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## Unbundled Local Switching (ULS)

### 1. Service Description

#### A. Basic Service Features

Unbundled Local Switching (ULS) is a product that is designed to provide an CLEC (Competitive Local Exchange Company) with the ability to offer end office switching capabilities to their end users. The following elements make up ULS.

- 2-Wire Analog Line Port
- 4-Wire Analog Line Port
- 4-Wire Analog Trunk Port
- 2-Wire Line Port/Loop Combo
- 2-Wire Analog DID Trunk Port
- 2-Wire ISDN Line Side Port plus usage
- 2-Wire ISDN Line Side Port
- 4-Wire ISDN Line Side Port
- Selective Routing

#### B. Basic Service Capabilities

The ULS product is segmented into three parts - Line Port (ULS-LP) with access to Switching Functionality (SF) and a Trunk Port (ULS-TP) with access to SF. Trunk ports may be either dedicated or shared.

The line port is a dedicated facility that allows the CLEC to terminate an end users loop on the BST switch in order to provide the loop with the normal voice grade offerings (including Basic Rate Interface ISDN) of that switch. These offerings include: dial-tone; a telephone number; signaling; and access to other services such as 911, operator services and directory assistance.

The ULS-LP will be available on both a two-wire and four-wire basis, with each available on a Standard and an ISDN basis.

The trunk port is primarily a shared-use facility that provides the CLEC with the capability of terminating trunks into an end office switch for the purpose of sending traffic to, and delivering traffic from, other locations outside of that switch. ULS-TP will have two 4-wire versions, ULS-TP/4W with 64 clear capability and ULS-TP/4W with standard capability. Dedicated trunk ports will also be provided, i.e. DID, and PBX. All dedicated trunk terminated services currently offered to BellSouth customers will be available on an unbundled basis. Primary Rate ISDN should also be included.

Selective routing may also be ordered to allow access CLECs to route 0+, 0-, 555-1212, and 411 calls to an operator other than BellSouth's or to route 611 repair calls to a repair center other than BellSouth. Line Class Codes (LCCs) will be utilized until they are exhausted. An AIN solution will be explored as a potential long term solution for the industry.

Generic Number Intercept ("...number is no longer in service") will be included in the Unbundled Port.

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**B. Basic Service Capabilities (cont.)**

ULS-LPs and dedicated ULS-TPs are flat rated. ULS-SF and shared ULS-TPs are billed based on minutes of usage. It should be noted that a telecommunications provider may not use ULS in lieu of switched access to complete Interexchange calls unless that company also provides local service to that end user.

**C. How Does This Service Work**

Unbundled Local Switching will utilize either of the scenarios depicted below. The switching functionality will be described two ways in order to reflect two interpretations the FCC 96-325 requirements (scenario 1) and (scenario 2).

*Scenario 1 Features*

Switching functionality is a shared-use facility that provides the CLEC with the capability of connecting its end user's port with other ports, within the dial-tone providing switch. This would include routing between two line ports; two trunk ports; a trunk port to line port; and a line port to a trunk port. It also would provide the capability of the end user to send and receive calls/signaling messages, to and from other centralized call processing centers such as BST's signaling STP; BST's 911 center; etc.. This capability will have other billing elements which may include transport, additional switching functionality, and may require sharing of access and local interconnection charges and payments. It provides access to other unbundled elements such as BST's operators and directory assistance systems/personnel. These unbundled elements will be provided at their unbundled rate, in addition to the ULS charges. The CLEC would access to and pay separately for other services associated with the switching functionality that are performed by BST, such as changing the end users PIC; vertical features; etc.. These will be available to the CLEC on a customer specific basis.

*Scenario 2 Features*

This version of ULS is identical to scenario 1 except that BST would be required to include all the vertical features of the switch on a per-line basis and perform customized routing but BST would not be allowed to bill for these separately. The vertical features would include custom calling services, CLASS features and ESSX capabilities. They would not include features where there are additional hardware or software requirements that are in addition to the switch, i.e. SCP data base. A bona fide request would be required to price out and provide those features that require additional hardware and software.

**D. Feature Interaction**

No additional feature interaction would exist for Unbundled Local Switching other than the same feature interaction we have with BST line features today. The same interactions would apply.

**2. Tariff References/Price List References**

Pricing is on a contract basis.

