

Local Service - Directory Listing Request

End User

End User Name: The name currently listed (or the desired listing) for the account.

End User Service Address: The address where the service is (or is to be) provided. The city, state and ZIP code should be included.

Main Account Number: The end user main account telephone number.

Listing Request

Check the appropriate block(s) to indicate what type of listing request is being submitted.

New Account - End user does not currently have any local service.

Disconnect Account - The end user currently has only directory listing service provided by BellSouth. This option will disconnect the listing.

Add to Current Account - Add a listing(s) to an existing CLEC account.

Delete from Current Account - Delete a listing(s) from an existing CLEC account.

Change Listing - Change the directory listing on an existing CLEC account.

Correct Listing- Correct an listing and/or telephone number on an existing CLEC account.

5605/3235 - Sales representatives occasionally have requests from end users relating to directory listings during discussions about Yellow Pages advertising. A record of the request will be sent from the sales representative to the appropriate local service provider using one of two forms. Check the box to indicate you are submitting the request as a result of receiving one of these forms. Enter the specific form number in the Listing Remarks space.

5605 - BAPCO Advertising and Publishing Copr. is submitting the form.

3235 - Yellow Pages National Sales is submitting the form.

Query # - From time to time, BAPCO may have questions about a listing after it is released from LCSC. BAPCO uses a Query # to identify the listing they are investigating. If the CLEC is submitting a new or revised directory listing as a result of receiving a BAPCO Query from LCSC, this box should be checked and the query number entered.

Type Listing

Select the appropriate designation for the account number. Designate whether the directory listing is Business, Residence, City Government, County Government, State Government, US Government, Residence to Business (the end user is changing from a residence account to a business account), or Business to Residence (the end user is changing from a business account to a residence account).

Local Service - Directory Listing Request

Dual Name Listing - List Both Ways?: Check the appropriate box, Yes or No, to indicate whether a dual name listing should be listed both ways.

For example: John and Mary Smith
Mary and John Smith

Designer Listings: Residential end users may order directory designer listings as shown below. Designer listings are not available for business listings. Designer listings can only be selected when this form is being used to submit a residential listing request.

BOLD - Name, Address & Telephone Number appear in bold type.

Johnson Anthony
437 Acres Dr.....555-0699

BOLD PLUS - Name, Address & Telephone Number appear in bold type plus ruled lines above and below the listing.

Johnson Anthony
437 Acres Dr.....555-0699

Script - Name, Address & Telephone Number appear in cursive (script) type.

Johnston Belinda
123 Affinity Dr.....555-3906

Script Plus - Name, Address & Telephone Number appear in cursive (script) type plus ruled lines above and below the listing.

Johnston Belinda
123 Affinity Dr.....555-3906

Extra Line - Allows information to help identify the end user listing or simply to express themselves in standard type.

Johnston Gary
Freelance Photographer
4216 Marais.....555-6529

BOLD Extra Line - Allows information to help identify the end user listing or simply to express themselves in bold type.

Averson Jamie & Joan
Square Dancers
Owner of J & J Antiques
54 Oak Av555-9974

Script Extra Line - Allows information to help identify the end user listing or simply to express themselves in cursive (script) type.

Davis William M
Owner of Davis Contractors
399 Ivy Rd 30233....555-1174

Advance Listing - If the end user service will be effective after Business Office Close (BOC - relating to the closing of directory books) but they have an urgent need to appear in the directory, check this box. There is a limited window (a few days) after BOC when listings can be "advanced" to the book.

Listing Remarks - Use provide an additional explanation of the listing request.

Omit from Customer Lists - Although rare, end users may ask to have their listing excluded from Listing Products. Checking this block will prevent an end user's listing from being extracted.

Local Service - Directory Listing Request

Firm Order Confirmation

This portion of the Directory Listing Request will be used by BellSouth LCSC to confirm that the requested order has been processed.

Date Prepared - The date work on the listing is completed in the LCSC.

BellSouth Service Representative - The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order.

Telephone # - The telephone number of the BellSouth Representative.

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

Blg Account - Each CLEC will have a series of unique billing account numbers assigned which identify the CLEC and are associated with the appropriate Revenue Accounting Office (RAO) for end user telephone numbers. The account number which will be billed any appropriate charges will be entered here.

