

comply with Sections 271 and 272 after interLATA authority is granted. The Act, the FCC, and this Commission also have safeguards in place to ensure BellSouth's continued compliance with the Act, with state laws, and with state and federal regulatory requirements. Furthermore, he stated that BellSouth will continue to have two strong business incentives to cooperate in the development of local competition. It will still be heavily regulated, and if it is not cooperative, it cannot expect regulators to relax regulation until they are confident the market will discipline its behavior. In addition, BellSouth now provides unbundled network elements to CLPs as a wholesaler and as such must provide quality service to the CLPs in order to be viable in this business and generate revenues.

Mr. Varner disagreed with Mr. Gillan's assertion that the reason there is no measurable competition is that BellSouth has not implemented the tools necessary for widespread competition. He stated that BellSouth has opened its markets to competition and made all checklist items functionally available, but it cannot control every entry strategy of the CLPs or force them to avail themselves of what it is offering.

Regarding Mr. Gillan's assertion that it will be easy for BellSouth to offer long distance service because of all the industry infrastructure changes that have been made over the past fifteen years, Mr. Varner stated that many of the actions to open the long distance market were taken by the LECs and that with such experience it should be obvious that the LECs are fully capable of successfully opening the local market. He also stated that the assertion that BellSouth's entry is immediate and ubiquitous trivializes the legal and market hurdles BellSouth must overcome in order to enter. As for the cost and difficulty of entering the local market, Mr. Varner pointed out that competitors can enter as resellers and also by purchasing unbundled network elements with minimal network investment. Moreover, if a CLP decides it is feasible to construct facilities, it would only have to do so for its particular customers in specific areas, e.g., major urban areas, and can use BellSouth's network to serve other areas. In addition, they could join service with CAPs who have already constructed local networks in urban areas.

As to the assertion that there must be competition for each service in the one-stop package or competition in all markets will suffer, Mr. Varner pointed out that the IXCs can enter the local market and have one-stop shopping today, and that the joint marketing restriction applies only to carriers that serve greater than five percent of the nation's presubscribed access lines and only to the services they get under the resale provision of the Act from a BOC who has not been granted interLATA relief. Moreover, this restriction is lifted on February 8, 1999.

Mr. Varner disagreed with Dr. Kaserman's conclusion that the long distance market is already competitive and that BellSouth's entry will not benefit the public interest. He explained that BellSouth has never argued that the interLATA market is not competitive. BellSouth has said that it is an oligopoly which BellSouth's entry could break up and further benefit consumers. In addition, he stated that consumers will benefit because there will be greater incentive for CLPs to enter the local market. Allowing BellSouth to offer a full range of services will be a powerful stimulus for the IXCs to do the same. Those who were not planning to provide local service will almost certainly enter the local market in order to compete effectively for their long distance customers; those who were planning to enter will

do so more quickly; and those who have already entered will compete with greater intensity.

The Commission has carefully considered the arguments on both sides of this issue in light of our experience with bringing the benefits of competition to all telecommunications markets in North Carolina. No structural analysis has convinced us that the interLATA market is effectively competitive. Having long been frustrated by the lock step pricing of the largest carriers in this market, we believe that substantial public benefits are to be realized from the entry of a strong competitor like BellSouth. While we can appreciate BellSouth's desire that the Commission focus on the interLATA market in deciding whether its entry is in the public interest, we cannot ignore the effect of such entry on the local exchange market. We reject, however, the intervenors' contention that the local exchange market must be effectively competitive before BellSouth's interLATA entry is allowed, finding their position both legally and practically flawed. We agree with Mr. Varner that BellSouth's interLATA entry will not only bring the benefits of increased long distance competition but will accelerate the development of local exchange competition. We are satisfied that having met the requirements of the fourteen point checklist through its SGAT, BellSouth has opened its local markets to competition in compliance with the Act. We are unwilling, as a matter of policy, to wait for BellSouth – and its competitors – to do more. Indeed, we believe that unless and until BellSouth is allowed to enter the interLATA market, the effective competition may never develop in either the local or the interLATA market. In addition to our frustration over the lack of effective competition in the interLATA market, we have become increasingly disappointed by the pace of entry on the part of the many CLPs that have been certificated. If the presence of BellSouth in the long distance market will encourage the IXCs to enter the local market, and we believe it will, the public interest will clearly be served. Far outweighing any potential concerns about BellSouth's behavior once interLATA authority is granted is the very present lack of effective competition in both the local and long distance markets today. The preponderance of the evidence, both theoretical and empirical, persuades us that BellSouth's entry into the interLATA long distance market in North Carolina under conditions laid out by Congress and enforced by the FCC and this Commission is the fairest and most expedient way of bringing the benefits of competition to the State as a whole.