## Unbundled Local Switching (ULS)

### **3. Installation Intervals**

#### **1. Installation - 2 Wire line port and port loop combo.**

- Intervals should be based on real time analysis of real time work loads. Systems will display available due dates and installation intervals consistent with BellSouth service today.
- Expedite charge for shorter interval requests, CDD does not apply.

#### **2. Installation - 2 Wire DID Trunk port**

- DID will require the same type of coordination required today and normal intervals will apply.

#### **3. Installation - Selective Routing**

- Project Coordination will apply for the initial request for Selective Routing LCC creation. Once LCCs have been ordered, CLECs may order ports equipped with selective routing under normal port installation intervals.

#### **4. Installation - 4 Wire Analog Line Port**

- Will be ordered using BFR. Not being installed in BellSouth today.

#### **5. Installation - 4 Wire Analog Trunk port**

- Will require the same type of coordination required today and normal intervals will apply.

#### **6. ISDN - 2 Wire and 4 Wire**

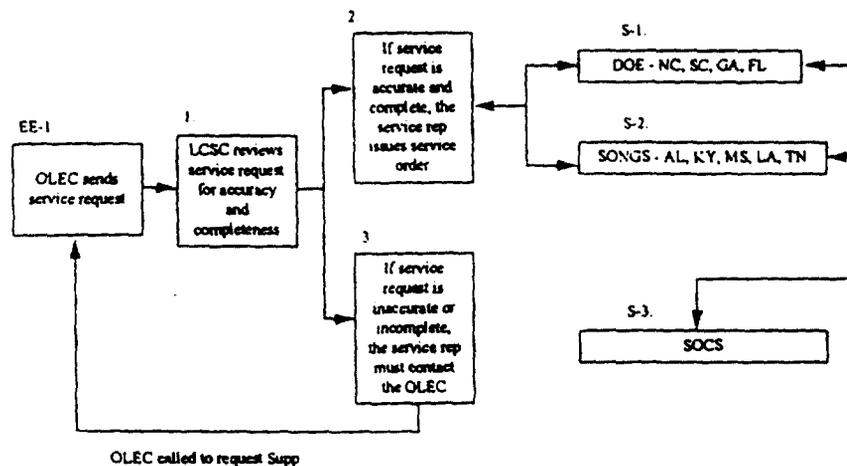
- Intervals consistent with BellSouth customers.

**4. Service Inquiry and Ordering Guidelines**

ULS will be ordered through CRIS with unique USOCs for type of line port and trunk port requested. The LSR documented in the Facility Based Ordering Guidelines is the document CLECs will use to request service. EDI (Electronic Data Interchange) will be used to transmit the LSR. Until the EDI is available, manual LSRs will be accepted.

Selective Routing will require an additional document to order the Selective Routing Code. This will be coordinated between the Account Executive and the CLEC. This is in the development stages at this point. A draft version is on the following pages.

**> LCSC Process Flow**



EE-1 The CLEC issues a service request and FAXs it to the LCSC.

1. LCSC reviews service request for accuracy and completeness.
2. If service request is accurate and complete, the Service Representative issues the order for service.
- S-1 If the service request is for service in NC, SC, GA, or FL the service order is issued in DOE.
- S-2 If the service request is for service in AL, KY, MS, LA or TN, the service order is issued in SONGS.
3. If the service request is inaccurate or incomplete, the Service Representative must call the CLEC and request them to send a Supp which reflects the corrected information.
4. Once a Supp with the corrected information has been received, the Service Rep issues the service order.

**5. Customer Education**

**A. No training tariffed. Quarterly meetings scheduled with CLECs.**



**CLEC  
Class of Service  
Ordering Document**

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**Line By Line Instructions**

