

**BellSouth's Preliminary Report**  
*to the*  
**Georgia Public Service  
Commission**

**Operational Interfaces Between  
BellSouth and Resellers**

June 21, 1996

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to the Georgia Public Service Commission on  
Operational Interfaces Between BellSouth and Resellers**

**June 21, 1996**

## Introduction

On June 12, 1996, the Georgia Public Service Commission ordered BellSouth to file within 30 days a joint report with AT&T on the operational interfaces between BellSouth and resellers of BellSouth's local exchange service. For more than a year, BellSouth has devoted extensive human and financial resources to its operational plans for accommodating other local service providers, and to implementing those plans. Therefore, this document is being filed as BellSouth's preliminary report on the status of its operational preparedness. While that preparedness encompasses the local market entry of both resellers and facilities-based local service providers, this report focuses on resale operations.

In keeping with the Commission's order, this report will describe the operational interfaces BellSouth has already developed and has available, or has made significant progress toward developing, for pre-service ordering, service ordering and provisioning, service trouble reporting, daily usage information, and the directory assistance and line information databases. In addition, BellSouth will describe the scope of its intensive internal operational preparations for providing customer service to resellers -- preparations which have required the expenditure of thousands of work hours as well as millions of dollars in internal systems changes. This report also includes a description of the key assumptions BellSouth made in support of its resale operations planning effort. Finally, diagrams depicting the processes BellSouth has developed are referenced throughout this report. A complete set of these diagrams also is contained in Tab 2.

## Background

Upon passage of Senate Bill 137 by the Georgia Legislature in March, 1995, BellSouth immediately intensified its planning to accommodate competition in the local exchange marketplace.

BellSouth established an interdepartmental operations planning team to identify solutions for the pre-ordering, ordering, provisioning, billing and repair needs of other local exchange companies (OLECs). Because of the broad scope and sheer number of the issues, the solutions developed have involved and will affect almost every aspect of BellSouth's operations. For example, operational preparations have thus far resulted in:

- Numerous modifications to ordering and billing systems
- Development or modification of operational interfaces
- Extensive process and procedure changes
- Employee training on new procedures and obligations
- Establishment of new roles and responsibilities

Despite the extent of the work already completed, this work is not yet at an end. The magnitude of this ongoing effort has involved extensive resources within BellSouth and has generated significant expense. For example, the operations team itself has averaged approximately ten full time members since April of 1995, with numerous other employees involved on an *ad hoc* basis during that same period. By conservative estimate, the ten full time members alone represent more than 27,000 work hours expended thus far. In addition, expenditures for internal operational support and billing system modifications needed in connection with OLECs' entry (both resellers and facilities-based) are expected to approach \$5 million by the end of 1996. This amount does not include the projected costs of electronic operational interfaces for resellers, which currently are estimated to be approximately \$10.5 million. Of course, expenditures of such magnitude highlight the need for determining how BellSouth will recover the costs incurred to serve OLECs.

### Operations Assumptions for Resale

Given the fact that the Georgia legislation allowed local competitors to enter the market as early as July 1, 1995, BellSouth set for itself the objective of ensuring that it could accommodate the initial entry of any reseller by that date. No companies, however, indicated an interest in having operational discussions relative to resale until

several months after the legislation had passed. Therefore, in undertaking its operations planning, BellSouth had to make a number of assumptions about the resale market, and about resellers' operational requirements.

BellSouth proceeded under the assumption -- which has proven to be well founded -- that it would need initially to be prepared to interface with a range of resellers with varying capabilities. These included "Mom and Pop" resellers, whose mechanization needs and capabilities would likely be minimal, as well as more sophisticated resellers such as large interexchange carriers. BellSouth's initial objective was to move quickly to ensure it could operationally accommodate the initial entry of any reseller, then to proceed with developing more sophisticated interfaces if warranted, as the resale market picture became more clear.

Based on its experience with access services, BellSouth recognized that large resellers ultimately might prefer mechanized interfaces. However, BellSouth also assumed that -- as with mechanized interfaces for access services -- those resellers would want industry solutions to mechanization issues. For example, given that large resellers could be expected to operate nationally from centralized operations centers, it would not appear cost-effective for those resellers to use different mechanized arrangements to interface with different local exchange companies. Furthermore, it would have been an imprudent use of resources for BellSouth to establish independent mechanized interfaces, knowing that subsequently the industry could well establish different standards, standards that BellSouth ultimately would be expected to meet. On the basis of these assumptions, BellSouth initiated development of interfaces where industry standards were unlikely to be at issue -- such as for trouble reporting, usage detail and pre-ordering information. For those interfaces that were likely to require conformity with national standards -- principally ordering interfaces -- BellSouth actively participated in the industry's Ordering and Billing Forum (OBF) committees as they began to address ordering issues related to the resale of local exchange services.

Another key assumption, which has been supported in operations discussions with potential resellers, was that the overwhelming bulk of resellers' orders to BellSouth would be for the purpose of switching BellSouth's existing customers to the reseller. **The significance of this assumption cannot be overstated, as it means that no pre-ordering information is required for the vast majority of resale service orders.** For example, when switching a customer with existing service, it will not be necessary for a reseller to assign a telephone number, ascertain an installation date, nor investigate product and service availability. The reseller will merely notify BellSouth that the end user has elected to become a customer of the reseller, and BellSouth will make the necessary changes in the billing records, with no disruption of service to the end user. In short, to compete for existing customers who are switching their service "as is", there will be no need for a reseller to access *any* pre-service ordering information. Nonetheless, to accommodate certain other types of orders, BellSouth has devoted substantial resources to developing both interim and longer-term pre-ordering interfaces, which this report describes in detail. In BellSouth's view, however, for the bulk of resale orders it will not be essential that completely mechanized pre-ordering interfaces be made available by July 15, nor would it be possible to meet that expectation.