Based on the evidence presented, the Commission finds and concludes that the authorization of BSLD to provide interLATA service in North Carolina is consistent with the public convenience and necessity in accordance with Section 271(d)(3)(C) of the Act.

IT IS, THEREFORE, ORDERED as follows:

1. The Statement of Generally Available Terms and Conditions filed by BellSouth on August 5, 1997, be modified to provide that the price of any interconnection or unbundled network element provided under an interim rate will not be adjusted upward retroactively.

2. BellSouth's Statement of Generally Available Term and Conditions, as modified, is approved pursuant to Section 252(f) of the Act.

3. BellSouth's Statement of Generally Available Terms and Conditions, as modified, meets the requirements of the fourteen-point checklist in Section 271(c)(2)(B) of the Act.

4. The Commission finds and concludes that the authorization of BellSouth Long Distance to provide interLATA services in North Carolina is in the public interest.

ISSUED BY ORDER OF THE COMMISSION.

This the _____ day of _____, 1997.

NORTH CAROLINA UTILITIES COMMISSION

(SEAL)

Geneva S. Thigpen, Chief Clerk



Room 10144
 1200 Peachtree St.
 Atlanta, GA 30309
 404 810-4575
 FAX: 404 810-4593

A. J. Calabrese
 LIAM Vice President
 Southern States

May 5, 1997

FYI

Sharon

34

Mr. Mark Feidler, I
 BellSouth Interconnection Services
 4511 BellSouth Center
 675 West Peachtree Street
 Atlanta, GA 30375

Dear Mark:

As you well know, AT&T is disappointed with the outcome of the project to implement a tagged value pre-ordering solution with BellSouth. AT&T found this solution to be an attractive alternative to the BellSouth LENS system because BellSouth would provide the query responses in a format which could be useful to AT&T in eliminating manual rework. You have been forthright in your ownership of BellSouth's inability to deliver the requested interface in the needed window, so I won't belabor that issue here.

However, there are some learnings that can be gleaned from a brief history of this project. First, BellSouth provided information sporadically throughout February and March. Much of the information was verbal and was insufficient to complete our Joint Implementation Agreement. As a result of escalation, BellSouth finally committed to provide the documentation on the CGI tagged values for AT&T's use by March 20, 1997. Although BellSouth did provide information on March 20, it was incomplete. BellSouth subsequently agreed to provide the completed documentation by April 10. However, on April 8, BellSouth informed AT&T that it had redesigned the interface to the CGI server. What AT&T received on April 10 was documentation on a new design. After examining the April 10 documentation, AT&T discovered that the redesign would shift, to AT&T, much of the development that would have been done by BellSouth under the original design. As we discussed, BellSouth's failure to deliver the information as expected means AT&T will not be able to implement the interface to BellSouth's CGI server by July 1, 1997.

So what are the learnings? 1) AT&T now needs BellSouth to make a firm commitment to deliver the Pre-Order interface known as EC-Lite as soon as possible. To this end, BellSouth confirmed on 4/30/97 that it will at least meet the December 31, 1997 contract date, and further, will try to deliver by December 15, 1997. 2) We need to develop, document and update an EC-Lite

- 2 -

project plan that we can both rely upon in terms of technical specifications, capability, and timeframes. 3) We now also need to explore our options regarding the BellSouth LENS application as a potential interim solution.