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1. **ORDER NUMBER:** Enter the order number.
2. **CUSTOMER:** Enter the customer's name, telephone and FAX numbers.
3. **ACCOUNT EXECUTIVE:** Enter the Account Executive's name, telephone and FAX numbers.
4. **LCCAM CONTACT:** Enter the LCCAM contact's name, telephone and FAX numbers.
5. **LCC ACCOUNT NUMBER:** Enter the Account number under which the LCC's are requested.
6. **STATE:** This field is to be populated by the LCCAM administrator indicating the CLEC LCC.
7. **CLLI:** Indicate the Common Language Location Identification where the LCC is to be built.
8. **OFFICE TYPE:** Indicate the switch technology (5ESS, DMS100, 1AESS, ETC)
9. **RATE AREA:** Indicate the rate area where the LCC is to be built.
10. **NEW LCC** LCCAM inventory Manager assigned LCC for the CLEC.
11. **DESCRIPTION** Description associated with the new LCC. Based on the State's tariff not all listed descriptions may be available. CLEC A, B, C and D allow for further customization based on existing state's tariffs, however these must be requested via service inquiry.
12. **NPA** Enter the new LCC's NPA. A separate LCC is required per NPA in the NORTEL switches.
13. **LATA** Enter the Local Access Transport Area (LATA) for the new LCC.
14. **HUNT** Is the new LCC to be used for members of a multiline hunt group? (yes/no)
15. **COIN\*** Is the new LCC to be used for coin lines? (yes/no)
16. **HOTI\*** Is the new LCC to be used for hotel/motel with ANI 6? (yes/no)
17. **PBX\*** Is the new LCC to be used for PBX service? (yes/no)
18. **ISDN\*** Is the new LCC ISDN service? (yes/no)
19. **MSRV** Is the new LCC for Multiserve use? (yes/no)
20. **CLASS** Is the new LCC to support TouchStar services? (yes/no)

## Unbundled Local Switching (ULS)

21. 0- Indicate the OS trunk group number to which 0- (Zero Minus) traffic is to be routed. If left blank 0- traffic, if not restricted via a CREX will be routed to BST's TOPS.
22. 0+ Enter the OS trunk group number to which 0+ (Zero Plus) traffic is to be routed. If left blank 0+ traffic, if not restricted via a CREX will be routed in accordance with BST's billing and routing guide.
23. 611 Enter the trunk group number to which 611 (Repair) service is to be routed. If left blank this traffic will be routed in accordance with BST's billing and routing guide.
24. 411 Enter the trunk group number to which 411 (Directory Assistance) is to be routed. If left blank the traffic will be routed to BST's Repair Bureau. DACC (Directory Assistance Call Completion) will be offered to LCC's without 411 selective routing in accordance with existing practices.

### Notes:

Only one item marked with a star (\*) can be selected on any one LCC.  
To support multiple CLECs, the 1AESS switch requires 1+ and 0+ to be routed to the same trunk group.

## Customized Calling Restrictions (CREX)

### NON MULTISERVE

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:**

1. OPTIONS 1 THROUGH SRGCO CANNOT BE COMBINED.
2. IF 0- OR 0+ IS CUSTOM ROUTED, THEN OPTION 1, 2, 3, A, B, & W CANNOT BE SELECTED.
3. IF DIR AST IS CUSTOM ROUTED, THEN OPTION 1, & A CANNOT BE SELECTED.
4. SRG REQUIRES ANI 7 IN IAESS SWITCHES

**Table 1**

**MULTISERV**

<b>OPTIONS</b>	<b>BLOCKS</b>
<b>UNRESTRICTED</b>	<b>NO BLOCKING</b>
<b>DENY ORIG</b>	<b>BLOCKS ORIGINATING CALLS</b>
<b>DENY TERM</b>	<b>BLOCKS TERMINATING CALLS</b>
<b>1</b>	<b>900/976</b>
<b>2</b>	<b>011</b>
<b>3</b>	<b>N11</b>
<b>4</b>	<b>411</b>
<b>5</b>	<b>TOLL 1+, 011+, 900, 976</b>
<b>6</b>	<b>ELCA AND TOLL 1+,011,900,976</b>
<b>SRGPL/SRG</b>	<b>1+,10XXX1+,900, 976</b>
<b>STATION REST 1</b>	<b>1AESS ONLY FULLY RESTRICTED INCOMING &amp; OUTGOING</b>
<b>STATION REST 2</b>	<b>1AESS ONLY FULLY RESTRICTED INCOMING</b>
<b>STATION REST 3</b>	<b>1AESS ONLY FULLY RESTRICTED OUTGOING</b>
<b>STATION REST 4</b>	<b>1AESS ONLY SEMI RESTRICTED INCOMING &amp; OUTGOING</b>
<b>STATION REST 5</b>	<b>1AESS ONLY SEMI RESTRICTED INCOMING</b>
<b>STATION REST 6</b>	<b>1AESS ONLY SEMI RESTRICTED OUTGOING</b>