\* \* \* \* \*

This report will describe the operational interfaces BellSouth already has made available; in so doing it also will detail BellSouth's considerable progress in introducing electronic interfaces for resellers. Prior to that discussion, however, it is important to consider both the magnitude of the other operational work that has been performed and the concomitant expense that this effort has generated. It is equally important to note that this considerable expense has thus far been absorbed by BellSouth in order to effectively accommodate competitors' entry into the local exchange market.

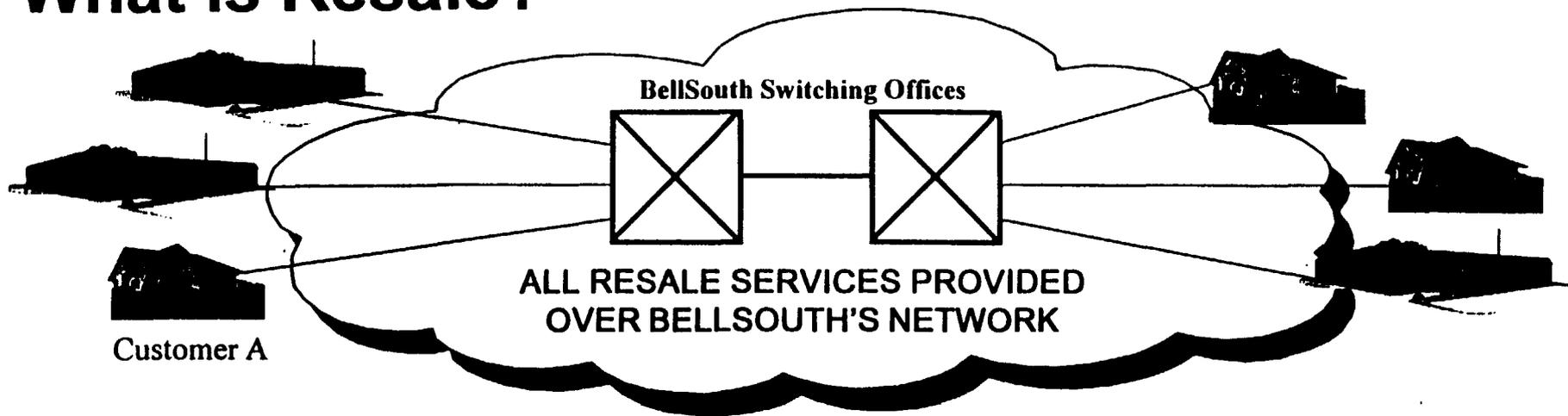
## Resale Customer Service

In keeping with its goal of supporting initial reseller entry by July 1, 1995, the BellSouth operations team quickly identified the need for a dedicated center to serve these new entrants. Accordingly, BellSouth established the Local Carrier Service Center (LCSC) as the point of contact for all resellers for ordering and billing matters. That center was in place prior to July 1, 1995. Equipping that center has thus far resulted in capital expenditures of nearly \$500K. This cost was incurred to purchase routers, servers, terminals and other equipment necessary to provide the LCSC service representatives with the ability to process orders and billing inquiries for resellers, and to provide the foundation for longer term mechanization efforts. In addition, the center hired LCSC service representatives, and trained them on the types of orders, both simple and complex, that resellers were expected to generate. A simplified description of BellSouth's view of the resale process is depicted in Figure 1 on the following page. Subsequent figures provide greater detail on particular operational interfaces, such as ordering, pre-ordering, trouble reporting, and billing detail.

In a further effort to assist resellers, BellSouth assigned account team managers from the InterConnection Services business unit to all new entrants. Also, the responsibilities of existing account teams serving interexchange carriers (IXCs) have been expanded to support the needs of IXCs who become resellers. These teams assist the resellers (as well as facilities-based OLECs) with such activities as completing ordering documents for complex resold services, establishing the reseller's initial account with BellSouth, and resolving service matters beyond the scope of the LCSC.

BellSouth also has developed a handbook entitled Resale Ordering Guidelines. This handbook is provided to all resellers or potential resellers to give them an overview of the entire resale process, as well as to assist them with their interaction and communications with BellSouth. A copy of this handbook is included in Tab 3 of this report. In addition, while it has not been included in this report, a

# What is Resale?



## Customer A Switches to a Reseller

### What the RESELLER does:

- Takes orders from **Customer A**
- Bills **Customer A** for service
- Takes repair calls from **Customer A**
- Makes all arrangements with BellSouth

### What BELLSOUTH does:

- Processes **resellers'** service orders
- Bills **reseller** for **Customer A's** service
- Repairs service when needed on behalf of **reseller**
- Provides all lines and features

**☎ BellSouth has established ordering, billing, and repair arrangements for Resellers that make resale transparent to end users. Examples of these arrangements follow.**

similar handbook is available to explain ordering processes for facilities-based interconnection and unbundled services, and can be provided upon request.

### Internal Systems Changes

Early in its planning process, BellSouth recognized that it would be essential to “protect” the reseller’s records from the end user marketing centers. As a result, BellSouth initiated system modifications to “restrict” resellers’ end user account information from BellSouth’s end user customer service centers. Simultaneously, BellSouth developed a process to display the reseller’s telephone number to end user service representatives, so that, if the end user should mistakenly call BellSouth, the service representative could provide the reseller’s number to the end user. Accomplishing the records restrictions and developing the informational screen to provide the resellers’ telephone numbers required significant systems work on BellSouth’s part, and resulted in an expenditure of approximately \$400K.