I would also like to apply these learnings to the current situation relative to the "lock-down session" of BellSouth SMEs on UNE billing and call flows, and to our request to expedite the Bona Fide Request process that BellSouth demanded to accommodate a review of AT&T Digital Link trunking and billing.

AT&T needs firm commitments and project plans documented on the trunking and billing arrangements that are necessary for the AT&T Digital Link project by the May 6th date by which BellSouth has promised to make known its implementation timetable for these projects. This would be in response to the Bona Fide Request submitted by AT&T to BellSouth on 4/23/97. Exiting the BellSouth UNE-P "lock down" session, AT&T would expect a documented project description with timelines that spell out BellSouth's UNE-P billing and call flow responses to AT&T's implementation request.

Joint development teams are currently working on these projects, and these joint development teams must make it a priority to achieve these initiatives. Please confirm the BellSouth team members who will be responsible for each joint development (EC Lite, UNE ordering and billing, and AT&T Digital Link requirements), no later than May 8, 1997, with a "principal" and contact number for each project.

As you know, we discussed these items at our joint team meeting on 4/30/97. I will have Pam Nelson work with Quinton Sanders to document our business to business agreements that were developed or confirmed at that meeting.

Sincerely,



A. J. Calabrese

cc: Quinton Sanders
Pam Nelson

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

In the Matter of: :

CONSIDERATION OF BELLSOUTH :
TELECOMMUNICATIONS, INC.'S SERVICES :
PURSUANT TO SECTION 271 OF THE :
TELECOMMUNICATIONS ACT OF 1996 :

Docket No. 6863-U

Room 177
244 Washington Street
Atlanta, Georgia

Monday, July 14, 1997

The above-entitled matter came on for hearing
pursuant to adjournment at 10:00 a.m.

BEFORE:

ROBERT BAKER, Vice Chairman
MAC BARBER, Commissioner
DAVID BAKER, Commissioner
ROBERT DURDEN, Commissioner

* * *

Page 3461

1 changed substantially since that specification was released?

2 A LENS has changed somewhat. I don't know if I can
3 agree with the characterization of substantially. But the
4 specification can be updated to reflect the changes in LENS.

5 Q Has the specification been updated?

6 A No, I don't believe so. As I said earlier, I
7 don't think that there's been -- there's been nobody who has
8 been asking us to undertake this development work.
9 Certainly if that development work were to be undertaken, we
10 would make sure that this document conformed with exactly
11 what is in LENS today.

12 This is intended to show that the capability is
13 available and that there is an accepted method for
14 developing a program that negotiates the movement of data
15 between a server, such as the LENS server, and an
16 independent computer application.

17 CHAIRMAN WISE: What would be the purpose of
18 updating and changing the specs anyway?

19 THE WITNESS: Well, there isn't any now because
20 with AT&T developing their customized interface with us and
21 with nobody else coming forward to say that they want to do
22 this, it would frankly be a waste of time right now to try
23 to keep this updated.

24 CHAIRMAN WISE: Were you responding to CLECs at
25 the time, or in this case AT&T --

1 A Yes.

2 Q At this point is it fair to say that BellSouth
3 has not completed the specifications for using CGI in
4 conjunction with LENS and has done no development of an
5 actual CGI -- the portion of the CGI that needs to be done
6 on BellSouth's side of the interface?

7 A While I would agree that it's true that BellSouth
8 does not have a completed specification, and it's also true
9 that we haven't done any of the development work, with the
10 specification that we have, there is a, more than a good
11 starting point of what needs to be done. The existing
12 specification would have to be updated as it is now a few
13 months out of date.

14 Q So whenever you say that an ALEC could design a
15 front-end system to integrate LENS and EDI, a prerequisite
16 to that is for BellSouth to complete the CGI specification
17 and for BellSouth to complete some CGI work on its side of
18 the interface; is that correct?

19 A No, I don't agree that it's a prerequisite.
20 There is enough information available as a starting point
21 that the work could proceed in parallel.