**NOTES:**

- 1. DENY ORIGINATING CANNOT HAVE OPTION 1 THROUGH SRG/SRGPL.**
- 2. OPTION 5 CANNOT BE COMBINED WITH OPTION 1, 2, 6,OR SRG/SRGPL.**
- 3. OPTION 6 CANNOT BE COMBINED WITH OPTION 1, 2, 5,OR SRG/SRGPL.**
- 4. 1AESS STATION RESTRICTION 1, 3, 4, & 6 CANNOT HAVE OPTION 1 THROUGH SRG/SRGPL.**
- 5. IF DIR AST IS CUSTOM ROUTED, THEN OPTION 4 CANNOT BE SELECTED.**
- 6. SRG/SRGPL CANNOT BE COMBINED WITH OPTION 1 THROUGH 6.**

**Table 2**

**TAB 12**

# Operator Call Processing

## Technical Service Description

### Facility Based CLEC

#### I. Market Service Description

##### A - Basic Service Features

Operator Call Processing is available to Local Exchange Carriers, hereafter referred to as customers. While customers will have certain transport options concerning the method of connectivity to BellSouth's Operator Services System (OSS), there are no optional network features directly associated with this service. Connectivity to BellSouth's OSS will be accomplished via a trunk group connecting the customer's Point of Interface (POI) and the BellSouth OSS.

##### B - Basic Service Capabilities

Operator Call Processing is capable of providing both live operator (*Operator Provided Call Handling*) and mechanized (*Fully Automated Call Handling*) functionality.

BellSouth provides the following services to end users on the customer's behalf via Operator Call Processing :

- alternate billing services (collect, calling card, and third number billing)
- person-to-person calling
- dialing assistance and instructions
- verification/interruption of a busy line
- general operator assistance (all services BellSouth provides its own end users)
- emergency call trace

**Note on Emergency Call Trace:** The deployment of the BellSouth SS7 network and caller identification feature has reduced the number of such calls requested. The continued deployment of SS7 and its enhanced feature capability over the next 10 years will further reduce the need for Emergency Call Trace; therefore, BellSouth does not wish to bill CLECs for this service.

Processing alternately billed calls requires accessing a database to verify the correctness of end user billing information. BellSouth will store and retrieve the customers' end user billing information in and from its Line Information DataBase (LIDB). Optionally, customers may store their end user billing information in a database other than BellSouth's LIDB.

##### Selective Class of Call Screening

Selective Class of Call Screening provides the CLEC's end-user with the ability to block 1+ long distance calls while maintaining the ability to make long distance calls which are alternately billed. The subscribing CLEC must provide end user updates to support this service. Currently updates are submitted manually to BellSouth using the attached form. ANI 7 and the 1+ Blocking is done in the Facility Based CLEC switch.

## Branding

Branding provides an announcement to the caller prior to connecting them to an available operator or to the fully automated operator system.

BellSouth currently offers three service levels of branding to CLECs who order Operator Call Processing:

- Service Level 1 - BellSouth Branding
- Service Level 2 - Unbranded
- Service Level 3 - Customized Branding

If the CLEC does not specify the service level of branding desired, the default for Facility based CLECs is "no brand".

The customized announcement recording is produced one time and may be used both for Operator Call Processing and Directory Assistance at all locations where the CLEC orders service. The charge applies per CLEC and is billed only once unless the CLEC elects to change the recorded announcement,

The loading and tape of the announcement in the audio unit charge applies per TOPS location when the CLEC initially orders Operator Call processing.

Rate structure for *Operator Provided Call Handling* and *Fully Automated Call Handling* are as described in section I.A preceding. If the caller requires an operator's assistance during the *Fully Automated Call Handling* process, the call will default to *Operator Provided Call Handling*.

## C - Forecast

Demand used to calculate TELRIC rates is the total offered load on existing systems associated with BellSouth's provision of these services to its end users today. All Demand is CY 1996.

### 1) Regional (interstate and intrastate)

441,751,347 Calls  
238,750,000 Automated Calls

### 2) State (Interstate and Intrastate)

AL	28,021,473 Calls	FL	121,481,302
GA	98,875,527	KY	20,574,237
LA	31,159,845	MS	32,655,493

NC 36,926,832  
TN 40,841,204

SC 31,216,433

**3) Geo/wire Center (if applicable)**

Not Applicable

**D - Pricing Structure and Description**

**1) NRC (non-recurring charge)**

Charges associated with facilities that must be installed for transport.  
Recording and Loading Charges associated with recording, and loading of announcement in the TOPs switches.

