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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Example Requirements

|                     |   |
|---------------------|---|
| <b>Example</b><br>9 | <b>Existing OLEC Account - Disconnect Main Account Telephone Number</b><br><br>The end user is disconnecting local telephone service. It is not necessary to disconnect (or 'OUT' each portion of their service since a disconnect order for the main account automatically removes all services.<br><br><b>LSR Requirements: Parts A, B and Part C</b> |
|---------------------|---|

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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### Denial and Restoral Procedures

Requests to Deny, Restore or Disconnect (after a denial only) local service for OLEC end users are processed separately from the LSR. Both Residence and Business telephone numbers can be included on one Denial and Restoral form.

These requests must be received in the LCSC no later than 3:00 PM, Monday - Friday in order to insure that the order can be processed on the same day it is received.

The forms are completed by the Other Local Exchange Company (OLEC) and faxed or mailed to BellSouth's Local Carrier Service Center (LCSC) for processing. The LCSC will provide a Firm Order Confirmation as notification of order issuance and confirmation of the work due date. (A)

These procedures contain the following:

Instructions - BellSouth Denial/Restoral - Residence & Business

Exhibit - BellSouth Denial/Restoral - Residence & Business

Sample - Completed Denial/Restoral Form  
(Under development)

#### Restrictions

Service is not normally denied on:

- Fridays, Saturdays and Sundays  
    Additionally, in Alabama, Louisiana, Tennessee and Mississippi, only business lines may be denied on Fridays.
- Holidays or the day before a Holiday

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## **OLEC-to-BELLSOUTH ORDERING GUIDELINES**

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**Denial and Restoral - Residence and Business**

The denial, restoral or disconnects after a denial requests are issued separately from the LSRs to facilitate prompt identification of these requests and timely processing of the orders.

Following are definitions for requested data on the BellSouth Denial/Restoral form.

**Date :** The date the OLEC submits the Denial/Restoral form to the LCSC.

**Page 1 of \_\_\_\_:** Enter the appropriate page #s at the top of each page of Denial/Restoral requests submitted.

#### **A. - Other Local Exchange Company**

**Co/OCN:** The Company Name and "Operating Company Number" for the OLEC submitting the Denial/Restoral.

**Issued By:** The name of the person completing the Denial/Restoral form.

**Telephone Number:** The telephone number of the person completing the Denial/Restoral form.

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

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

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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Denial and Restoral - Residence and Business

### **B. - Action Requested**

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

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

Check Deny or Restore Service: Check the appropriate block to indicate whether the telephone line number should be denied or restored.

Disconnect Service after Denial: Check this block if the telephone service should be disconnected. If the disconnection is not related to denial of service, the LSR for the appropriate service (residence or business) should be completed.

Telephone Number, if Different from Main Account Number: If the number being denied, restored or disconnected is not the main account number, enter the number(s). When the entire account should be denied, restored or disconnected, list all the additional telephone numbers associated with the account.

Requested Due Date: The date the OLEC is requesting the activity be completed.

*The next two (2) columns are to be completed by the BellSouth LCSC.*

BellSouth Order Number: The BellSouth internal order number. This number will be required for tracing the request should there be a need for subsequent activity.

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

**Note 1: Normal Billing for all end user services will continue while the service is in the denied status.**

**Note 2: If the order is received in the LCSC before 3:00 PM today, the order will be issued with a due date of today. If the order is issued after 3:00 PM today, the order will be issued with a due date of the next business day.**

### **C. - Firm Order Confirmation**

BellSouth Service Representative: The name of the BellSouth LCSC employee who is responsible for processing the order and firm order confirmation.

Telephone Number: The telephone number of the BellSouth LCSC employee.

Remarks: Available for the BellSouth LCSC employee to provide any additional information required.



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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Scheduling Due Dates**

**Basic Telephone Service  
(Business & Residence)**

Due dates for OLEC end users will be assigned using the same guidelines as used for BellSouth end users. BellSouth will provide service on the requested due date or the earliest available installation date thereafter.

**Note:**

Every effort will be made to meet an end user's requested due date if one is provided. The due date is impacted by work load, features and services requested, equipment availability, premise visit requirements, etc. These items can only be determined when the order is processed. Commitments should not be made to the end user until a Firm Order Confirmation is received.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### Scheduling Due Dates (continued)

##### **Complex Services**

BellSouth will attempt to meet requested due dates for complex services, both project and non-project. However, due dates for project services must be negotiated through a project coordination team and normally require extended intervals.

