

TELEPHONE NUMBER FOR MISDIRECTED CLEC CALLS
CLEC Contact Number

Fax #: 800-872-7059

A. CLEC Name _____

OCN _____

B. Single Point-of-Contact Telephone Number for CLEC End Users to contact when BellSouth is called in error.

Check the State(s) and Provide the Appropriate Number.

Alabama Kentucky North Carolina

Florida Louisiana South Carolina

Georgia Mississippi Tennessee

() - _____ - _____

C. Customer Name and Address (CNA) number for BellSouth to contact when investigating toll calls placed by their end users to CLEC end users: *

() - _____ - _____

Information Provided By:

Name _____

Title _____

Address _____

Telephone Number _____

Date _____

* See "Toll Call Investigation" Section

**REQUEST FOR UNBUNDLED CAPABILITIES
BELLSOUTH TELECOMMUNICATIONS**

CLEC Name _____
Phone Number _____
Address _____
CLEC Request Number _____

CLEC Contact _____
Phone Number _____
Address _____
Date Submitted _____

The following information is required for BellSouth to understand and evaluate your request.

1. Provide technical and functional requirements or characteristics of the requested capability.

2. What are the geographic coverage area(s) in which the service/application is to be accessible or is to provide access (City, LATA, State)?

3. If known, provide the serving address, central office(s) and NXX(s) involved.

4. Is this service available from any other ILEC? YES NO Unknown
If yes, which ILECs?

5. Are you requesting this same capability from other ILECs?
If so, please provide the ILEC name(s) and the name of the service.

6. Provide a diagram of the requested service. Attach additional pages as necessary.

NECA

**NATIONAL EXCHANGE
CARRIER ASSOCIATION**

NECA NON-MEMBER COMPANY CODE REQUEST FORM

CONTACT INFORMATION

REQUESTOR'S NAME *

TELEPHONE NUMBER

ADDRESS

FAX NUMBER

DATE OF REQUEST

* This contact will also be listed in Bellcore Routing Products as "Agent for Services of Process".
If you would like a different contact for this purpose, please notify Bellcore-IEA at 808-699-6700.

COMPANY INFORMATION

COMPANY NAME

ADDRESS OF CORPORATE HEADQUARTERS

STATE(S) IN WHICH COMPANY OPERATES

TYPE OF SERVICE COMPANY PROVIDES (e.g., Wireless [Paging, Beeper, Cellular, PCS], Certified Local Exchange, Competitive Access Provider, Local Reseller, etc.)

NECA must be notified of any mergers/acquisitions and/or name changes.

Companies operating in more than one state may be assigned multiple codes, one code for the overall company and an additional code for each state in which the company operates. Companies operating in only one state will be assigned only one code.

Please attach articles of incorporation as proof of existence and either certification by the state Public Utilities Commission or a copy of the company's FCC radio license which authorizes this company to provide telecommunications service.

RETURN FORM TO: MANAGER - TARIFF NO 4
NECA
100 S. JEFFERSON ROAD
WHIPPANY, NJ 07981

TEL # 201-884-8355
FAX # 201-884-8469

INTERCONNECTION SERVICES

Customer Credit Data Sheet

CUSTOMER (exact legal name): _____

STREET ADDRESS _____

CITY, STATE _____

CUSTOMER CONTACT (financial contact): _____

DESCRIPTION OF TYPE OF SERVICE: _____

ESTIMATED MONTHLY SERVICE BY AREA CODE: _____

ESTIMATED MONTHLY TRAFFIC (FOR BILLING SERVICES ONLY): _____

CREDIT RATING: _____

Main Telephone Number _____

Contact Telephone Number _____

PAY PER CALL %: _____

RATING _____

*****COMPLETE ONLY INFORMATION REQUESTED ABOVE*****

1. NUMBER OF YEARS IN BUSINESS: _____

2. PAYMENT HISTORY WITH BELLSOUTH:

- * YEARS OF SERVICE: _____
- * NSF CHECKS: _____
- * AVG. DELINQUENCIES/YR.: _____

3. BANK REFERENCE:

- * LENDING OFFICER NAME/PHONE: _____
- * TYPE OF RELATIONSHIP: _____
- * AVAILABLE LINE: _____

LINE /EST. MO. TRAFFIC: _____

4. TRADE REFERENCES:

- * VENDOR/CREDITOR NAME/PHONE: _____
- * AMOUNT/TERMS OF CREDIT EXTENDED: _____
- * VENDOR/CREDITOR NAME/PHONE: _____
- * AMOUNT/TERMS OF CREDIT EXTENDED: _____
- * VENDOR/CREDITOR NAME/PHONE: _____
- * AMOUNT/TERMS OF CREDIT EXTENDED: _____