Miscellaneous Account Number Assigned - This account code will be assigned by the LCSC with the initial order placed for an end user. It will be required to identify the correct account on any subsequent orders.

BellSouth Order Number - The BellSouth system order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for two (2) order numbers if necessary.

Local Service - Directory Listing Request

Directory Delivery Address

Provide address information here only if delivery is requested at an address which is different from the service address provided on this form or on the End User Form. The end user will automatically receive both a white and yellow page directory for their service address.

Directory Name

Enter the name of the directory to be distributed to this end user. Directory names and codes, as well as key dates, will be provided by BAPCO.

Number of Directories Requested Now

If the end user requests a directory at the time of the Local Service Request, enter the number here. If no number is shown here, the end user will be placed on the normal annual delivery schedule. No directory will be delivered in connection with this order.

Number of Directories Requested for Annual Delivery

Residential end users are entitled to one to three (1-3) directories per account. Business end users are entitled to one (1) directory per access line. Additional directories may be negotiated.

If the end user requests additional or replacement local directories, they may be ordered through the Directory Listing Request process using the "Directory Listing Request" form. If the end user prefers to place the order, refer the customer to 1-800-422-1955. There are no charges for additional or replacement local service directories.

For directories outside of the end user local service area (foreign directories), refer the customer to 1-800-682-4000. A charge will apply for foreign directories. The charge will be billed directly to the end user by BAPCO.

Listing Information

(1) Listing Order - This column will be used to show the end user desired sequence for this caption listing. An Alpha will equal the first (main) listing - i.e., 'A' would be the first listing an end user wants listed. The numbers refer to the sequence of the listings to follow the main listing.

Example: A1 Smith Hardware Stores, Inc.
 A2 Branch Stores

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

(2) Caption Indent Level - This refers to the amount of indention.

0 = Left Hand Justification (No Indent)
1 = 1 Level of Indent (1 Space to the Right)
2 = 2 Levels of Indent (2 Spaces to the Right)
3 = 3 Levels of Indent (3 Spaces to the Right)

Example:

A1	Level 0	Smith Hardware Stores, Inc.
A2	Level 1	Branch Stores
A3	Level 2	1416 Main Street.....111-1111
A4	Level 2	182 Broxton Dr.....222-2222
A5	Level 1	Billing.....333-3333
A6	Level 1	Home Delivery.....444-4444

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

(3) Listed Name - This section is used to show the listing EXACTLY as the end user desires for it to appear in the directory. When changing an established listing, provide the complete listing (caption) to insure the listing will be changed according to the end user request.

(4) Listed Address - Use this section to enter the listed address if the end user desires a listing different from that provided in the 'End User' section of this form. If the address should be omitted from the directory listing, enter NONE.

(5) Telephone Number - List the end user numbers as appropriate to associate them with the correct lines on the end user listing.

Listing Information (continued)

- (6) L, NL or NP - Enter the abbreviation here for the type listing desired by the end user. The designation may be different for different numbers in the caption listing.

Listed - The Listed name is in the printed directory and in directory assistance operator records. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not available through directory assistance.

- (7) Yellow Page Heading Code - For business lines, one listing in the Yellow Pages is available at no charge for each end user 'account'. The listing may be placed in the Yellow Pages under an approved heading that is appropriate for the business (i.e., Restaurants, Beauty Salons, etc.). Requests for business listings under more than one heading are considered directory advertising, and must be negotiated by the end user with a BellSouth Advertising and Publishing Sales Representative. A Yellow Page Heading Code consists of seven (7) alpha/numeric characters. A complete list of Yellow Page Heading Codes can be requested from BAPCO (see Directory Section of this guide).

- (8) SIC - The SIC (Standard Industry Code) should be provided. A SIC code is a four (4) character numeric code. These codes are associated with specific Yellow Page Heading Codes and are provided by BAPCO.

A SIC manual is also published by the United States Office of Management and Budget and may be purchased through NTIS.