22 Q The work of a CLEC to turn up for commercial use
23 a system that -- a front-end system that integrates LENS
24 and EDI cannot be completed without further work by
25 BellSouth; is that correct?

DISTRIBUTION LIST
Subject: Appreciation for the training session
Creator: witbroda /Internet,Mime (witbroda@lci.com)

Dated: 7/24/97 at 11:20
Size: 266 bytes

FROM: witbroda /Internet,Mime (witbroda@lci.com)
TO: Jimmy L. Patrick /AL,BRHM02
Martha J. Romano /AL,BRHM08

TEXT
Subject: Appreciation for the training session
Creator: witbroda /Internet,Mime (witbroda@lci.com)

Dated: 7/24/97 at 11:20
Size: 883 bytes

To all involved in the training program;

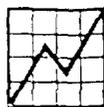
Thank you all for your attention in attending the 7/22/97 training session. I appreciated the candor and willingness to discuss the IG and application. As there are several opportunities to improve this process at our end, I am grateful for the information that you provided.

The concerns that we shared in regards to production environment and future training enhancements can be resolved. It is a matter of cooperation and willingness to work out the details. I am glad that everyone who is working on the LCI system test had an opportunity to see the application. It will be much easier to communicate if we can share a perspective or an environment.

I am looking forward to working with you during the upcoming EDI certification system test.

Al Witbrodt

Please pass this on to Bob Harris. He did well under difficult circumstances.



DEWOLFF, BOBERG & ASSOCIATES, INC.

Resources to management for improving performance

P.O. Box 21989 • Charleston, South Carolina 29413-1989 • 1-(800)-800-6030

Krista Tillman
Operations Vice President
BellSouth, Interconnection Services
675 West Peachtree Street
Atlanta, GA 30375

September 15, 1997

Re: BellSouth Telecommunications, Inc. LCSC Project

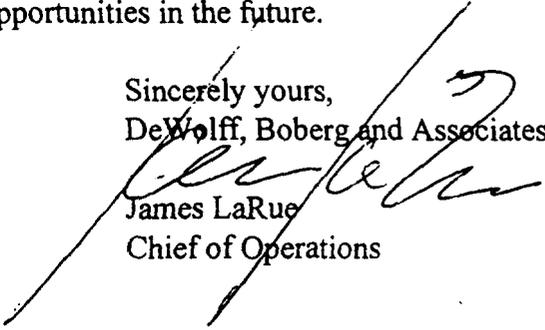
Dear Ms. Tillman:

We concluded the project on August 15, 1997. Through the joint efforts of BellSouth and DeWolff, Boberg and Associates, objectives of the project were met and, indeed, the expected results were exceeded. Our objective was to assist your organization in accelerating the Operational Readiness of the LCSC centers in Atlanta, Georgia and Birmingham, Alabama. During our Analysis in March, four deliverables were identified as key areas of development focus:

- Detailed process flows that are validated, tested and measured.
- Improved training process that delivers qualified candidates.
- Define Key Performance Indicators.
- Enhance and install Management Operating System to effectively manage the Key Performance Indicators.

With Eddie English, Senior Director, Bill Bolt, AVP, and their staffs, these deliverables have been developed and installed. The centers are operational and ready to handle your customer's request for service. The result of the installations made were measured and compared to the analysis period. Tangible improvements have been attained in Service, Productivity and Quality. For example the numbers of LSRs processed within forty-eight hours improved 79%, processing time was reduced by 45%, and overall productivity increased 160%. Other measurements such as first time quality were installed and they will serve as benchmarks for a continued improvement process.

We have enjoyed working with your organization in this successful project, and we are ready to assist you with any other opportunities in the future.

Sincerely yours,
DeWolff, Boberg and Associates

James LaRue
Chief of Operations

CC DOCKET NO. 97-208
STACY OSS AFFIDAVIT

EXHIBIT WNS-6
BELLSOUTH ORDERING GUIDE FOR CLEC

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GENERAL INFORMATION

Purpose

This section relates to start-up processes for local telecommunication providers in the BellSouth serving area. The information includes: items required by BellSouth prior to processing service requests from a CLEC; BellSouth services relating to databases and billing processes; special options available to the CLEC and/or CLEC end users; and services provided by BellSouth Advertising and Publishing Corp. (BAPCO).