*Customized Announcement Recording per CLEC.....\$1600.00 /per occurrence*  
*Loading and Tape creation of Announcement in Audio Units.....\$250.00 /per switch*

**2) Recurring Charges (Includes Station, Person, Calling Card, Other Assistance, Emergency Call Trace and Inward (Verify & Interrupt))**

<i>Operator Call Handling (OLEC stores in LIDB)</i>	<i>\$x.xx / mou</i>
<i>Operator Call Handling (OLEC does not store in LIDB)</i>	<i>\$x.xx / mou</i>
<i>Fully Automated Call Handling (OLEC stores in LIDB).</i>	<i>\$x.xx / call</i>
<i>Fully Automated Call Handling (OLEC does not store in LIDB)</i>	<i>\$x.xx / call</i>

**3) Credit Terms (for failure to meet commitments)**

Although we plan to provide under contract, will be same as generic terms offered in the access tariffs.

**E - Deployment Schedule**

**F - Distribution Channels**

Distribution is accomplished via the LCSC, ASR process.

**G - Product Codes, Sales Codes Requirements**

Product Code 60; no need for sales codes has been identified.

**H - Product Tracking Needs**

- 1) MOUs
- 2) Calls

Billing to key off of AMA recordings for each rate element. Number of MOUs and/or number of Calls (depending on rate element) must be counted to provide billing capability. Revenue Account Codes needed.

### **I - Tariff, Contract or Other Agreement**

#### **1) Tariff Requirements**

No state PSC tariff requirements have been identified.

#### **2) Contract and Contract Administration Requirements**

Will be provided as part of general contract with OLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service.

### **J - Advertising and Promotion Plans and Requirements**

None. Services will be marketed primarily via premises sales.

### **K - Customer Training Considerations**

Account Team assistance to coordinate the CLEC ordering of facilities and branding options is highly recommended.

### **L - Staff Support Requirements**

No incremental headcount required.

## **II. Network Architecture**

### **A - Physical Network Configuration**

#### **1) Switching Requirements**

A switching machine capable of a trunk interface to an Operator Services System as defined by Bellcore in FR-NWT-000271, *Operator Services Systems Generic Requirements* is required. The switch should support all trunk types needed for the originating classes of service that are eligible for Operator Call Processing.

#### **2) Signaling**

Trunk signaling formats formerly known as Feature Group C (FGC) or traditional signaling are employed. Support for coin signaling and/or operator hold may be required.

#### **3) Recording**

Automatic Message Accounting (AMA) Records are made using Phase 2 of the Expanded Bellcore AMA Format (EBAF). These records are made in the Operator Services DMS TOPS™ switch.

#### 4) Transport

Calls are sent from the OLEC end office over dedicated Operator Services trunks that provide call control functionality , i.e., Coin Control, Terminating Hold, Operator Recall, Sequence Calling, Time and Charge Quotation and Emergency Ringback.

All local and intraLATA call completion attempts are routed over an intertoll trunk facility directly to the terminating end office that serves the destination number.

#### 5) Drawing of Network Elements

See Attached

### B - Operational Support System Requirements

- 1) Billing
- 2) Service Order - provisioning

### C - Software Requirements

The following software is required in the DMS TOPS™ switch:

PCL TOPS004 (or higher)  
 OSB00001 Operator Services Basic  
 OSEA0001 Operator Services Equal Access  
 OSEA0003 Exchange Access Operator Services Signaling  
 ABS00001 Alternate Billing Services  
 ABS00002 Automated Alternate Billing Service  
 ABS00003 Operator Handoff to AABS  
 ABS00007 TOPS Directory Number Call Screening  
 ADVQ0001 Advanced Queuing  
 DVQ0003 Host Queue Management System  
                   or ADVQ0004 Remote Queue Management System  
 ADVQ0005 Host/Remote Networking by Queue Type  
 ENSV0001 Enhanced Services  
 ENSV0002 Automated Coin Toll Service (ACTS)  
 ENSV0003 TOPS Alternate Announcements  
 ENSV0008 EMTS  
 ENSV0009 External Real-Time Rating System Interface\* (Georgia only)  
 ENSV0011 Remotes  
 Gateway Software  
 Interactive Voice Subsystem (IVS) Software  
 EWSS0001 Enhanced Workstation Services

The following software is optional in the DMS TOPS™ switch:

ENSV0014 OSSAIN (LNP)

OSEA0005 Operator Services CCS7 Signaling  
 ABS00004 Account Code Billing  
 ABS00012 OLNS

### **III. Performance Standards & Reliability**

#### **A - General Description**

Service and answer time will be provided on par with service BellSouth provides to its end user customers.

