____

Telephone Number _____

Date _____



TOLL CALL INVESTIGATION

Toll Call Investigation

Contact Number for Customer Name and Address Information

BellSouth will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to BellSouth end users. An investigation is necessary when toll charges are denied/questioned by the end user.

When the Master Account Application is processed a special telephone number and unique access code will be assigned to the CLEC to utilize the service. The telephone number and access code assigned will be provided through the mail. (See sample letter on following page.)

The form included in the section 'Misdirected Calls - Contact Telephone Numbers' should be used to provide the number which BellSouth should use in the investigation of toll calls placed by BellSouth end users to CLEC end users

Date: _____

To: _____

From: BellSouth Local Carrier Service Center

Re: Toll Call Investigations

When it is necessary to secure information concerning a BellSouth telephone number for the purpose of authorizing or billing a call, BellSouth will assist by providing Customer Name and Address Information (CNA). This service is provided free of charge as a part of a reciprocal agreement. When appropriate, BellSouth will receive similar assistance from your company.

CNA assistance may be obtained as follows:

1. Dial the number shown below.
2. When the attendant answers, provide your company access code.
3. After acknowledgment, provide the 10 digit BellSouth number in question from your end user billing record.
4. The BellSouth attendant will provide the listed name, city and state for the telephone number. They will not have any additional information.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement, no information will be provided.

5. Only two requests for listing information may be made on each call.

Following is the telephone number and access code which has been assigned to your company: *

CNA Access Telephone Number: _____

CLEC Access Code: _____

*** THIS TELEPHONE NUMBER AND ACCESS CODE ARE FOR THE SOLE PURPOSE DESCRIBED ABOVE AND ONLY FOR THE COMPANY DESIGNATED IN THIS LETTER. ANY OTHER USE IS STRICTLY PROHIBITED.**

ANNOYANCE CALL CENTER

ANNOYANCE CALL CENTER

When an end user receives **Threatening, Abusive, or False Report** calls, they should be referred to the BellSouth Annoyance Call Center (ACC). Examples of these type calls are:

Threatening Calls - Calls where there is a threat or intent that poses to be harmful on a life, property, bomb threat, etc.

Abusive Calls - Calls that are intended to annoy or embarrass by using obscene or harassing language; harass 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 (herself) as a law enforcement officer, hospital staff, or school official and advises that a child, spouse, etc. 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 their 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 originated by the Reseller's end user. Failure of the Reseller's end user to cease annoyance or harassing calls will result in 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	557-6222 Central Time: 7:30 AM - 5:30 PM Monday - Friday
Florida, Georgia, North Carolina, South Carolina	780-2969 Eastern Time: 7:30 AM - 5:00 PM Monday - Friday



DIRECTORY

**Directory
Contacts**

The BellSouth Advertising & Publishing Corporation (BAPCO) liaison for all CLEC issues and questions including all BAPCO contracts and directory delivery is:

	Office Number	Fax Number
Rook Baretto	404-982-7105	404-982-6907

Mailing Address: Director - LEC Interface
Room 270
59 Executive Park South
Atlanta, Georgia 30329

**BAPCO Directory
Front Pages Listing
Information**

On the following page is a form which should be completed and mailed to the address shown if the CLEC desires to have their company information included in the Customer Guide Pages for the BellSouth printed directories.

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

CLEC Information

CLEC Name as it Should Appear in Customer Guide Pages: _____

Directory Name to contain CLEC Information: _____

CLEC Contact Coordinating General Customer Guide Pages: _____

Telephone Number: _____ Fax Number: _____

General Customer Guide Pages Listing Information

CLEC Service Numbers

Establishing or Changing Service	Residential Service	()-____-____
	Business Service	()-____-____
Repair Service	Residential Service	()-____-____
	Business Service	()-____-____
Billing Information	Residential Service	()-____-____
	Business Service	()-____-____

CLEC Specific Customer Guide Pages Purchased

Number of CLEC Specific Customer Guide Pages Purchased: 0 2 4 6

CLEC Specific Pages Contact Person, if Different from Above:

Name: _____ Telephone Number: ()-____-____

Enclosures Refer to Customer Guide Information and Specifications for Required Information & Media.
(Please check appropriate boxes.)