5. CONFIRMED REGISTERED WITH SECRETARY OF STATE AND APPROVED BY PSC

6. BUSINESS/LEGAL ISSUES: _____

7. DEBT RATING (S & P): _____

OVERALL RATING: _____

CREDIT RATING PERFORMED BY: _____

DATE: _____

lease return to:

LCSC along with
Master Account Application

Submitted by : _____

Telephone Number: _____

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PRE-ORDERING FUNCTIONS

Pre-ordering information provides the CLEC certain information that may be needed when utilizing resold local exchange services. This information includes:

- Address Validation
- Service and Feature Availability
- Telephone Number Assignment
- Due Date Offerings
- Customer Service Records

The information and functions available through the pre-ordering interfaces are important to help a CLEC ensure the accuracy and quality of their LSRs. The validation will also help prevent unnecessary delays and fallout.

To order the Pre-Ordering Interfaces, contact your account representative.

Address Validation

This function confirms that the end user has provided a valid address.

Service and Feature Availability

This function provides the service and feature availability by central office. The CLEC can also verify that a feature requested by an end user is available in that switch.

Telephone Number Assignment

This function provides the capability to reserve telephone numbers. Telephone number reservation provides the CLEC the ability to request a pre-determined number of telephone numbers within a CLLI (Common Language Location Identification) as well as individual special number requests.

Due Date Offerings

This function provides information helpful in negotiating customer commitments for non-design service requests. It is available with the Local Exchange Navigation System (LENS) pre-ordering interface.

Customer Service Records

This function provides the CLEC account information for their customer as well as any BellSouth customer account. The CLEC cannot access any other CLEC's account or customer information.

The CLEC can obtain an end user's customer record using any one of the three ways listed below:

Submitting an LOA Prior to a Firm Order

Prior to submitting a firm order request for local service, the CLEC may provide BellSouth with an end user Letter of Authorization (LOA) request for records. A sample format of this request is provided at the end of this section.

Provided with FOC on Switch As Is Requests

A copy of the customer's record is provided when the LCSC processes the initial order to switch a BellSouth end user's account to a CLEC without changes. The information is provided as a confirmation of the services that will be billed to the CLEC. This information will be provided via facsimile.

On-line Interface

Account information for customers with 25 lines or less can be obtained on-line. Larger accounts can be provided electronically via a batch process.

TELEPHONE NUMBER RESERVATIONS

Reserving Telephone Numbers for End User Assignment

As an alternative to establishing an electronic pre-ordering arrangement for telephone number assignment (see Pre-Ordering Interfaces), CLECs may choose to reserve a pool of numbers for Resale or for Unbundled Ports, which will allow the "pre-assignment" of numbers for end users.

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

Prints of the reserved telephone numbers (example included in this section) will be returned to the CLEC by fax unless a disk is requested on the request submitted to LCSC.

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

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

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

Special Considerations

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

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

The following definitions identify fields and entry requirements on the request form. An exhibit of the form is provided at the end of this section.

Field Definitions for the Telephone Number Reservation Request

1. Date

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

2. Page 1 of __

Enter the appropriate page #s at the top of each Telephone Number Reservation Request

A. - Competitive Local Exchange Company

3. Co/OCN

The Company Name and 'Operating Company Number' for the CLEC submitting the Number Reservations Request.

4. FAX #

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

5. Requested By

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

6. Tel #

The telephone number of the person submitting the Number Reservation Request.

7. Remarks

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

8. Disk Requested?

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

9. If Yes, Mailing Address

The disk will be mailed to the address provided here to the attention of the person submitting the telephone number reservation request

B. - Reservation Request Details**10. CLLI**

11 Alpha/Numeric Character Common Language Location Identifier code.

11. Number to Reserve

A maximum of 100 telephone numbers can be reserved at a time.

12. Reserve Until Date

Telephone numbers can be reserved for up to three (3) months.

13. Confirmation Number:

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

14. Number Reserved:

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

15. Reserve Until Date

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

C. - Reservations Provided By

16. BellSouth Service Representative

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

17. Telephone Number

The telephone number of the BellSouth Service Representative.