National Technical Information Service
5285 Port Royal Road
Springfield, Virginia 22161
703-487-4650

- (9) Foreign/Secondary Directory Name - The listing will be entered in the appropriate directory based on the main account telephone number. If the end user desires the listing to appear in additional directories (or a different directory), enter the community name for the directory (ies). There is a charge for foreign listings.

The name of the directory should be shown preceded by (F) for Foreign or (S) for Secondary.

Example:

- (F) Nashville, TN
(S) Franklin, TN

**PUBLIC ACCESS LINE
SMARTLINE**

Local Service Request - Public Access Line/SmartLine

The Public Access Line/SmartLine LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the CLEC Name, the End User Account # (unless a new account is being established), the page numbers, the CLEC PON and the Version Identification be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit 1 is a LSR - Public Access Line/SmartLine form. Following are definitions for all requested data.

Date : The date the CLEC submits the LSR to the LCSC.

Page 1 of ____: Enter the appropriate page #s at the top of each page of the LSR submitted.

A. - Competitive Local Exchange Company

Co/OCN: The Company Name and Operating Company Number for the CLEC submitting the LSR.

PON: The CLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

VER: The CLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the LSR who is responsible for order coordination and related questions.

Tel #: The telephone number of the person issuing the LSR.

Project: An alpha/numeric code which may be used to link LSRs to a specific project.

Implementation Contact: Identifies the CLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems.

Tel #: The telephone number of the implementation contact.

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

FAX #: The CLEC's fax number for receipt of the Firm Order Confirmation.

Local Service Request - Public Access Line/SmartLine

B. - Action Requested

Establish CLEC Service: The end user does not currently have an account with the CLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Easy Number - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example - XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

Specific Number - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section Special Number Assignments.

Switch as is - Move this end user's local service to the CLEC with no changes in service, features, directory listings, or equipment.

Switch with changes - Move this end user's local service to the CLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to CLEC service at a new location. There may or may not be other changes.

Existing CLEC Account: The customer currently has an account with the CLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Add/Change/Disconnect Features and Features/Services - Add, Change or Disconnect features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.

Easy Number - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example: XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

B. - Action Requested (continued)

Specific Number - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section 'Special Number Assignments'.

Move to New Address - Transfer local service to a new service address.

Keep Existing Telephone Number, if possible (Y/N): Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

Disconnect Main Acct Tel # - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

Disconnect Additional Line Tel #(s) Only - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

Due Date: This due date section can apply to any 'Action Requested' in either the 'Establish CLEC service' or the 'Existing CLEC Account' categories.

End User Ready Date: This is the earliest date the end user would be ready for the activity requested.

Offered Due Date: The CLECs will be provided with a list of average intervals to accomplish particular work activities. The LCSC will make every effort to meet an offered due date (or end user's ready date).

Disconnect Date for the Old Address: The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

Emergency Expedite: If an end user has an **urgent need** for service and the normal offered due date will not meet the end user's special needs, the order can be submitted as an emergency expedite request. Every effort should be made to satisfy the end user with regular work intervals. An expedited order may involve additional special charges. Applicable charges are addressed in the state tariffs.

Local Service Request - Public Access Line/SmartLine

B. - Action Requested (continued)

Premises Access: Access is normally not required for residential activity UNLESS an additional line is being added, or inside wiring or jacks are ordered. Where the Network Interface is located inside a dwelling, access may be needed.

Indicate the end user preference if access will be required for the requested activity. Check the appropriate time from the options on the LSR. If all day, AM or PM are not suitable, enter a four (4) hour interval between 8:00 AM and 6:00 PM (i.e., 11:00 A - 3:00 P).

Access Remarks: Available for the issuer to provide any additional information that is needed for premises access.

Local Service Request - Public Access Line/SmartLine

C. - End User Information

Main Account Number: The end user telephone number. If there is no existing service, leave this field blank. The new assigned number(s) will be provided by BellSouth in Part D.

Other Line Numbers on this End User Account: If there are additional telephone numbers associated with the main account number, they should be entered here.

End User Name: The current end user account name (or desired name if no existing account).

End User Service Address: The address where service is (or is to be) provided.

Apt/Bldg/Suite/Lot: Enter the appropriate number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the location where service is located.

ZIP: The five (5) digit zip code where service is located.