This document provides detailed information applicable in the nine states served by BellSouth. The information is generally applicable in all states, however, due to individual state requirements, including specific Public Service Commission rules and decisions, aspects of the handbook may not apply or may apply differently in an individual state. It is recommended that the CLEC contact BellSouth personnel to confirm the applicability in a particular state, if a question arises.

Key Acronyms

LCSC - BellSouth's Local Carrier Service Center
CLEC - Competitive Local Exchange Carrier/Company
BAPCO - BellSouth Advertising and Publishing Corporation

Related Documents for Facility Based Providers

This handbook is designed as a supplement to the documents listed below. These documents are extremely important and contain the majority of information required for order processing for Facility Based Providers.

- “Access Service Ordering Guidelines” (Also known as ASOG; published by Bellcore)

To obtain a copy of the ASOG document, contact:

Joy Brown, Project Manager
BellSouth
Room 29A51
675 W. Peachtree Street
Atlanta, GA 30375

Telephone Number: (404) 927-7393

- “Guide to Interconnection”

To obtain a copy of the “Guide to Interconnection”, contact your CLEC Account Team

Mechanized Interfaces

BellSouth offers mechanized interfaces for Pre-ordering, Ordering, Billing, Provisioning, and Repair processes. Interested CLECs should contact the account team for information concerning use of these interfaces.

Ordering Guide Distribution

This document is distributed initially by the Contract Negotiations Team or the Account Team. Updates will be provided on the Internet with the following address:

www.bellsouth.com/interconnection/local/Local_index.html

ACCOUNT TEAM

Contact the Account Team for the following services:
(This is not an all inclusive list.)

- Contract Negotiations
- Enhanced Billing Options Negotiations
- Initial Contact/Negotiator for Complex Services.
- Transport Percentage Negotiations
- Completion of Class of Service Request Form for Selective Routing *
- Selection of Customized Calling Restrictions (Dialing Options) *
- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Project/Order Coordination

CLECs which are a part of or affiliated with the AT&T, MCI and Sprint Interexchange Carrier families will be supported by their existing account teams. The contact numbers are provided in the "Guide to Interconnection".

All remaining CLECs will be supported by the CLEC Account Team.

CLEC Account Team Contact

Bill French - Account Manager
Office: 205-977-0535
Pager: 800-729-1372

Mailing Address

BellSouth
3535 Colonnade Parkway
Room E4E1
Birmingham, AL 35243

***These forms must be completed in conjunction with the up front planning and/or negotiation process and submitted to the account team. No orders should be placed prior to the completion of required network activities.**

LOCAL CARRIER SERVICE CENTER

Purpose

The Local Carrier Service Center (LCSC) serves as the point of contact for processing local service requests from CLECs.

Responsibility

The LCSC is responsible for providing the following services for its customers:

- Delivering authorized customer record information
- Processing service order requests
- Handling billing inquiries and payment arrangements

Holidays Observed

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

Telephone Numbers

Use the telephone numbers below to contact the LCSC for any questions relating to local service requests and billing inquiries. All completed forms ordering local service should be faxed to the appropriate Fax Number as indicated here.

CLEC	Telephone Number	Fax Number
AT&T	800-677-0807	800-655-4698
MCI	800-872-3116	800-872-7059
Sprint	800-773-4967	800-773-4970
Wireless	800-667-1505	800-655-6714
All other CLECs: Facility Based Orders	800-773-4967	800-773-4970
Resale Small Business Orders	800-773-4967	800-773-4970
Resale Consumer Orders	800-773-4967	888-704-9368

BONA FIDE REQUEST PROCESS

Request for Unbundled Capabilities

In order to evaluate the availability and feasibility of all CLEC requests for unbundled services or capabilities not currently addressed in agreements, the Bona Fide Request (BFR) Process was developed. The BFR Process ensures that all requests for new services are answered in a timely and efficient manner and in compliance with applicable regulatory requirements.