Diskette Camera Ready Logo

BAPCO Mailing Address for Customer Guide Information

Rook Barretto
Director - LEC Interface
59 Executive Park South
Room 270
Atlanta, Georgia 30329

Telephone: 404-982-7105
Facsimile: 404-982-6907

“PRE-ORDERING” INTERFACES

**“Pre-Ordering”
Interfaces**

Pre-ordering information allows a CLEC to determine certain information that may be needed when utilizing resold local exchange services. That information includes: the availability of features and services; assignment of a telephone number; advising the customer of the due date; and validating a street address for service order purposes. This information is only required for those orders involving new service or changes such as adding features, and is not required for existing customers simply changing local service providers.

**Regional Street
Address Guide
(RSAG)**

RSAG provides individual end user location/address data and associated serving central office switch information. The central office switch information (NPA/NNX) can then be used to access P/SIMS.

**Products &
Services
Information
Management
System (P/SIMS)**

P/SIMS provides service and feature availability by central office and a listing of carriers providing interLATA and where applicable intraLATA services.

**Telephone Number
Assignment**

The currently available package of pre-ordering information also provides the capability to reserve telephone numbers. Telephone number reservation provides the CLEC the ability to request a pre-determined number of telephone numbers within a CLLI (Common Language Location Identification) or NPA NXX. (See “Telephone Number Reservations” Section in this guide.)

**Due Date
Scheduling
(DSAP)**

DSAP is a system that provides guidelines for negotiating due dates. The BellSouth WEB Server provides access to DSAP and will be available 3/31/97.

**CUSTOMER SERVICE RECORD
REQUESTS**

Obtaining Information From Customer Service Records

An itemized list of the local services on an end user's customer record can be provided to the CLEC with appropriate end user authorization. If the account is multi-line, additional information will be furnished. This may be obtained in any of the three ways listed below.

Three Way Call To The LCSC

The CLEC may call the LCSC with the end user customer on the line. The information can be provided over the telephone or faxed to the CLEC at the end of the telephone contact.

Submitting an LOA Prior to a Firm Order

Prior to submitting an order for local service, the CLEC may provide BellSouth with a copy of an end user Letter of Authorization (LOA). A form letter which should be used for this purpose is included in this section.

Provided with FOC on Switched Accounts

When the LCSC processes the initial order to switch a BellSouth end user's account to a CLEC, the information will be provided via facsimile.

A sample of the end user information is provided in this section.

SAMPLE OF INFORMATION PROVIDED

770 555 5555 555	*CSR*		DECEMBER 13, 1996
Customer Name 123 Main Street Anytown, GA 30201			
NUMBER	CHARGE	ITEM	***** BELLSOUTH *****
2	X.XX	9LM	FCC CHARGE FOR NETWORK ACCESS
2	X.XX	1ARGE	MESSAGE RATE SERVICE EXPANDED LOCAL SERVICE RESIDENTIAL LINE INCLUDES TOUCH-TONE
2	X.XX	AH8	TELECOMMUNICATIONS RELAY SERVICE
1	X.XX	CREX4	CUSTOM TOLL RESTRICTION
1	X.XX	BSXUP	CALLING CARD
2	X.XX	SEQ1X	INSIDE WIRE MAINTENANCE SERVICE PLAN
1	X.XX	NXMCR	TOUCHSTAR SVC, CALLER ID DELUXE NAME/NUMBER DELIVERY WITH ANONYMOUS CALL REJECT
1	X.XX	NSY	TOUCHSTAR SERVICE, CALL BLOCK
1	X.XX	MWW	MESSAGE WAITING - STUTTER DIALTONE
1	X.XX	MFD2X	MULTIPLE FEATURE CREDIT FOR TWO FEATURES
1	X.XX	MBBRX	MEMORYCALL ANSWERING SERVICE, RESIDENCE
1	X.XX	GCY	CALL FORWARDING DON'T ANSWER
1	X.XX	GCE	CALL FORWARDING BUSY LINE
	XX.XX		BILLED LOCAL SERVICE

The printout contains an itemized list of local service items (USOCs), quantity of each USOC, the total charges for that quantity and, where available, the English translation of the USOC.

FORM - LETTER OF AUTHORIZATION

This letter should be faxed to the LCSC as a request for a BellSouth Customer Service Record.

Date: _____

TO: BellSouth Local Carrier Services Center

The undersigned appoints (Company) _____

as agent to request my private BellSouth Customer Service Record in anticipation of converting

to (Company) _____ for the provision of local service.

BellSouth may deal directly with my Agent and provide the requested records.

FROM: Customer Name: _____

Customer Service Address: _____

Main Account Telephone Number: _____

Authorized Customer Signature: _____