New Address Information for New Connects and Moves to New Address

End User New Service Address: The address where new service is to be provided.

Apt/Bldg/Suite/Lot: If appropriate for the new service address, enter the number and circle the correct designation. If another designation is more appropriate, enter it above the number.

City/State: The city, village, or township and two digit state postal code for the new service address.

ZIP: The five (5) digit zip code where new service is to be located.

For those rural addresses which may not have a defined postal address, complete the following:

Route/Box: Enter the appropriate designation to assist in identifying the service location.

If Unnumbered Address - Driving Directions: Provide specific instructions necessary for locating the service address. For example, "From Highway 23, take Highway 190 east. Go 2 miles, turn right on Turner Dr. Go 3 miles, turn left on Miller Rd. Third house on right."

If Unnumbered Address - Former Occupant Telephone Number or a Neighbor's Telephone Number: This information is required to assist in identifying the correct cable facilities to provide service to the end user.

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks.

Order Due Date: The date the requested activity is scheduled to be performed.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order.

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

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

Premises Visit? (Y/N): The LCSC will determine if a premises visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premises visit is required, the appointment time will be shown here.

Blg Acct: Each CLEC will have a series of unique billing account numbers assigned which identify the CLEC and are associated with the individual state RAO billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

Note: If the Action Requested in Section B is 'Switch as is', 'Switch with changes' or 'Switch with new address', an itemized list of the end user's local services will be provided via facsimile along with the Firm Order Confirmation (FOC).

The information will include:

- Current billing name and address
- The number of each feature or service the end user subscribes to.
- The monthly recurring charge for each feature or service.
- The USOC code for each feature or service.
- The name/description of the feature or service.

Directory Listing Request

This directory listing form is designed to use when the service request pertains only to the directory listing.

Page ____ of ____

Competitive Local Exchange Company

Date: The date the CLEC submits the Directory Listing Request to the LCSC.

PON: The CLEC Purchase Order Number. This number may be up to thirteen (13) alphanumeric characters.

VER: The CLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

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

FAX #: The fax number for receipt of the Firm Order Confirmation .

Issued By: The name of the person completing the LSR who is responsible for order coordination and related questions.

Telephone Number: The telephone number of the person issuing the LSR.

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

Directory Listing Request (continued)

End User

End User Name: The name currently listed (or the desired listing) for the account.

End User Service Address: The address where the service is (or is to be) provided. The city, state and ZIP code should be included.

Main Account Number: The end user main account telephone number.

Listing Request

Check the appropriate block(s) to indicate what type of listing request is being submitted.

New Account - End user does not currently have any local service.

Disconnect Account - The end user currently has only directory listing service provided by BellSouth. This option will disconnect the listing.

Add to Current Account - Add a listing(s) to an existing CLEC account.

Delete from Current Account - Delete a listing(s) from an existing CLEC account.

Change Listing - Change the directory listing on an existing CLEC account.

Correct Listing- Correct an listing and/or telephone number on an existing CLEC account.

5605/3235 - Sales representatives occasionally have requests from end users relating to directory listings during discussions about Yellow Pages advertising. A record of the request will be sent from the sales representative to the appropriate local service provider using one of two forms. Check the box to indicate you are submitting the request as a result of receiving one of these forms. Enter the specific form number in the Listing Remarks space.

5605 - BAPCO Advertising and Publishing Corp. is submitting the form.

3235 - Yellow Pages National Sales is submitting the form.

Query # - From time to time, BAPCO may have questions about a listing after it is released from LCSC. BAPCO uses a Query # to identify the listing they are investigating. If the CLEC is submitting a new or revised directory listing as a result of receiving a BAPCO Query from LCSC, this box should be checked and the query number entered.

Type Listing

Select the appropriate designation for the account number. Designate whether the directory listing is Business, Residence, City Government, County Government, State Government, US Government, Residence to Business (the end user is changing from a residence account to a business account), or Business to Residence (the end user is changing from a business account to a residence account).

Directory Listing Request (continued)

Dual Name Listing - List Both Ways?: Check the appropriate box, Yes or No, to indicate whether a dual name listing should be listed both ways.