Likewise, BellSouth determined that repair attendants and service technicians would need additional information to indicate when an account belonged to a reseller. This involved even more systems modifications.

Extensive employee training has been required as well. For example, service representatives, repair attendants and service technicians have been trained on their obligation to provide the same quality service to resellers that BellSouth provides to its retail customers. These employees have been instructed to make no attempt to win the customer back to BellSouth should the end user inadvertently contact BellSouth.

## Ordering Interfaces

BellSouth has been more than willing to develop an electronic arrangement for order communications, both to accommodate the needs of resellers who might choose this as an optional method of operation, and to establish a foundation for future mechanization of BellSouth service orders. In fact, for several months prior to the Commission's order, BellSouth had been discussing with AT&T the feasibility of an electronic order communications process, such as an Electronic Data Interchange (EDI) arrangement. In those discussions, BellSouth repeatedly expressed two concerns.

First, as early as September of 1995 and on many occasions thereafter, BellSouth advised AT&T that a key element in enabling BellSouth to make a fact-based decision on the cost-effectiveness of electronic order communications would be the availability of AT&T's order forecast. This was necessary to evaluate whether the expense of such an interface would be warranted by the volume of transactions. Second, BellSouth's objective was to be certain it offered an interface that met the needs of all resellers, not just AT&T. BellSouth therefore expressed concerns that proceeding with an AT&T-specific interface would be wasted investment on BellSouth's part if a different process were adopted as the national standard by the industry's Ordering and Billing Forum (OBF), which had been actively evaluating the resale ordering process and associated systems. Appendix A lists the OBF committee meeting dates in which this subject has been or will be discussed.

In the meanwhile, BellSouth had developed a simple manual method for exchanging service request information between BellSouth and resellers. BellSouth believes that the simplicity of the process it designed ensures that the switch from one local carrier to another will be transparent to an existing end user. In fact, BellSouth already has processed more than 1,000 resale local service requests in this manner.

In developing this process, BellSouth considered three primary factors:

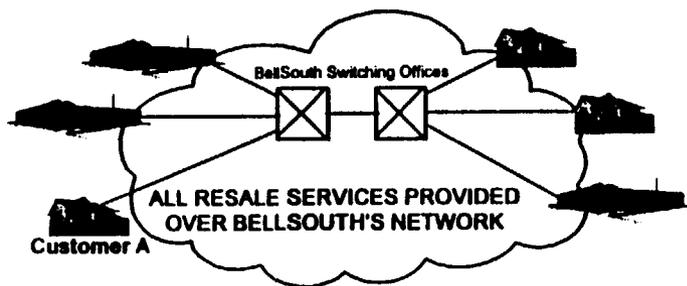
1. The need to be prepared for initial entry by July 1, 1995
2. The likelihood that national standards would emerge
3. The fact that almost all orders would be for existing customers who were switching service "as is"

Given these assumptions, BellSouth developed a resale service request form that could accommodate a switch "as is" with only minimal entries by the reseller, such as the customer's name and telephone number, and a check in the box for "switch as is". A sample copy of this form depicting an existing account being switched "as is" is provided as Appendix B. The service request form was developed with multiple sections to accommodate other situations, such as orders for new service, disconnects, or feature changes. BellSouth's expectation was that resellers initially would fax these forms to the LCSC. The resale order forms also have been made available on computer diskette, to enable resellers with personal computers (PCs) to fax the forms directly from their PCs to the LCSC. Tab 4 of this report includes a diskette containing the local service request forms.

With this streamlined arrangement, for the bulk of service orders the reseller can provide three items of information -- the customer name, existing telephone number, and the effective date of the switch. Further, the reseller can transmit this information directly from the reseller's PC to the LCSC, where the service representative changes the billing records, and sends a firm order confirmation back to the reseller (Section D on the form in Appendix B). The effective date of the billing change will be the service request date, not the order processing date. This process, and the fact that it is transparent to the end user of the resold service, is depicted in Figure 2 on the following page.

