

SCHEDULING DUE DATES

DELAYS IN PROCESSING LSRs

Scheduling Due Dates

Basic Telephone Service (Business & Residence)

Due dates for CLEC end users will be assigned using the same guidelines as used for BellSouth end users. BellSouth will provide service on the desired due date or the earliest available installation date thereafter. Due dates can not be considered confirmed until a complete and accurate Service Request has been entered into BellSouth systems.

Scheduling Due Dates (continued)

Complex Services

Complex Services are classified as either Project or Non-Project. Due dates for Project Services must be negotiated through a project coordination team and normally require extended intervals. When requesting any complex service, it is important to contact your BellSouth account team representative before placing the order. The account team member will determine, based on the product and the quantity desired, whether the order will require project status.

BellSouth will attempt to meet desired due dates for complex services, both project and non-project. Non-project orders have the same standard intervals as basic services.

Complex Services - Non-Project

In general, the following services are considered non-project. If the quantity exceeds a service specific threshold, project treatment will be required. This list is not all inclusive.

- * 2.4kb, 4.8kb, 9.6kb, 56kb, 64kb services
- * Dial Access Lines and Wats
- * Multi-point services
- * Private line services (alarms, tie lines...)
- * Metro Services (subsequent orders-see projects)
- * Trunk-side terminations (DID changes to existing groups)
- * Voice grade services (FX's, OPX's, LG's...)
- * Non-access and access non-designed specials
- * ISDN basic rate and single line
- * Non-FSO ESSX service

Scheduling Due Dates (continued)

Complex Services - Project

Projects are defined as any type of service request which requires external/internal coordination for the procurement of facilities or equipment. Dates for these services will be negotiated with the project coordination team. The following require project treatment. This list is not all inclusive.

- *1.544mbs
- *AccuPulse
- *Alternate Service Wire Center
- *CCS Links
- *Commercial Video
- *Derived Data Channel Service (FastConnect)
- *ESSX Service into ISDN
- *FlexServ
- *Large quantities for non-project services
- *LightGate or DS3 or upgrade
- *MegaLink Channel Service (channelized non-access 1.544mbs)
- *MegaLink into ISDN
- *PulseLink Service
- *SMARTRing
- *Special Assemblies and Alternate Routing Requests
- *Trunk-side terminations (DID, new groups).

**CONFIRMATION OF SERVICE REQUEST
SERVICE REQUEST CHANGES &
CANCELLATIONS
MISSED APPOINTMENTS
SERVICE JEOPARDIES**

Confirmation of Service Request

After processing the CLEC service request, a Firm Order Confirmation (FOC) will be returned to the CLEC via facsimile, or EDI. The confirmation will provide the BellSouth order number, the negotiated service due date, telephone numbers (as applicable to the service), and the BellSouth service representative name and telephone number. Additional service specific data may also be provided.

Note:

The FOC does not constitute, and is not, a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the CLEC will be informed of the estimated service date.

Service Request Changes and Cancellations

BellSouth should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

Missed Appointments

If an appointment is missed for end user reasons, the LCSC will provide notification (see following page) to the CLEC via facsimile, or EDI.

The CLEC should enter a new desired due date on the notification form and return the form via facsimile to the LCSC. If a new due date is not provided within 14 calendar days, the original service order will be canceled.

Service Jeopardies

If it is determined, after the Firm Order Confirmation but **prior to the due date**, that a committed service date cannot be met for any reason, the CLEC will be notified promptly by a telephone call from the LCSC.

If it is determined **on the due date** that the service cannot be provided on that date, the CLEC will be notified promptly by a telephone call from installation control center personnel.

BellSouth Missed Appointment Notification

A. Competitive Local Exchange Company

Company Name/OCN _____

PON _____ BellSouth Order Number _____

End User Telephone Number _____ Missed Due Date _____

End User Name _____

B. Action Requested

Negotiate a New Desired Due Date _____

Premises Access, if applicable: Hours are Monday - Friday

All Day 8:00 - 6:00 AM 8:00 - Noon PM Noon - 6:00 PM 4 Hour Interval (Bet. 8:00 & 6:00)

Access Remarks _____

C. Due Date Change Confirmation

BellSouth Order Number _____ Due Date _____ Time Scheduled _____

BellSouth Service Representative _____ Telephone Number _____

Remarks _____

**TELEPHONE NUMBER
RESERVATIONS**

TELEPHONE NUMBER RESERVATIONS

Reserving Telephone Numbers for End User Assignment

As an alternative to establishing an electronic pre-ordering arrangement for telephone number assignment (see "Pre-Ordering Interfaces"), CLECs may choose to reserve a pool of numbers for POTS (Plain Old Telephone Service) which will allow the "pre-assignment" of numbers for end users. Telephone numbers may be reserved by submitting a Number Reservation Request - POTS. The form and instructions for completion are provided in this section. Prints of the reserved telephone numbers (example included in this section) will be returned to the CLEC by fax unless a disc is requested on the request submitted to LCSC.