For example: John and Mary Smith
 Mary and John Smith

Advance Listing - If the end user service will be effective after Business Office Close (BOC - relating to the closing of directory books) but they have an urgent need to appear in the directory, check this box. There is a limited window (a few days) after BOC when listings can be "advanced" to the book.

Listing Remarks - Use provide an additional explanation of the listing request.

Omit from Customer Lists - Although rare, end users may ask to have their listing excluded from Listing Products. Checking this block will prevent an end user's listing from being extracted.

Firm Order Confirmation

This portion of the Directory Listing request will be used by BellSouth LCSC to confirm that the requested order has been processed.

Date Prepared - The date work on the listing is completed in the LCSC.

BellSouth Service Representative - The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order.

Telephone # - The telephone number of the BellSouth Representative.

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

Blg Account - Each CLEC will have a series of unique billing account numbers assigned which identify the CLEC and are associated with the appropriate Revenue Accounting Office (RAO) for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.

Miscellaneous Account Number Assigned - This account code will be assigned by the LCSC with the initial order placed for an end user. It will be required to identify the correct account on any subsequent orders.

BellSouth Order Number - The BellSouth system order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for two (2) order numbers if necessary.

Directory Listing Request (continued)

Directory Delivery Address

Provide address information here only if delivery is requested at an address which is different from the service address provided on this form or on Page 1, Part C of the LSR. The end user will automatically receive both a white and yellow page directory for their service address.

Directory Name

Enter the name of the directory to be distributed to this end user. Directory names and codes, as well as key dates, will be provided by BAPCO.

Number of Directories Requested Now

If the end user requests a directory at the time of the Local Service Request, enter the number here. If no number is shown here, the end user will be placed on the normal annual delivery schedule. No directory will be delivered in connection with this order.

Number of Directories Requested for Annual Delivery

Residential end users are entitled to one to three (1-3) directories per account. Business end users are entitled to one (1) directory per access line. Additional directories may be negotiated.

If the end user requests additional or replacement local directories, they may be ordered through the LSR process using the "Directory Listing Request" form. If the end user prefers to place the order, refer the customer to 1-800-422-1955. There are no charges for additional or replacement local service directories.

For directories outside of the end user local service area (foreign directories), refer the customer to 1-800-682-4000. A charge will apply for foreign directories. The charge will be billed directly to the end user by BAPCO.

Directory Listing Request (continued)

Listing Information

- (1) Listing Order - This column will be used to show the end user desired sequence for this caption listing. An Alpha will equal the first (main) listing - i.e., 'A' would be the first listing an end user wants listed. The numbers refer to the sequence of the listings to follow the main listing.

Example: A1 Smith Hardware Stores, Inc.
 A2 Branch Stores

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (2) Caption Indent Level - This refers to the amount of indentation.

0 = Left Hand Justification (No Indent)
1 = 1 Level of Indent (1 Space to the Right)
2 = 2 Levels of Indent (2 Spaces to the Right)
3 = 3 Levels of Indent (3 Spaces to the Right)

Example:

A1	Level 0	Smith Hardware Stores, Inc.
A2	Level 1	Branch Stores
A3	Level 2	1416 Main Street.....111-1111
A4	Level 2	182 Broxton Dr.....222-2222
A5	Level 1	Billing.....333-3333
A6	Level 1	Home Delivery.....444-4444

If the listing is a 'straight line' listing, with only one line of customer information (name, street address, city and number), no entry is required in this section.

- (3) Listed Name - This section is used to show the listing EXACTLY as the end user desires for it to appear in the directory. When changing an established listing, provide the complete listing (caption) to insure the listing will be changed according to the end user request.
- (4) Listed Address - Use this section to enter the listed address if the end user desires a listing different from that provided in the 'End User' section of this form. If the address should be omitted from the directory listing, enter NONE.
- (5) Telephone Number - List the end user numbers as appropriate to associate them with the correct lines on the end user listing.

Directory Listing Request (continued)

Listing Information (continued)

- (6) L, NL or NP - Enter the abbreviation here for the type listing desired by the end user. The designation may be different for different numbers in the caption listing.

Listed - The Listed name is in the printed directory and in directory assistance operator records. One listing is provided without charge for each non-hunting telephone number.