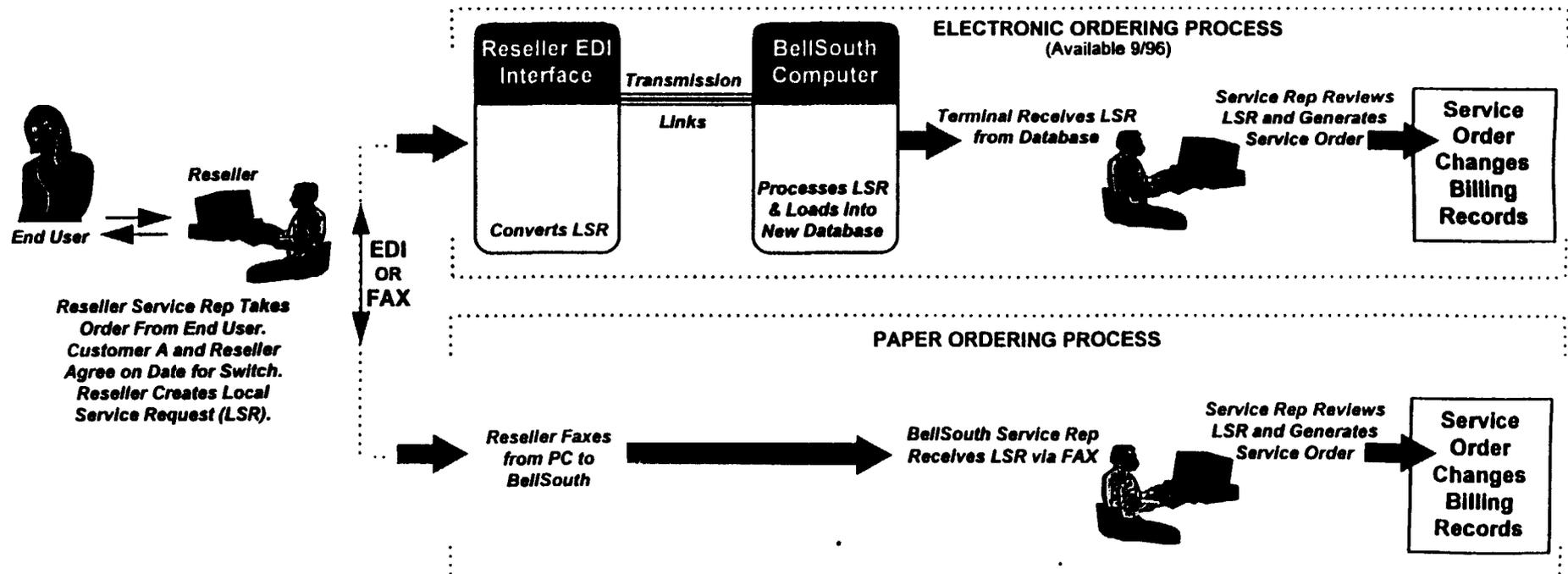
# Local Competition - Resale

## How a Customer Switches to a Reseller



**☎** With either electronic or paper ordering process, BellSouth changes billing from Customer A to Reseller to reflect requested change date. Customer A is not affected by ordering process between Reseller and BellSouth.

**Example: Customer A Switches to a Reseller of BellSouth's Service**



In April of 1996, there were two significant developments related to BellSouth's stated concerns. First, AT&T finally provided BellSouth with a preliminary ordering forecast. BellSouth obtained that information pursuant to a non-disclosure agreement, and thus will not disclose its contents here. However, it did contain some information that provided BellSouth with a factual basis for proceeding with an electronic order communications process.

Second, on April 23, the Ordering and Provisioning Committee of OBF recommended adopting an EDI-based standard for resale order communications. This recommendation gave more assurance that BellSouth's development efforts would be in keeping with the eventual national standard.

On the basis of these developments, the following week BellSouth dedicated a team of technical experts to work with AT&T on the technical details of the implementation. BellSouth's expectation was that the initial EDI links for an order transmission and confirmation process for basic orders could be completed by a fast-track date of August 1, 1996. Completion now is expected in September of 1996, due to the additional time required for AT&T to secure appropriate hardware and software to support the development effort. However, this date appears to more than satisfy AT&T's actual need.

The reliance upon a common standard, as well as time-consuming negotiations among the participants, are critical features of any EDI implementation. For example, as explained in a 1996 text entitled Frontiers of Electronic Commerce:

EDI relies on the use of standards for the structure and interpretation of electronic business transactions. All trading partners must use a common standard, to reduce errors and ensure accurate translation of data, regardless of the computer systems involved.<sup>1</sup>

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<sup>1</sup> Kalakota, R. and Whinston, A.B., Frontiers of Electronic Commerce, p. 369 (1996). Emphasis added.

Given the technical details that must be negotiated, an implementation date of July 15, 1996 will not be possible, nor does it appear that AT&T needs this capability by July 15. Such technical negotiations are a standard feature of any EDI implementation, and are the main reason why it is not unusual for an EDI implementation to be lengthy. The EDI implementation description contained in Frontiers of Electronic Commerce is illustrative here:

EDI implementation starts with an agreement between a company and its trading partner. The two parties decide which standard (ANSI X.12 or UN/EDIFACT) will be used, the nature of the information to be exchanged (invoice, purchase order, payment order/remittance), the network carrier (or value-added network), and the mode of information transmission (e-mail: X.400, X.435; Internet e-mail standards: RFC 822, MIME; Internet point-to-point connections: TELNET, FTP, World Wide Web).<sup>2</sup>

Further, the parties must agree on the characteristics of every field on every business form that will be used:

EDI standards are very broad and general because they have to meet the needs of all businesses. EDI messages, however, share a common structure:

1. *Transaction set* is equivalent to a business document, such as a purchase order. Each transaction set is made up of data segments.
2. *Data segments* are logical groups of data elements that together convey information, such as invoice terms, shipping information, or purchase order line.
3. *Data elements* are individual fields, such as purchase order number, quantity on order, unit price.<sup>3</sup>

The need to negotiate every detail of every transaction is one of the primary drivers of the implementation timetable, and is therefore one of the key reasons why the July 15, 1996 availability date is not feasible. BellSouth has a team of technical experts currently working to develop such a specific structure based on the OBF-recommended standard. While those experts are jointly developing the initial structure with a team from AT&T, the structure being

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<sup>2</sup> Ibid.

<sup>3</sup> Ibid., p. 373.

developed is not intended to be specific to BellSouth and to AT&T. Rather, it is intended to be the structure for any local service provider using EDI-based order communications with BellSouth, and of course, BellSouth will provide its technical experts to work with those parties as well.

The resale order flow involving BellSouth's electronic order communications process also is depicted in Figure 2. As that figure shows, the order communications method -- whether electronic or manual -- is transparent to the end user of the resold service.