#### **B - Diversity Requirements**

Not applicable.

#### **C - Performance Monitoring**

Included with monitoring BellSouth does on services provided to end users. The same operators will be providing service to OLECs and end users.

#### **D - Special Considerations**

None identified.

### **I. OAM&P (Ordering, Administration, Maintenance, and Provisioning)**

#### **A - Intervals for Installation, Repair**

30 - 180 Days

BellSouth will make every effort possible to complete service requests by the Customer Desired Due Date. Facility availability and construction requirements impact provisioning intervals.. Connectivity complements as described in T-S-Ds for network interconnection services provided.

#### **B - Description of Centers Affected and their Roles**

- 1) Operator Services Force Center will monitor demand requirements and adjust human resource schedules as required.
- 2) LCSC - receive and process orders and handle billing inquiries, adjustments, etc.
- 3) Billing - Investigate billing errors
- 4) NISC - Install trunks and do translations
- 5) CPG - order trunks

#### **C - Ordering Standards and Order Reception Standards**

Normal LCSC M&Ps.

**D - Repair Standards and Repair Order Reception Standards**

Not applicable.

**E - Service Management**

- 1) Operator Services Force Center will monitor demand requirements and adjust human resource schedules as required.
- 2) Operator Services Facilities Management in conjunction with the NRC and RTOC will monitor hardware, software and communications functionality to anticipate and quickly resolve maintenance problem.

**F - Billing and Special Arrangements**

- 1) **CABS or CRIS**  
CABS
- 2) **Release Requirements**
- 3) **Special Considerations (CLUB, special medium, etc.)**  
None.

**G - Internal Training Requirements**

Training will be developed for the following Centers and Work Groups as needed:

- 1) LCSC
- 2) Billing
- 3) Account Team

**H - Staff Support Requirements**

- 1) **Initial Roll-Out**  
Support needed for centers and systems described above for M&P development, training, etc.
- 2) **On-Going Requirements**  
Support needed for centers and systems described above for on-going updates to systems, documentation and training.

**TAB 13**

# Directory Assistance Access Technical Service Description

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## *Directory Assistance Access Technical Service Description May 12, 1997*

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**Document Prepared by:**

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**Directory Assistance Access T-S-D  
Operator Services Interconnection 5/12/97**

## TABLE OF CONTENTS

<b>I.</b>	<b>MARKET SERVICE DESCRIPTION</b>	
	A. BASIC SERVICE FEATURES.....	3
	B. BASIC SERVICE CAPABILITIES.....	3
	C. FORECAST.....	4
	D. PRICING STRUCTURE.....	4
	1. <i>NRC</i> .....	4
	2. <i>Recurring Charges</i> .....	4
	3. <i>Credit Terms</i> .....	4
	E. DEPLOYMENT SCHEDULE.....	4
	F. DISTRIBUTION CHANNELS.....	5
	G. PRODUCT CODES/SALES CODES.....	5
	H. PRODUCT TRACKING NEEDS.....	5
	I. TARIFF/CONTRACT/AGREEMENT.....	5
	1. <i>Tariff Requirements</i> .....	5
	2. <i>Contract/Contract Administration Requirements</i> .....	5
	J. ADVERTISING AND PROMOTION.....	5
	K. CUSTOMER TRAINING.....	5
	L. STAFF SUPPORT REQUIREMENTS.....	5
<b>II.</b>	<b>NETWORK ARCHITECTURE</b>	
	A. PHYSICAL NETWORK CONFIGURATION.....	6
	1. <i>Switching Requirements</i> .....	6
	2. <i>Signaling</i> .....	6
	3. <i>Recording</i> .....	6
	4. <i>Transport</i> .....	6
	B. OPERATIONAL SUPPORTS SYSTEM REQUIREMENTS.....	6
	C. SOFTWARE REQUIREMENTS.....	6
<b>III.</b>	<b>PERFORMANCE STANDARDS/RELIABILITY</b>	
	A. GENERAL DESCRIPTION.....	7
	B. DIVERSITY REQUIREMENTS.....	7
	C. PERFORMANCE MONITORING.....	7
	D. SPECIAL CONSIDERATIONS.....	7
<b>IV.</b>	<b>ORDERING/ADMINISTRATION/MAINTENANCE/PROVISIONING (OAMP)</b>	
	A. INTERVALS FOR INSTALLATION/REPAIR.....	7
	B. DESCRIPTION OF CENTERS AFFECTED AND THEIR ROLES.....	8
	C. ORDERING /ORDERING RECEPTION STANDARDS.....	8
	D. REPAIR/REPAIR ORDER RECEPTION STANDARDS.....	8
	E. SERVICE MANAGEMENT.....	8
	F. BILLING/SPECIAL ARRANGEMENTS.....	8
	1. <i>CABS or CRIS</i> .....	8
	2. <i>Release Requirements</i> .....	8
	3. <i>Special Considerations</i> .....	8
	G. INTERNAL TRAINING REQUIREMENTS.....	8
	H. STAFF SUPPORT REQUIREMENTS.....	9
	1. <i>Initial Roll-Out</i> .....	9
	2. <i>Ongoing Requirements</i> .....	9