Non-Listed - The listing does not appear in the printed directory but is available through directory assistance.

Non-Published - The listing is not in the printed directory and is not available through directory assistance.

- (7) **Yellow Page Heading Code** - For business lines, one listing in the Yellow Pages is available at no charge for each end user 'account'. The listing may be placed in the Yellow Pages under an approved heading that is appropriate for the business (i.e., Restaurants, Beauty Salons, etc.). Requests for business listings under more than one heading are considered directory advertising, and must be negotiated by the end user with a BellSouth Advertising and Publishing Sales Representative. A Yellow Page Heading Code is seven (7) alpha/numeric characters and is provided by BAPCO.

- (8) **SIC** - The SIC (Standard Industry Code) should be provided. A SIC code is a four (4) character numeric code. These codes are associated with specific Yellow Page Heading Codes and are provided by BAPCO.

A SIC manual is also published by the United States Office of Management and Budget and may be purchased through NTIS.

National Technical Information Service
5285 Port Royal Road
Springfield, Virginia 22161
703-487-4650

- (9) **Foreign/Secondary Directory Name** - The listing will be entered in the appropriate directory based on the main account telephone number. If the end user desires the listing to appear in additional directories (or a different directory), enter the community name for the directory (ies). There is a charge for foreign listings.

The name of the directory should be shown preceded by (F) for Foreign or (S) for Secondary.

Example:

- (F) Nashville, TN
(S) Franklin, TN

F. - Intercept

The 'Action Requested' in Part B of the LSR drives the appropriate announcement. If the customer requests an intercept announcement different from the one which would automatically be selected, enter the code for the desired announcement. We will manually force the announcement. For example, normally a change to a non-published telephone generates Announcement 05. Many times an end user changing from a current Non-Pub to a new Non-Pub will request Announcement 21. Intercept announcements for residence lines continue for a maximum of ninety (90) days.

Code	Announcement
00	<u>Changed to a Non-Listed Number</u> The number you have reached (Dialed Number) has been changed to a non-listed number. If you need more information, please call Directory Assistance.
03	<u>Disconnected</u> The number you have reached (Dialed Number) has been disconnected. No additional information is available about (Dialed Number).
05	<u>Changed to a Non-Published Number</u> The number you have reached (Dialed Number) has been changed to a non-published number. No additional information is available about (Dialed Number).
08	<u>Suspend for Non-Payment</u> The number you have reached (Dialed Number) has been temporarily disconnected. No additional information is available about (Dialed Number).
21	<u>Changed to New Published Number</u> The number you have reached (Dialed Number) has been changed. The new number is (New Number). Please make a note of it.
23	<u>Changed to New Toll Free Number</u> The number you have reached (Dialed Number) has been changed. The new number is toll free. Please dial one plus (New Number).
25	<u>Changed from Toll Free Number</u> The number you have reached (Dialed Number) has been changed. The new number, which is no longer toll free, is (New Number). Please make a note of it.
26	<u>Emergency Agency Changed to 911</u> The number you have reached (Dialed Number) has been changed. The new emergency number is 911. Please make a note of it.
31	<u>Disconnected with Reference of Calls</u> The number you have reached (Dialed Number) has been disconnected. Calls are being taken by (New Number).
51	<u>Temporary Disconnect at the Customer's Request</u> The number you have reached (Dialed Number) has been temporarily disconnected at the customer's request. Calls are being taken by (New Number). Please make a note of it.
81	<u>Changed to More Than One New Number with Split Reference of Calls</u> The number you have reached (Dialed Number) has been changed. If you are calling (Called Party 1), the new number is (New Number). Please make a note of it. If you are calling (Called Party 2), the new number is (New Number). Please make a note of it.

The most frequently used announcements are shown in bold text.

G.- Multi-Line Requests

If the end user main account has additional line numbers in Part C, enter a Yes (Y) if the action requested in Part B should be applied to all of the telephone lines. If the requested action should not be applied to all of the telephone lines, enter a No (N) and explain how the other lines should be treated.

H- Order Details

This page provides specific information concerning the Line and Line Features; Inside Wiring and Jacks; and Features and Services the end user desires by telephone line number. It will be necessary to provide separate ordering sheets for each number for which you are placing an order.