If you would like to submit a Nondisclosure Agreement in association with your request, please attach a BellSouth prepared non-disclosure agreement or request one to be sent to you for completion. If you have questions or concerns regarding any of the information being requested, your Account Team manager will discuss these matters with you and will work with you to pursue appropriate measures to address your concerns.

The completed "Request for Unbundled Capabilities" form, located at the end of the business procedures section, should be mailed or faxed to the following address:

BellSouth Telecommunications
Bona Fide Request Manager
675 West Peachtree Street
Atlanta, GA 36601
Fax Number: 404-529-7839

RESELLER BILLING

Bill Description

CLUB (Customized Large User Bill) is the recommended format for Reseller Billing. The CLUB process will generate a consolidated bill for each RAO. The CLUB bill will consolidate all the Reseller's customers' charges at a master account level. Complete end user billing detail is provided in the CLUB bill.

Electronic receipt (EDI, Magnetic Tape Billing etc.) if the CLUB bill is recommended. A paper bill is also available.

Electronic payment processes are also available and recommended.

Billing Requests

Requests for the establishment of CLUB billing should be directed to the LCSC. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services. The EBS office can be reached through the LCSC.

End User Billing Arrangements

Existing end user billing agreements (i.e., CLUB billing) will be discontinued WHEN the end user switches from BellSouth to a CLEC.

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) only after the end user has made a report to the appropriate local law enforcement agency. Example of these types of 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; harassing 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 a school official and advises that a child, or spouse, 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 calls or harassing calls will result in the 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: 8:00AM - 4:30PM, Mon-Fri
Florida, Georgia, North Carolina, South Carolina	780-2969 Eastern Time: 9:00AM- 5:30PM, Mon - Fri

CREDIT POLICY AND FORMS OF SECURITY

Credit And Deposit Policy

Before a new account can be established, BellSouth must be provided with information to determine deposit and advance payment requirements. This will be required before establishing the **Master Account** and submitting orders for processing.

BellSouth may require the CLEC to provide proof of satisfactory credit with BellSouth or pay a deposit and/or an advance payment prior to processing service requests. BellSouth will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

The CLEC should complete the attached Customer Credit Data Sheet form located at the end of this section. Once completed, forward the form to LCSC along with the Master Account Application.

Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Deposits for CLEC accounts cannot be combined with, precluded by, or covered by deposits for other BellSouth services.

Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company which meets all BellSouth standards.

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.

TARIFFS

Tariff Resources

Copies of tariffs may be purchased through outside Tariff Advisory Services. Listed below are the tariff advisories currently contracting with BellSouth.

Connie Wightman
Technologies Management, Inc.
PO Drawer 200, or
163 E. Morse Boulevard, Suite 300
Winter Park, FL 32780-0200
Telephone: (407) 740-8575

Misty Mason
Valucom, Inc.
415 Church Street, NE, Suite 204
Vienna, VA 22180
Telephone: (703) 255-0700

Brian Lem
CCMI/UGG
11300 Rockville Pike
Suite 1100
Rockville, MD 20852-3030
Telephone: (301) 816-8950

Ken Shafer
Communications Image
Technologies, Inc.
2222 Gallows Road, Suite 160
Dunn Loring, VA 22027
Telephone: (703) 698-7050

William Goddard
Telecommunications Information Services
280 North Providence Road
Media, PA 19063
Telephone: (215) 891-6857

Maureen Osorno
Product Manager Tariff Services
Room 2B41
100 South Jefferson Road
Whippany, NJ 07981

Janice Fromer
Tele-Tech Services
P.O. Box 757
McAfee, NH 07428
Telephone: (201) 827-4421

Public Reference Room
In the FCC
Room 514
1119 M. Street, NW
Washington, DC 20554

International Transcription Service (ITS)
Room 140
21 M Street, NW
Washington, DC 20037
Telephone: (202) 857-3800