A maximum of 100 telephone numbers per CLLI (Common Language Location Identifier) may be reserved for a maximum of three months. It is up to the CLEC to manage its pool of numbers so as to prevent duplicate number assignments and monitor the reserved numbers for exhaustion. Additional numbers can be requested as required.

The CLEC may assign a reserved telephone number as appropriate during negotiations with end users. However, the CLEC must advise the end user that the number cannot be guaranteed until service is installed.

Note:

Reserved POTS numbers are not permanently assigned to an CLEC. As numbers are freed up by end user activity, they will be returned to the general purpose pool which is controlled by BellSouth.

Special Considerations

Some end user locations are served by multiple switches which may support different services. It is the CLEC's responsibility to take this into consideration when assigning a telephone number.

At times, it is necessary for BellSouth to introduce a 'switch freeze' for switch replacement activity. When this happens, number reservation in BellSouth systems is disallowed.

ONLY POTS (Plain Old Telephone Service) numbers may be reserved. DID number scopes, series hunting, TERs (Terminals), HMLs (Hunting Multi-Line), Special Numbers, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific service order activity.

Some switches serve multiple local calling areas. The LCSC will have a list of these exceptions, for proper administration of number reservations.

Telephone Number Reservation Request - POTS

The Telephone Number Reservation Request - POTS is designed to reserve blocks of telephone numbers associated with specific CLLI (Common Language Location Identifier) codes. It can only be used to reserve POTS (Plain Old Telephone Service) numbers. DID number scopes, series hunting, TERs, HMLs, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific Local Service Request activity.

A copy of the request form follows these instructions. Following are definitions for the requested data.

Date: The date the CLEC submits the Number Reservation Request to the LCSC.

Page 1 of _____: Enter the appropriate page #s at the top of each Telephone Number Reservation Request - POTS form submitted.

A.- Competitive Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the CLEC submitting the Number Reservations Request.

FAX #: The CLEC's fax number for receipt of the reserved numbers.

Requested By: The name of the person completing the Number Reservations Request who is responsible for coordination of the request and any related questions.

Tel #: The telephone number of the person submitting the Number Reservation Request.

Remarks: Available for the issuer to provide any additional information that would assist in processing the request for number reservation.

Disk Requested?: Check this box if you desire to have the reserved telephone numbers file(s) mailed to your office on a 3 1/2 inch floppy disk. The disks are in Microsoft Word v.6.

If Yes, Mailing Address: The disk will be mailed to the address provided here to the attention of the person submitting the telephone number reservation request.

B. - Reservation Request Details

CLLI: 11 Alpha/Numeric Character Common Language Location Identifier code.

Number to Reserve: A maximum of 100 POTS telephone numbers can be reserved at a time.

Reserve Until Date: POTS telephone numbers can be reserved for up to three (3) months.

Confirmation Number: This field will be completed by LCSC. The Confirmation Number will be found on the printout with numbers reserved for the designated CLLI.

Number Reserved: This field will be completed by LCSC, if required. It will only be populated if LCSC was unable to completely fill your request.

Reserve Until Date: This field will be completed by LCSC, if required. It will only be populated if LCSC was unable to reserve the numbers for the period of time requested.

C. - Reservations Provided By

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for providing the CLLI code telephone number reservations.

Telephone Number: The telephone number of the BellSouth Service Representative.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

POTS Telephone Number Reservations

Sample of Faxed Print or Disk File

C O SWITCH: RSWLGAMADS1
CONFIRMATION NUMBER: 73D4E9G
CUSTOMER NAME: AUDIO COMMUNICATIONS
CUSTOMER TN: 770-451-0883

NPA NXX-LINE	DATE	CONFM #	CUSTOMER NAME	CUSTOMER TN	ORIG?
770 645-0471	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-0792	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-0859	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1085	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1097	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1101	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1106	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1325	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1527	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2180	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2263	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2360	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2390	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2462	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2551	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-3156	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4320	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4635	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4679	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-5231	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-6565	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-7258	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-7928	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-8942	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-8971	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-9683	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-9857	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	

SPECIAL NUMBER ASSIGNMENTS

SPECIAL NUMBER ASSIGNMENTS

Description

A special telephone number is a number that is not randomly assigned by BellSouth mechanized systems. These are end user requests for either a specific telephone number or for an easy to remember telephone number. Following are some examples of possible requests.

<i>TYPE</i>	<i>EXAMPLE</i>
Sequential Numbers	321-1234
Numbers Used to Spell Words	321-3425 or 321-DIAL
Identical Numbers	321-1111
Telephone Number Listed in the Directory Using Alpha in Lieu of Numeric Characters	529-BABY
Any digit(s) is Specified	XXX-X6XX or XXX-XX9X or XXX-XX55

Restrictions

- This service is available only where facilities or arrangements permit.
- Number alternatives are limited to those normally available for the serving central office or wire center which provides the access line. The end user is limited to the available options for the first three (3) digits (NXX) of the special telephone number.
- A Special Number Assignment Charge (SNAC) applies for the search only (if unsuccessful) or for the search and assignment (if successful) of special telephone number(s) per request, per telephone line. The search only charge will apply even if the order is subsequently cancelled.
- Only three (3) searches per line per charge are allowed, unless the customer agrees to pay an additional Special Number Assignment Charge(s).
- A search will not be made for a number unless an end user is placing an order.