The first block is labeled 'End User Main Account #'. This information should always be provided (except in the case of a new listing with no number at the time the order is placed). This number, along with the CLEC PON, will ensure that all portions of the LSR are correctly associated. IF the items being ordered are for the End User Main Account #, the block should also be checked.

IF the items being ordered are for an Additional Telephone Line Number, the End User Main Account # should be entered but the block should not be checked. The Additional Telephone Line Number should be completed and the block checked.

When the telephone numbers are not known and more than one additional telephone line numbers are being ordered, an indicator should be placed after the 'Additional Telephone Line Number' to ensure the correct items are associated with the appropriate number.

Example: End User Main Account # ()-____-____
 Additional Telephone Line # ()-____-____ (1st, 2nd add'l line, etc.)

This page provides a check-off list format to install (IN) or delete (OUT) any items needed or desired for local telephone service. Effort was made to list the items in the order required when dealing with the end user. First items related to 'Line and Line Features'; then items relating to installation under 'Inside Wiring and Jacks'; and finally vertical services in 'Features and Services'.

If an account is being disconnected, it is not necessary to show each item 'OUT'. Checking the 'Disconnect Main Account #' item in Part B on page 1 of the LSR eliminates the need for additional information. Only when an end user is actually changing features is it necessary to indicate when any existing features are being discontinued (OUT).

Not all features and services listed on the LSR are available for resale in every state. Central office feature and service availability may be obtained by using the BellSouth "Pre-Ordering Interfaces" described earlier in this guide.

Supplemental Local Service Request - Public Access Line/SmartLine

There will be times when it is necessary to change an LSR after the order has been processed. In these cases, a supplemental request will be issued. This alerts the LCSC to recall the original order(s) to make the appropriate changes. Exhibit 2 is a Supplemental Local Service Request - Public Access Line/SmartLine (SLSR). Following are definitions for all requested data.

A. - Competitive Local Exchange Company

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

PON: The CLEC Purchase Order Number. This number may be up to thirteen (13) alpha numeric characters.

VER: The CLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

RPON: A Related Purchase Order Number designates that coordination is required between Purchase Orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

Issued By: The name of the person completing the SLSR who is responsible for order coordination and related questions.

Telephone Number: The telephone number of the person issuing the SLSR.

Project: An alpha-numeric code which may be used to link SLSRs and LSRs to a specific project.

FAX #: The CLEC's fax number for receipt of the Firm Order Confirmation.

B. - Action Requested and Remarks

This section is used to explain what change has been requested by the end user and how it coordinates with the original order.

C.- End User

Account Number: The end user telephone number.

BellSouth Order #(s): The BellSouth Order #(s) provided in Part D of the original Local Service Request. This is essential for locating the order in our system insuring necessary coordination with that order.

Current Due Date: Provide the current due date on the order you are issuing a supplement for. This will facilitate prioritization of the SLSRs received.

Other Line Numbers: If there are additional telephone numbers associated with the main account number, they should be entered here.

Supplemental Local Service Request - Public Access Line/SmartLine

D. - Firm Order Confirmation

This portion of the LSR will be used by the BellSouth LCSC to confirm that the requested order has been processed and to provide the scheduled date for completion of the requested activity.

BellSouth Order #: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity. There is space for three (3) order numbers if necessary.

Assigned #: The telephone number(s) assigned to a customer in the case of new service or a number change request. There is space for assigning three (3) numbers. If more are needed, they will be included in the remarks. If additional lines are being ordered on the Supplemental LSR, remember to include the listing and Premises Access information in Part B, if required.

Order Due Date: The date the requested activity is scheduled to be performed.

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for processing the order.

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

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

Premises Visit? (Y/N): The LCSC will determine if a premises visit is required and enter Y (Yes) or N (No).

Time Scheduled: If a premises visit is required, the appointment time will be shown here.

Blg Acct: Each CLEC will have a series of unique billing account numbers assigned which identify the CLEC and are associated with the appropriate billing dates for end user telephone numbers. The account number which will be billed for any appropriate charges associated with the LSR will be entered here.