## **I. Market Service Description**

### **A - Basic Service Features**

Via Directory Assistance (DA) Access (411 and HNPA-555-1212), BellSouth will provide telephone listing information to CLEC (hereafter referred to as "customer") end users on behalf of the customer. Facility based CLEC connectivity to BellSouth's DA will be accomplished via customer specific, application specific trunks connecting the customer's Point of Interface (POI) and the BellSouth DA Location. There are no optional network features directly associated with this service.

BellSouth DA is available as a UNE to facility based CLECs. For unbundled PORT CLECs, DA can be accessed via Selective Routing as defined in the TSD for Unbundled Local Switching.

For unbundled PORT CLECs, Directory Assistance Service cannot be ordered without ordering an unbundled PORT.

### **B - Basic Service Capabilities**

#### **Connectivity & Transport of DA Messages**

CLEC customers must deliver end user DA calls to BellSouth DA Location(s) via customer and application specific interconnection trunks. These DA trunks, which are ordered from BellSouth's Local Carrier Service Center (LCSC), utilize the same architecture heretofore used to interconnect Independent Telephone Companies operating in BellSouth's nine state region to BellSouth's Directory Assistance Locations. These DA trunks use "traditional" BellSouth SWA FGC signaling and provide ANI (originating number identification). Traffic types other than DA calls may not originate via these trunks.

The BellSouth Directory Assistance Locations are as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC No. 4. What's provided: DA Plus<sup>sm</sup> is a part of the Basic DA Access Service offering. BellSouth will only provide those listings which reside in our Directory Assistance DataBase. Addresses provided via DA Access may not reflect the location of the phone.

- ◇ The basic DA Access Service offering does not include access to non-published listings.
- ◇ Reverse search capability is provided where BellSouth provides such service to its end users.

- ◊ Branding is available three ways: Branded BellSouth, Unbranded, CLEC Custom Branded.

**C - Forecast**

Demand used to calculate TELRIC rates is the total offered load on existing systems associated with BellSouth's provision of these services to its end users today. A BellSouth region view was used to calculate TELRIC DA Access rates. Demand is for CY 1996.

- 1) **Regional (interstate and intrastate)**  
1,054,029,153 Calls
- 2) **State (Interstate and Intrastate)**  
Not applicable.
- 3) **Geo/wire Center (if applicable)**  
Not Applicable

**D - Pricing Structure and Description**

- 1) **NRC (non-recurring charge)**  
Only those associated with facilities that must be installed for transport.

- 2) **Recurring Charges**  
Rates associated with the UNEs must recover costs in a manner that reflects the way they are incurred (paragraph 743 of Order).

*Customized Announcement Recording (UOSD1) .....\$xxxx.xx / change*  
*Loading of Announcement in Audio Units (UOSD2) .....\$xxxx.xx / audio unit*

**Directory Assistance Usage Charges:**

*BellSouth Branded (USOC).....\$x.xxxxx / per call attempt*  
*Unbranded (USOC)..... \$x.xxxxx / per call attempt*  
*CLEC Branded (USOC)..... \$x.xxxxx / per call attempt*

**Note:** The rates shown above are proxy rates only.

- 3) **Credit Terms (for failure to meet commitments)NRC**  
Same as those described generically in current carrier access tariffs.

