

LONG DISTANCE CARRIER SELECTION

Predesignated Interexchange Carrier Changes

PIC/LPIC changes on individual end user lines submitted on the appropriate service request forms will be processed by the LCSC. The service request may be for PIC/LPIC changes only or coincident with other service activity.

Bulk processing of PIC/LPIC changes submitted by Interexchange Carriers through CARE are subject to restrictions by state PSCs or the CLEC. If there are no restrictions, the changes will be processed and the new and losing carrier will be notified.

Unauthorized PIC Changes

CLEC end users should report unauthorized PIC changes to the CLEC. The CLEC should contact the Equal Access Service Center (EASC) for resolution. The EASC will correct the PIC and apply charges and/or credits as appropriate.

EASC Telephone Numbers

From:	
Florida, Georgia, North/South Carolina	780-2778
Other BellSouth states	557-6001
Outside BellSouth area	800-456-9127

The EASC does not accept calls directly from an end user.

**EXEMPTIONS OR REDUCED
RATES FOR END USERS WITH
DISABILITIES**

**Directory Assistance
Exemption for
End Users with
Disabilities**

BellSouth offers local Directory Assistance at no charge on calls from an approved telephone line for end users with disabilities. End Users who are Legally Blind, or are Visually or Physically Disabled may qualify for the exemption.

When a CLEC end user wishes to apply for the local Directory Assistance exemption, the CLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for local directory assistance and switches to another local service provider, a new application must be completed.

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

The completed application and appropriate documentation from the end user, should be **mailed** to:

Telecommunications Center for Customers with Disabilities
BellSouth - Room 205N
3196 Highway 280 South
Birmingham, Alabama 35243

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

Directory Assistance Exemption for End Users with Disabilities (continued)

The application for exemption automatically expires in two (2) years for a residential line and in one (1) year for a business line. In order for the end user exemption to continue uninterrupted, a renewal request must be received in the TCCD prior to the expiration date.

CLECs may call the following voice only numbers with questions about the local directory assistance exemption application. CLEC end users should not be referred to these numbers.

Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253
Florida, Georgia, North Carolina, South Carolina	780-2273
Non-BellSouth territory or outside the Region	800-982-2891

The CLEC can call the same numbers to obtain information about special services and equipment available for use by the CLECs or CLEC end users with disabilities. CLEC end users should not be referred to these numbers.

Application For BellSouth Directory Assistance Exemption

Persons whose disability prevents their use of directories will not be charged for BellSouth Directory Assistance calls billed to their approved telephone number line. All BellSouth Directory Assistance calls charged to the approved telephone number line will be automatically exempted (deleted) from the bill. The number of allowable free Directory Assistance calls may vary by state. If abuse of this exemption is confirmed by investigation, this exemption could be removed.

Those having the following disabilities may qualify for exemption:

- * **Legally Blind** - Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- * **Visual Disabled** - Those whose visual disability, with correction and regardless of optical measurement with respect to "Legal Blindness" are certified as unable to read normal printed material. (This includes telephone book size characters.)
- * **Physically Disabled** - Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

(Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; noncorrectable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.)

- * **The Federal Register (Vol. 35 #126, dated Tuesday June 30, 1970) is the reference source for these definitions.**

If you need an exemption for business use or employment, you must complete an application for that request also.

Please print clearly or type and return completed application to the address below:

(Insert appropriate CLEC address)

NOTE: This application is for a Residence - 2 year period or for a Business - 1 year period. At the end of that period, a renewal application will be requested which will not require recertification. For information about free Directory Assistance for long distance numbers, please call your long distance company.

Insert CLEC Information

Application For BellSouth Directory Assistance Exemption

Area Code _____ Telephone Number _____

Billing Name _____

Street Address _____

City, State, Zip _____

Name of Disabled User _____
(First Name) (Middle Name or Initial) (Last Name)

Relationship to Person Billed for Service _____
(e.g., self, sister, mother, father, brother, roommate, employer, etc.)

Explain the nature of the disability which prevents the use of the Directory.

Residence and Business Exemptions:

Signature of Disabled User _____

Business Only:

Telephone Number Assigned to Disabled User _____

Signature of Person Responsible for Billing _____

Title, Department Name _____

IMPORTANT !!