18. Remarks

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

Telephone Number Reservations

Sample of Faxed Print or Disk File

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

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

SCHEDULING DUE DATES

Resale - Basic Telephone Service (Business & Residence)

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

Resale - Complex Services

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

Resale - Complex Services - Non-Project

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

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

Resale - Complex Services - Project

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

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

Unbundled Network Elements

Target intervals for the provisioning of Unbundled Network Elements (UNE) have been established. These target intervals assume normal working conditions, including safety, load, weather, and availability of equipment and facilities. Final due date commitments will be provided via the Firm Order Confirmation process for each individual order.

SPECIAL NUMBER ASSIGNMENTS

Description

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

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

Restrictions

- This service is available only where facilities or arrangements permit.
- Number alternatives are limited to those normally available for the serving central office or wire center which provides the access line. The end user is limited to the available options for the first three (3) digits (NXX) of the special telephone number.
- If requested manually, a search will be made for a special number only if an end user is placing a firm order.

Exception

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

Processing Special Number Requests

Special Number assignments can be requested via the pre-ordering interface or the forwarding of an LSR package to the LCSC. On the product specific form, indicate in the remarks that a specific number is requested. When a specific number is requested, indicate in the remarks section the number(s) in order of desirability. For example:

- a. (1st choice) - XXX-1234
- b. (2nd choice) - XXX-4321
- c. (3rd choice) - XXX-4343

The request should always be submitted specifying the desired digits, whether the request is for a specific number, a specific numerical pattern or a request for alpha characters to be listed in the directory in lieu of numeric characters.

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

END USERS WITH DISABILITIES

Directory Assistance Exemption & BellSouth IntraLATA Long Distance Reduced Rates

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. (A copy of this application is located at the end of this section)

BellSouth also 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 that exemption. (A copy of this application is located at the end of this section)

When a CLEC end user wishes to apply for the local Directory Assistance exemption or the BellSouth reduced long distance rates, the CLEC should provide the end user with the appropriate application exhibited at the end of this section. If an end user already has a disability exemption for local directory assistance or for reduced long distance rate and switches to another local service provider, a new application must be completed. The CLEC is responsible for maintaining the end user application in its files.

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(s) 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.

The application for Directory Assistance 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.

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 and other special services and equipment available for use by the CLEC or CLEC end users with disabilities. 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

CUSTOMIZED CALLING RESTRICTIONS (CREX)

Individual line numbers may be blocked from dialing certain codes according to the following chart. The option should be entered with the appropriate USOC on the Resale Service Form.

OPTION	BLOCKS
UNRESTRICTED	NO BLOCKING
1	1+,0+,0-,00-,01+,011+,411,PULSELINK,976,900,N11,
2	0-,0+,00-,01+,976,PULSELINK
3	1+,0-,0+,00+,01+,011+,900
4	900,976
5	976
6	900,976,N11
7	011,10XXX+011,
A	CREX1 WITH OPTIONAL CALLING PLAN
B	CREX2 WITH OPTIONAL CALLING PLAN
W	0-,0+,00-,01+,976,011+
X	976,900,011+
Y	976,900,N11,011+
Z	976,011+
SRG	1+,10XXX1+,976,900 (SENDS ANI7)
SRGBX	1+,10XXX1+,976,900 (SENDS ANI7) OCP (NC)PBX
SRGCO	1+,10XXX1+,976,900 (SENDS ANI7) OCP (NC ONLY)

NOTES:

- Options 1 through SRGCO cannot be combined.
- If 0- or 0+ is custom routed, then Options 1, 2, 3, A, B, & W cannot be selected.
- If Directory Assistance is custom routed, then Option 1 & A cannot be selected.
- SRG requires ANI 7 in 1AESS switches
- The 1 + 976 Restriction is only applicable within the end user's area code.

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 Changes

CLEC end users should report unauthorized PIC changes to the **PIC** 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

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.

FORMS

The following pages contain the forms referenced in this section. They are:

- **End User Letter of Authorization**
- **Telephone Number Reservation Request**
- **Application for BellSouth Directory Assistance Exemption**
- **Application Reduction in BellSouth Long Distance Charges**

END USER LETTER OF AUTHORIZATION

Date: _____

TO: BellSouth Local Carrier Services Center

Please provide the BellSouth Customer Service Record for the following end user's account:

Customer Name: _____

Main Account Tel. #: _____

FROM: CLEC Company: _____

CLEC Contact: _____

Contact's number: _____

FAX number: _____

Address: _____