**E - Deployment Schedule**

Service can be provided now to facility based CLECs. Orders will be handled manually until standard ordering procedures are finalized.

Service is available to unbundled PORT CLECs via Selective Routing as defined in the Unbundled Local Switching TSD.

## **F - Distribution Channels**

Facilities Based CLECs Use Access Service Request (ASR) process through Local Customer Service Center (LCSC).

Unbundled PORT CLECs Use Local Service Request (LSR) process through Local Customer Service Center (LCSC).

## **G - Product Codes, Sales Codes Requirements**

Product Code 61; no need for sales codes has been identified.

## **H - Product Tracking Needs**

Billing is to key off of AMA recordings. Revenue Account Codes are needed.

- 1) Number of DA Attempts
- 2) Revenue

## **I - Tariff, Contract or Other Agreement**

### **1) Tariff Requirements**

No state PSC tariff requirements have been identified.

### **2) Contract and Contract Administration Requirements**

Will be provided as part of general contract with CLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service.

## **J - Advertising and Promotion Plans and Requirements**

Negligible.

## **K - Customer Training Considerations**

Negligible.

## **L - Staff Support Requirements**

1 JG 59 Product Manager currently supporting transaction.

1 JG 58 Project Manager currently supporting transaction.

## **II. Network Architecture**

### **A - Physical Network Configuration**

#### **1) Switching Requirements**

A switching machine capable of a trunk interface to an Operator Services System as defined by Bellcore in FR-NWT-000271, *Operator Services Systems Generic Requirements*, is required. The switch should support all trunk types needed for the originating classes of service that are eligible for Directory Assistance services.

#### **2) Signaling**

Trunk signaling formats formerly known as Feature Group C (FGC) or traditional signaling are employed. Support for coin signaling and/or operator hold may be required.

A separate unbranded trunk group is required for any CLECs who require unbranded DA (many CLECs can ride this unbranded trunk). A separate dedicated trunk group is required for each CLEC who requires customized branding (only one CLEC can ride this custom branding trunk).

#### **3) Recording**

Automatic Message Accounting (AMA) Records are made using Phase 2 of the Expanded Bellcore AMA Format (EBAF). These records are made in the Operator Services DMS TOPS™ switch.

#### **4) Transport**

Calls are sent from the CLEC end office over dedicated Operator Services DA trunks that provide call control functionality.

### **B - Operational Support System Requirements**

- 1) Billing
- 2) Service Order - provisioning

### **C - Software Requirements**

The following software is required in the DMS TOPS™ switch:

- PCL TOPS004 (or higher)
- OSB00001 Operator Services Basic
- OSEA0001 Operator Services Equal Access
- OSDA0001 Operator Services Directory Assistance

OSDA0004 Automated Directory Assistance Service  
OSDA0006 DA Automation Interface  
ADVQ0001 Advanced Queuing  
ADVQ0003 Host Queue Management System  
or ADVQ0004 Remote Queue Management System  
ADVQ0005 Host/Remote Networking by Queue Type

ENSV0001 Enhanced Services  
ENSV0003 TOPS Alternate Announcements  
EWSS0001 Enhanced Workstation Services  
EWSS0003 TOPS DA Subtending TMS  
EWSS0004 TOPS Open Position Protocol  
EWSS0007 Enhanced TOPS Message Switch (Host office only)  
ENSV0008 Enhanced TOPS operator centralization  
ENSV0011 Enhanced operation centralization remote support  
Gateway Software  
Intelligent Audio Processor (IAP)/Interactive Voice Subsystem (IVS) Software  
MPXI0001 TOPS MPX-IWS Platform Base  
MPXI0002 TOPS MPX-IWS Operating System and Network Communication  
MPXI0003 TOPS MPX-IWS Operator Assistance Application  
MPXI0005 TOPS MPX-IWS NT DA Application

### **III. Performance Standards & Reliability**

#### **A - General Description**

Service and answer time will be provided on par with service BellSouth provides to its end user customers.

#### **B - Diversity Requirements**

Not applicable.

#### **C - Performance Monitoring**

No specific requirements; however, network elements will be monitored as part of BST network infrastructure.

#### **D - Special Considerations**

None identified.

### **IV. OAM&P (Ordering, Administration, Maintenance, and Provisioning)**

#### **A - Intervals for Installation, Repair**