SPECIAL NUMBER ASSIGNMENTS (continued)

Guidelines

The Special Number Assignment Charge (SNAC) applies whether or not the search is successful. SNAC is applicable due to the work required to search for and/or assign a workable number. Therefore, the charge billed to the CLEC end user is non-refundable.

The SNAC applies in addition to other applicable charges.

Where two or more NXXs are available, it is not considered a special number request when the customer requests one NXX over another in the area.

Request for an Easy Number

An end user may request an easy number if they do not wish to choose a specific telephone number. When an easy number is desired, the customer is provided with three (3) "easy number" candidates from which to choose.

Request for a Specific Number

An end user should be allowed to designate up to three (3) choices for a number(s) in order of desirability (i.e., a; (1st choice) - XXX-1234; b. (2nd choice) - XXX-4321; c. (3rd choice) - XXX-4343). The request should always be submitted specifying the desired digits, whether the request is for a specific number, a specific numerical pattern or a request for alpha characters to be listed in the directory in lieu of numeric characters.

If none of the end user choices are available, a telephone number will be randomly assigned and returned on the FOC.



ELECTRONIC ORDERING

Electronic Data Interchange (EDI)

CLECs may use Electronic Data Interchange (EDI) to transmit certain local service requests to BellSouth. An acknowledgment of each request will be transmitted back to the CLEC. There are three basic components of EDI. They are standards, software, and communications. Standards developed by ANSI ASC X12 committees, a National Standards organization, are utilized for EDI. The Telecommunications Industry Forum (TCIF), which is a voluntary association of interested parties work to ensure the continued well-being of the industry by addressing the application of standards and the use of technology.

Software, which is the second component of EDI is ordinarily referred to as translation software. This software translations information from the format used in the application to the EDI standard format with standard content for the appropriate translation set and then communicates the EDI message.

The final component is communications. Communications is the means for transmitting the EDI message containing the EDI data. BellSouth currently is capable of handling the following three methods to connect and transfer EDI documents.

1. IN-DIAL DIRECTLY TO BELLSOUTH

BellSouth has a Gateway Communication product which allows trading partners to dial into our EDI Gateway and drop off their documents and retrieve documents which belong to them. The current requirements for this service are:

Modem requirements:

- Acceptable speeds are 4800 - 14 4
- Bsync protocol

Our modems are AT&T Paradyne Comsphere 3810PLUS V 34. AT&T Paradyne has provided a list of modem brands that were successfully tested against the Comsphere 3810PLUS modem during its Beta testing. Those passing tests in synchronous dial mode are: Comsphere 3810, Comsphere 3800PLUS V 34 Series, UDS V 3400, and UDS 3229. Other modems may work, but are unproved.

Trading Partners are assigned a logon ID and password for their mailbox and are required to send this information at logon time. The telephone number used for in-dial is a Birmingham, Alabama local telephone number which is connected to a bank of modems.

**Electronic Data
Interchange
(EDI)**

2. VALUE ADDED NETWORK SERVICE (VAN)

BellSouth uses Harbinger VAN service as its primary VAN. The trading partner may subscribe to any VAN of their choice as most all registered VAN's have interconnection between themselves and can transfer data to the appropriate VAN of your trading partner. Each trading partner is responsible for their own delivery method to their VAN and most VANs can accommodate various methods of connectivity to their services.

3. CONNECT:Direct (Formerly NETWORK DATA MOVER (NDM))

This file transfer product's owned by Sterling Software. Both partners must have installed the appropriate platform version of CONNECT Direct. BellSouth is currently running the mainframe version of this product, although this product is available on multiple platforms. BellSouth is currently in production with Trading Partners using MVS, VSE, Open VMS, OS/400, UNIX and MS-DOS. Testing is in progress with Trading Partners using Tandem and Windows NT. BellSouth has not tested with partners using other Sterling supported platforms, such as VM, MSP E520/EX, OS/2m Stratus VOS and NetWare. A dedicated line is used between partners. The customer must purchase the dedicated line. The customer is also expected to purchase the CSU/DSU devices (modems) for both sides to minimize incompatibility. The purchase, installation, and testing of such may take 45-90 days.

BellSouth is committed to the development and implementation of EDI applications. For further information, call 205-977-5540.

**BellSouth
WEB Server**

The BellSouth WEB server provides the CLEC with the ability to interactively order. The CLEC has three options for accessing the BellSouth WEB for ordering.

- A. Dial-up connection requires a Secure ID card per user.
- B. The LAN-to-LAN connection requests a T1 type of circuit.
- C. Internet

**LONG DISTANCE CARRIER
SELECTION**