Attach a letter from your physician, clinic or appropriate group/agency verifying your disability. The letter must be on the official letterhead of the physician, etc.

Note: Your telecommunications company will not be responsible for any charges incurred to obtain certification.

Please mail the completed application with attached certification letter to the address shown on page 1 of this application.

**BellSouth Intralata
Long Distance
Reduced Rates for
End Users with
Disabilities**

BellSouth offers reduced long distance rates for calls from an approved telephone line for end users with disabilities. End Users with an Impairment of Hearing or an Impairment of Speech may qualify for the exemption.

When a CLEC end user wishes to apply for reduced BellSouth long distance rates, the CLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for reduced long distance rates and switches to another local service provider, a new application must be completed.

The end user should return the application to the CLEC. After review by the CLEC to insure the application is complete, the application, along with proof of the disability, must be mailed to the BellSouth Telecommunications Center for Customers with Disabilities (TCCD). **The TCCD does not accept Local Service Requests. Only applications for reduced rates or special equipment inquiries or orders after local service is established are accepted.**

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

Telecommunications Center for Customers with Disabilities
BellSouth - Room 205N
3196 Highway 280 South
Birmingham, Alabama 35243

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

Reduced Rates for End Users with Disabilities (continued)

The end user must contact their long distance carrier, if other than BellSouth, for information concerning reduced rates for their service.

CLECs may call the following voice only numbers with questions about the local directory assistance exemption application. CLEC end users should not be referred to these numbers.

Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253
Florida, Georgia, North Carolina, South Carolina	780-2273
Non-BellSouth territory or outside the Region	800-982-2891

The CLEC can call the same numbers to obtain information about special services and equipment available for use by the CLECs or CLEC end users with disabilities. CLEC end users should not be referred to these numbers.

Application For Reduction In BellSouth Long Distance Charges

How To Apply For A Reduction In Charges

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

Those qualifying for reduction are: a) persons with hearing impairment as defined on the last page of this application; or b) persons with severe speech impairment as defined on the last page of this application. Reductions will be provided where the telephone is in the disabled person's name, or in the name of a member of his or her household.

The long distance reduced rates which may apply are:

Long Distance dial station-to-station (DDD) day or evening calls originated from a designated residence telephone associated with a Portable Communications Terminal or TDD/TTY. The reductions are as follows:

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

Please print clearly or type the application according to the following instructions.

a Give your name and address.

b Fill in the name and address of the customer to whom the telephone is billed.

c Fill in the 10-digit telephone number.

d Provide the manufacturer's name, model number and serial number of the TDD/TTY device. The manufacturer's name should be on the face of the TDD/TTY equipment, the model and serial numbers generally are on the back. Check with your supplier if you can't locate these numbers.

e After completing sections a, b, c and d, please provide acceptable certification in item 7. This certification must be either one of the following:

- Signature of a physician, otolaryngologist, or licensed speech-language pathologist or audiologist, or of the authorized representative of a social agency that conducts programs for the hearing or speech impaired in cooperation with an official agency of your state.

OR

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

In either case, be certain to complete item 9. Then sign and date the application.

f Mail the completed form to:

Insert appropriate CLEC address

Application For Reduction In BellSouth Long Distance Charges

<p>a 1. Name of the person applying for reduction</p> <p>2. Address</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">First Last</td> <td style="width: 50%; border-bottom: 1px solid black;">Initial</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">Street</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">City</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">State and ZIP Code</td> </tr> </table>	First Last	Initial	Street		City		State and ZIP Code	
First Last	Initial								
Street									
City									
State and ZIP Code									
<p>b 3. Name of the customer to whom telephone is billed</p> <p>4. Billing address (if different from 2)</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">First Last</td> <td style="width: 50%; border-bottom: 1px solid black;">Initial</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">Street</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">City</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid black;">State and ZIP Code</td> </tr> </table>	First Last	Initial	Street		City		State and ZIP Code	
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<p>c 5. Telephone Number</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">Area Code</td> <td style="width: 50%; border-bottom: 1px solid black;">Telephone Number</td> </tr> </table>	Area Code	Telephone Number						
Area Code	Telephone Number								
<p>d 6. List the manufacturer's name, model number, and serial number of the TDD or TTY device.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> </table>								
<p>e 7. Signature of authorized agency representative or physician, otolaryngologist or licensed speech-language pathologist or audiologist</p> <p style="text-align: center;">OR</p> <p>8. Check box and provide copy of previously obtained certification</p> <p>9. Name and address of authorized agency or person making certification</p>	<p>I certify that the applicant has impairment of hearing or severe speech impairment, on the basis of the procedure shown on page 3 of this application, and qualifies for reduction in charges for TDD/TTY communications.</p> <p style="text-align: center;">_____</p> <p><input type="checkbox"/></p> <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">_____</p>								