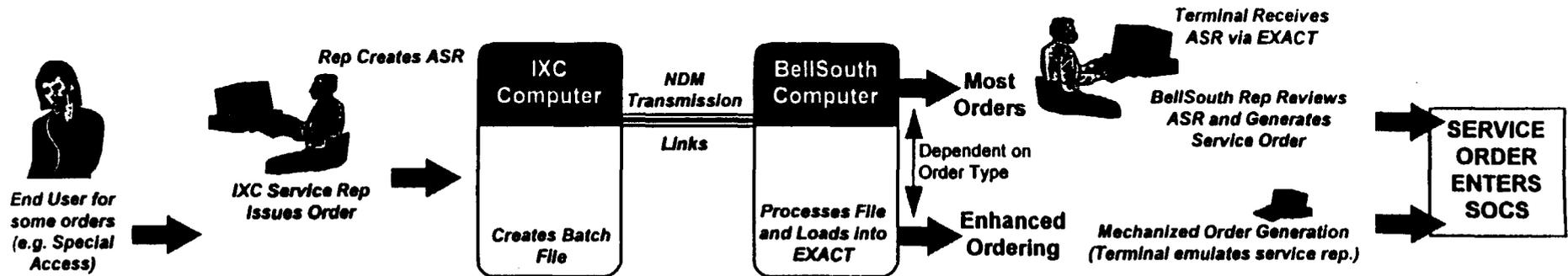
### Comparison of Access and Resale Order Communications

The Electronic Data Interchange (EDI) arrangement under development provides resellers with electronic order communications, rather than direct order entry, and is similar to the order communications process currently used for access services. The Exchange Access Control and Tracking (EXACT) system is the national standard for access order communications. The EXACT system allows interexchange carriers to submit Access Service Requests (ASRs) electronically. Upon receipt of the ASR, BellSouth creates service orders to flow through its service order control system (SOCS). The resale interface under development will allow a reseller to submit Local Service Requests (LSRs) electronically. As with access, BellSouth will then create service orders that will flow through all its systems in the same manner as do its end user orders. The similarities between the access and resale arrangements are depicted in Figure 3.

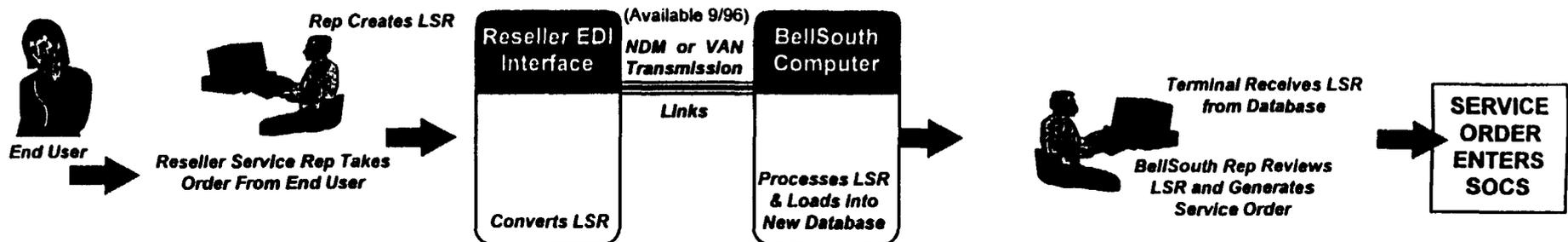
While BellSouth will still create service orders in the normal manner, this arrangement allows a reseller to transmit LSRs via data lines rather than FAX lines. It also provides a foundation for future mechanized enhancements. To again draw upon the access analogy, three to four years after EXACT's inception, software enhancements were added that allow BellSouth to mechanically generate some service orders transmitted via EXACT. Likewise, BellSouth anticipates developing software enhancements in the future that will mechanically generate some service orders from the

# Comparison of Access and Resale Electronic Order Communications Processes

## Access Process



## Resale Process



☎ Electronic communication for resale is comparable to the electronic process for access ordering. In either case, BellSouth service representatives and systems create appropriate service orders.

- |       |   |      |                              |
|-------|---|------|------------------------------|
| ASR   | Access Service Request                      | LCSC | Local Carrier Service Center |
| EDI   | Electronic Data Interchange                 | LSR  | Local Service Request        |
| EXACT | Exchange Access Control and Tracking System | SOCS | Service Order Control System |
| NDM   | Network Data Mover                          | VAN  | Value Added Network          |

EDI transmissions. Current estimates are that those enhancements will require an additional 6-12 months and about \$1 million. The cost of establishing the initial EDI links themselves for basic orders is estimated to be in the range of \$300K to \$500K. The costs of developing and implementing subsequent phases, such as those involving complex order types, have not yet been determined.

### Pre-Ordering Information

Pre-ordering information allows a reseller to determine the availability of features and services, assign a telephone number, and advise the customer of the due date. This information is only required for those orders involving new service or changes such as adding features, and is not required for existing customers simply changing local service providers. Nonetheless, for those instances in which a reseller is establishing new service or processing feature changes for existing resale customers, the BellSouth operations team quickly identified the need for such processes, and began work in mid-1995 to develop or modify processes to accommodate these requirements.

On May 1, 1996, BellSouth made available to resellers a mechanized interface for access to feature availability. In addition, the currently available package of pre-ordering information provides the capability to assign telephone numbers, and to assign due dates similar to those BellSouth would offer end users. This information currently involves a combination of electronic interfaces, data or paper files, and telephone interaction with the LCSC. These processes ensure that resellers now have the necessary information to negotiate orders for new or changed services.

Providing completely mechanized pre-ordering interfaces requires modifications of and interfaces to a number of BellSouth systems. In anticipation of an eventual need for such interfaces, BellSouth began evaluating their feasibility in the fourth quarter of 1995. The proposed interfaces resulting from that evaluation, as well as the currently available arrangements, are depicted in Figure 4 on the following page. BellSouth's evaluation also identified the resources

# Pre-Ordering Interface for Resellers

## - Phase I and Phase II Solutions

**LEGEND**

Available As of May, 1996  
 OR  
 In design phase, completion date Mid 1997  
 Estimated Cost: \$6-7 Million

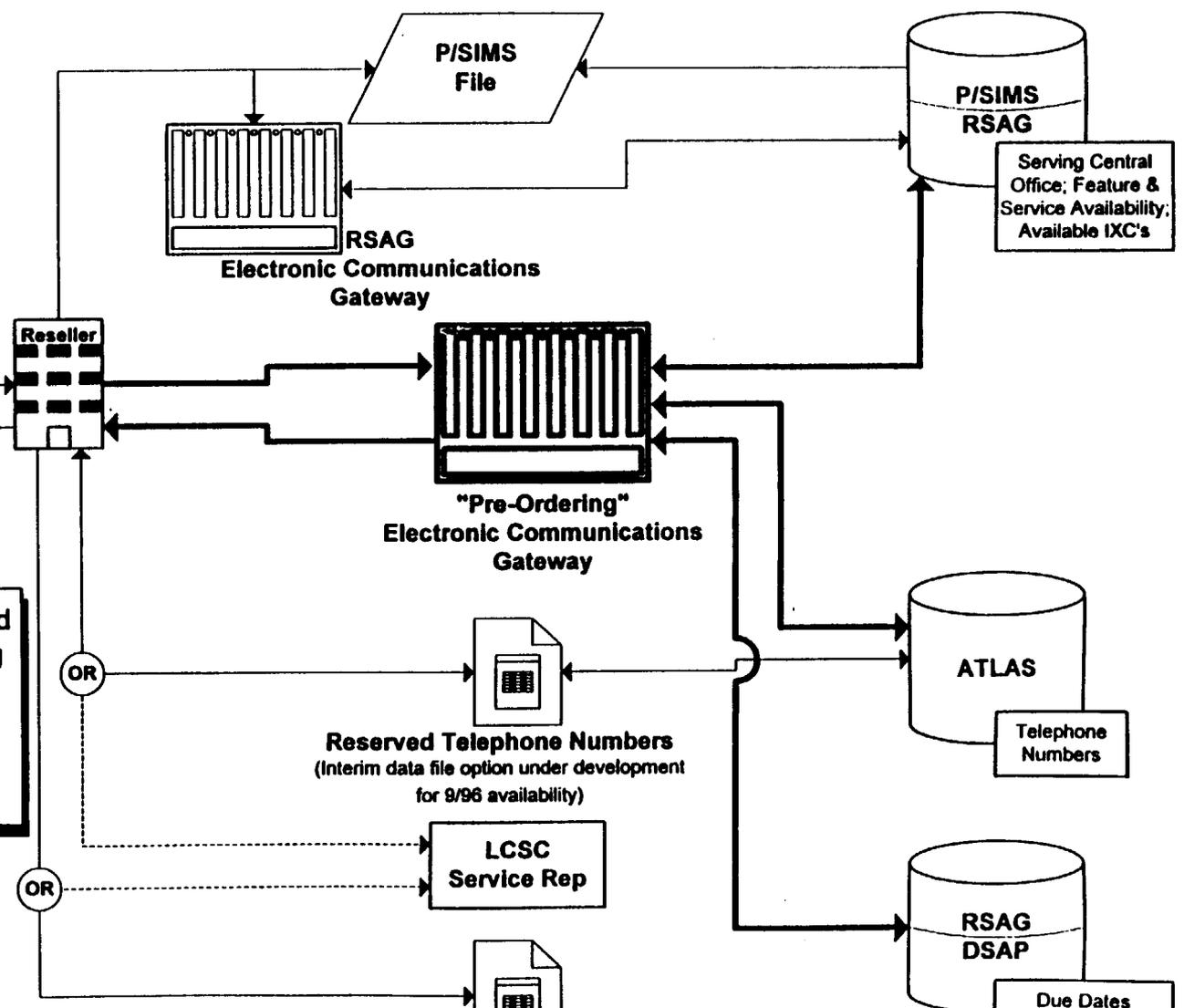


**Contacts Reseller to Establish Service**

**New Customer**

**Reseller offers Customer Available Services, Assigns Number and Establishes Due Date**

**Pre-Ordering information is required ONLY when establishing or making changes in features or telephone numbers. It is NOT required to switch existing customers from BellSouth to a reseller.**



P/SIMS Service and Feature Database  
 ATLAS Telephone Number Database  
 RSAG Regional Street Address Guide  
 RSAG Gateway Existing IXC Application  
 LCSC Due Date Support Application

**Due Date Guidelines**

required for the completely mechanized process. Development will require approximately ten months, and will cost approximately \$6 million to \$7 million. BellSouth currently is moving forward with the design phase for this interface. However, with the fact that pre-ordering information is not necessary for the bulk of reseller orders, in addition to the fact that a workable alternative is currently in place, BellSouth should not be required to incur cost of that magnitude unless appropriate arrangements have been made for cost recovery.

In addition, given the complexities of this implementation, a July 15, 1996 implementation date is not possible. For example, the detailed design phase alone, which began in May, 1996, is expected to take approximately four months to complete, with an associated design development cost of approximately \$500K. The subsequent implementation will require at least six additional months, with an additional implementation cost estimated to be \$5 million to \$6 million. Actual implementation costs and timing will be determined during the design phase. The complexities include ordering and installing hardware for the communication links, development of presentation software to display the information obtained from the databases, and modifying the databases themselves to provide the necessary data to the presentation system. In light of the magnitude of this effort, the rapidly changing technological environment, and to be certain it is providing the best and most cost-effective interface to meet resellers' eventual needs, BellSouth continues to explore alternative solutions that might allow a phased approach to this massive undertaking.