Signature of person applying for reduction (or if signature of person signing for applicant, please indicate relationship).

Signature
Date

Relationship _____

Application For Reduction In BellSouth Long Distance Charges

Impairment of Hearing

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

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

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

Impairment of Speech

The American Medical Association's Committee on Rating of Mental and Physical Impairment recommends the following procedure for evaluating speech impairment as to three categories: audibility, intelligibility, and functional efficiency. *

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

1. Place the person approximately eight feet from the examiner in a "reasonably quiet" environment.
2. Interview the person to permit observation of speech in ordinary conversation.
3. Observe the person's speech in reading aloud a simple prose paragraph.
4. The examiner should record his or her judgment of the person's speech capacity in the three categories with reference to the following classifications (65 to 85 per cent of impairment, according to the AMA Committee's guidelines):
 - Audibility - Can produce speech of intensity sufficient for a FEW of the needs of everyday speech communications; can barely be heard by a close listener...able to whisper audibly, but has no voice.
 - Intelligibility - Can perform a FEW of the necessary articulatory acts for everyday speech communications; can produce some phonetic units...however, unintelligible out of context.
 - Functional Efficiency - Can meet a FEW of the demands of articulation and phonation for everyday speech communication...such as single words or short phrases...speech is labored; rate is impractically slow.
5. The degree of impairment of speech function is equivalent to the greatest percentage of impairment as recorded for any one of the three categories.

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

**SERVICE PROVIDER CHANGE
NOTIFICATION**

**Service Provider
Change
Notification**

Upon receipt of a service request 1) from an end user to switch service from a CLEC to BellSouth or 2) from a CLEC to switch an end user from another CLEC, BellSouth will issue orders to accommodate the request. The current service provider will not be contacted for authorization. BellSouth, per the blanket LOA agreement, will assume that the initiating CLEC has appropriate end user authorization. BellSouth will mail (next business day after order completion) a notification (following page) to the former CLEC.

SERVICE PROVIDER CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: CLEC Name
CLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) should be transferred to another CLEC. Consequently, effective on (due date of service order), the account for this customer has been transferred to the desired service provider.

**UNAUTHORIZED SERVICE
PROVIDER CHANGE
NOTIFICATION**

**Unauthorized
Service Provider
Change
Notification**

When notified that a customer has been switched to a new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter (following page) will be mailed to the unauthorized CLEC.

UNAUTHORIZED CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: CLEC Name
CLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

CALLING CARD

**LINE INFORMATION DATABASE
(LIDB)**

Calling Card

If an end user switches from BellSouth to a CLEC, existing line based calling cards will be disabled/discontinued. End users may order new BellSouth Calling Cards through the CLEC. The new card will be issued to the CLEC in the CLEC's name not in the name of the end user. The CLEC will distribute calling cards as appropriate.

LIDB

Without specific contracts between a CLEC and BellSouth, telephone numbers assigned by BellSouth for CLEC end users will not be entered into BellSouth's LIDB (Line Information DataBase). The absence from LIDB may prevent receipt of collect and third number toll calls.

However, there is no guarantee of blocking because some toll providers will pass toll calls even though the telephone number is not found in LIDB. If the CLEC wants to ensure that collect and third number tolls will be either processed or blocked, the CLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein.

There is no charge for the LIDB storage agreement. CLECs should contact their BellSouth account team for additional information concerning a LIDB storage agreement.



BILLABLE DAILY USAGE FILE