### Trouble Reporting

In keeping with its need to accommodate resellers with varying mechanization capabilities, BellSouth is prepared to accept either verbal or electronic trouble reports from resellers. In addition to its plans for accepting resellers' verbal trouble reports in the same centers serving BellSouth's end users, BellSouth has offered resellers an electronic interface for trouble reporting through the same electronic gateway that is now used by IXCs for access

services. Through this interface --which is available today -- a reseller may report a trouble, obtain the same appointment interval that would be given to a BellSouth end user customer, subsequently add information to the report itself, check for trouble completion, and cancel the trouble report if necessary. In response to troubles reported via the gateway, BellSouth will test and initiate repair to the resold line. This arrangement is comparable to the electronic trouble reporting available for access customers today, as shown in Figure 5 on the following page.

In response to troubles reported either verbally or via the mechanized interface, BellSouth will ensure that all appropriate tests are performed for resellers' customers, just as they are for BellSouth's customers. However, to make it possible for testing to proceed in precisely the same sequence for electronic trouble reports as for verbal trouble reports, BellSouth has investigated the possibility of adding to the existing gateway an interface to a system called Trouble Analysis Facilitation Interface (TAFI). That interface would allow the reseller to access the same interactive testing sequence that BellSouth follows to reduce manual handling of troubles. The TAFI interface could be made available in 1997, assuming that appropriate arrangements are made for the recovery of the approximately \$3 million development and implementation cost.

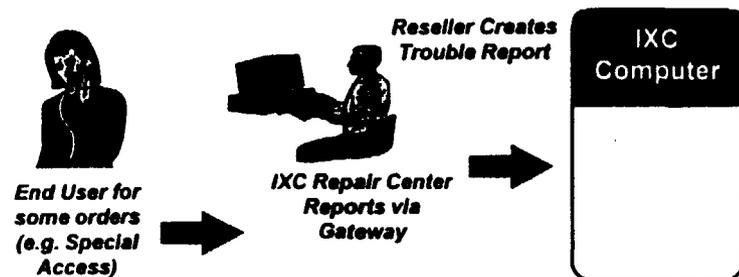
### Billing Detail

Resellers currently have the option of receiving their monthly bills in any of several formats. Available options include:

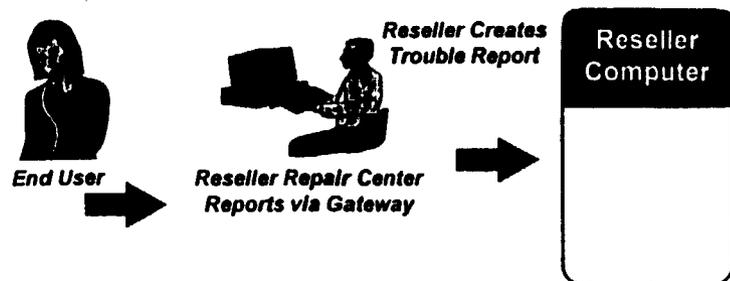
- Electronic Data Interchange (EDI) transmission
- Diskette Analyzer Bill Format
- Magnetic Tape
- CD-ROM
- Paper

# Comparison of Access and Resale Processes for Electronic Trouble Reporting

## Access Process

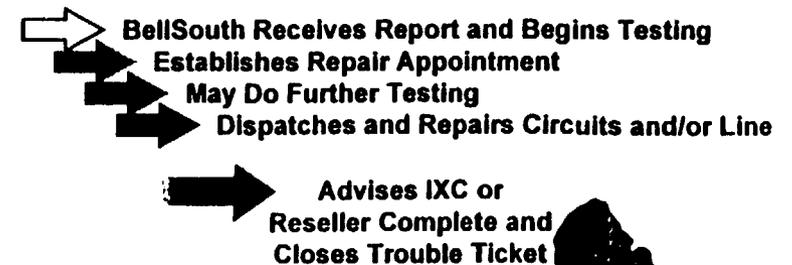
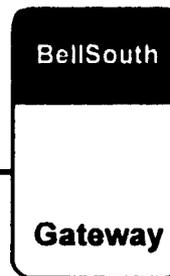


## Resale Process



Electronic communication for resale trouble reporting is comparable to the electronic process for access trouble reporting. Reseller also has the option to report verbally, just as IXCs do. Either way, resellers' end users are given the same repair appointment interval as BellSouth's end users.

Transmission Links



No matter which bill format the reseller chooses, the monthly bill will include line-level detail, including all billable usage for items such as directory assistance and toll calls. As an alternative to receiving billable usage details on their monthly bills, electronic usage detail provided daily is already available to resellers. The daily usage option allows the reseller to bill end users at their discretion, rather than on BellSouth's billing cycles. This option also allows a reseller to establish toll limits, detect fraudulent calling, and analyze customer usage patterns for appropriate purposes. The interfaces and billing options available to resellers are shown in Figure 6 on the following page.

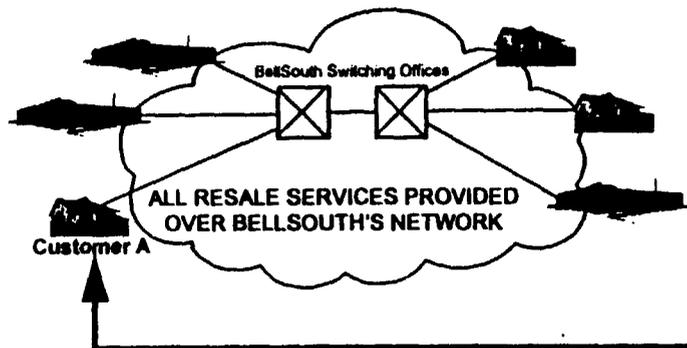
In anticipation of resellers' needs for a daily usage option, BellSouth undertook the development of the necessary interface in September, 1995, at a cost of approximately \$125K. This option was made available to resellers on March 31, 1996. Enhancements identified during the development process continue to be added. BellSouth plans to charge resellers availing themselves of this option \$0.005 per message to offset the ongoing cost of producing usage files. However, the \$125K development cost is not reflected in the per message charge.

#### Direct Access to Directory and Line Information Databases

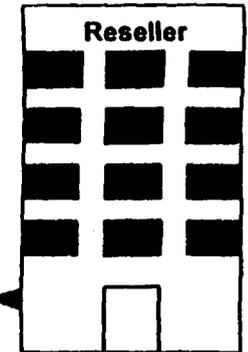
The service orders that BellSouth generates in response to resellers' local service requests will automatically populate the directory and line information databases. This is consistent with BellSouth's internal use of those systems, which were designed to be service order driven. BellSouth believes that providing resellers with direct access to those systems is not appropriate nor necessary. This is because direct access to directory assistance or line information databases would bypass the service order system that currently populates those databases; this would result in a mismatch between service records and those databases, creating problems for BellSouth as well as for resellers. The practical approach is to allow service orders to continue to update those databases for resellers' customers, which will occur in the same time intervals and through the same processes for both resellers' and BellSouth's orders.

# Operational Interfaces for Resellers to Obtain End User Bill Data

(Includes Electronic Options)



 In anticipation of resellers' need for daily billing detail, BellSouth completed an electronic interface to provide such data on March 31, 1996. Electronic options also are available for monthly bills.



Reseller bills customer A

**Transmission options:**

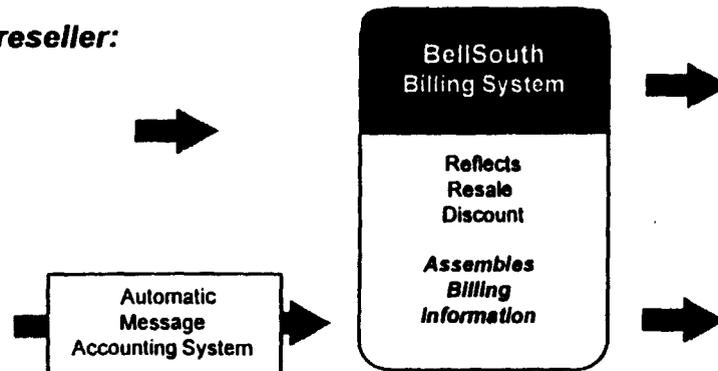
- Data link - reseller accesses file at will
- Tape mailed daily

**Example: Customer A buys from reseller:**

- Local line ..... monthly charge
- Touchtone ..... monthly charge
- Call Waiting ..... monthly charge

**Access to:**

- 411 ..... charge per call
- Operator ..... charge per call
- Toll .. charge per:
  1. IntraLATA call
  2. Collect
  3. Third number billed



**Creates monthly summary bill to reseller with line level detail (Includes usage)**

**Monthly Bill Options**

- ✓ Diskette analyzer ✓ Magnetic tape
- ✓ EDI transmission ✓ CD Rom ✓ Paper

**Optional Daily Usage File**

Daily Usage Option Allows:

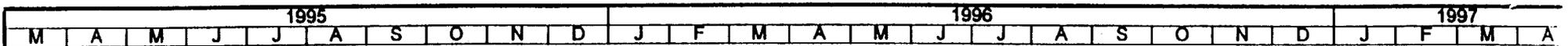
- Fraud detection
- Bill end user at their discretion
- Allows toll credit limits
- Analysis of customer calling patterns

BellSouth has not identified any means for providing direct access while simultaneously ensuring that service records and the databases remain consistent. In addition, BellSouth has not identified any means of partitioning the databases to prevent resellers from accessing customer records other than their own.

### Summary

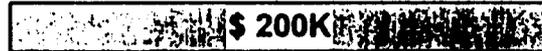
BellSouth is prepared to accommodate the local entry of resellers both large and small, and in fact has resellers operating smoothly with the processes and interfaces as they exist today. BellSouth has initiated and made available a number of electronic interfaces, and continues to work with both individual resellers and industry organizations to enhance those interfaces to the satisfaction of all.

A critical issue for BellSouth is that preparing its operational processes and interfaces to accommodate the market entry of resellers has required significant expenditures of both time and money. The timeline in Figure 7 on the following page summarizes BellSouth's development of major operational interfaces and their associated cost. In addition, BellSouth has incurred significant expenditures associated with systems and other work described throughout this document. BellSouth believes it should be permitted to seek recovery of costs incurred to serve the resale market.



### Pre-Ordering

11/95 Pre-Ordering Interim Solution 5/96

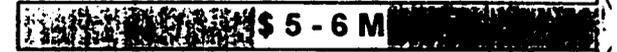


Evaluate & Design Long Term Pre-Ordering

11/95 4/96 5/96 9/96

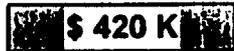


9/96 Implement Long Term Pre-Ordering 4/97

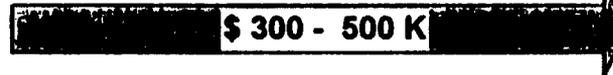


### Ordering

5/95 Establish LCSC 7/95



2/96 EDI Order Communications 9/96

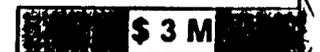


### Trouble Reporting

11/95 Determine Use of Existing IXC Gateway 2/96



1/97 TAFI Enhancement 12/97



### Daily Usage Information

6/95 Develop daily usage feed for resellers 3/96