##### **Complex Services - Non-Project**

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 (FX's, OPX's, LG's...)
- \* Non-access and access non-designed specials
- \* ISDN basic rate and single line
- \* Non-FSO ESSX service

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### Scheduling Due Dates (continued)

#### 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).

(D)

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Confirmation of Service Request**

After processing the OLEC service request, a Firm Order Confirmation (FOC) will be returned to the OLEC via facsimile. The confirmation will provide the BellSouth order number, the negotiated service due date, telephone numbers (as applicable to the service), and the BellSouth service representative name and telephone number. Additional service specific data may also be provided.

**Note:**

The FOC does not constitute, and is not, a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the OLEC will be informed of the estimated service date. BellSouth will attempt to issue the FOC within 24 hours of receipt of a complete/correct service request.

**Service Request Changes and Cancellations**

BellSouth should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

Changes and cancellations should be submitted by facsimile. The Supplemental Local Service Request (SLSR) should have specific remarks identifying the desired action and/or changes.

**Missed Appointments**

If an appointment is missed for end user reasons, the LCSC will provide notification (see following page) to the OLEC via facsimile.

The OLEC should enter a new requested due date on the notification form and return the form via facsimile to the LCSC. If a new due date is not provided within 14 calendar days, the original service order will be canceled.

**Service Jeopardies**

If it is determined, after the Firm Order Confirmation but **prior to the due date**, that a committed service date cannot be met for any reason, the OLEC will be notified promptly by a telephone call from the LCSC.

If it is determined **on the due date** that the service cannot be provided on that date, the OLEC will be notified promptly by a telephone call from installation control center personnel.

**BellSouth**  
**Missed Appointment Notification**

**A. Other Local Exchange Company**

Company Name/OCN \_\_\_\_\_

PON \_\_\_\_\_ BellSouth Order Number \_\_\_\_\_

End User Telephone Number \_\_\_\_\_ Missed Due Date \_\_\_\_\_

End User Name \_\_\_\_\_

**B. Action Requested**

Negotiate a New Requested Due Date \_\_\_\_\_

Premise Access, if applicable: Hours are Monday - Friday

All Day 8:00 - 6:00     AM 8:00 - Noon     PM Noon - 6:00 PM     4 Hour Interval (Bet. 8:00 & 6:00)

Access Remarks \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**C. Due Date Change Confirmation**

BellSouth Order Number \_\_\_\_\_ Due Date \_\_\_\_\_ Time Scheduled \_\_\_\_\_

BellSouth Service Representative \_\_\_\_\_ Telephone Number \_\_\_\_\_

Remarks \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### RESERVING POTS TELEPHONE NUMBERS

**Reserving Telephone  
Numbers for End User  
Assignment**

As an option, OLECs may choose to reserve a pool of numbers for POTS (Plain Old Telephone Service) which will allow the "pre-assignment" of numbers for end users. Telephone numbers may be reserved by submitting a POTS Number Reservation Request. The form and instructions for completion are provided in this section. Prints of the reserved telephone numbers (example included in this section) will be returned to the OLEC by fax.

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 OLEC to manage their pool of numbers so as to prevent duplicate number assignments and monitor the reserved numbers for exhaustion. Additional numbers can be requested as required.

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

**Note:**

Reserved POTS numbers are not permanently assigned to an OLEC. 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 OLEC'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.

ONLY POTS (Plain Old Telephone Service) numbers may be reserved. DID number scopes, series hunting, TERs (Terminals), HMLs (Hunting Multi-Line), Special Numbers, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific service order activity.

Some switches serve multiple local calling areas. The LCSC will have a list of these exceptions, for proper administration of number reservations.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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POTS Telephone Number Reservation Request

The POTS Telephone Number Reservation Request 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. 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.

A copy of the request form follows these instructions. Following are definitions for the requested data.

**Date:** The date the OLEC submits the POTS Number Reservation Request to the LCSC.

**Page 1 of \_\_\_\_\_:** Enter the appropriate page #s at the top of each POTS Number Reservation Request form submitted.

**A. - Other Local Exchange Company**

**Co/OCN:** The Company Name and 'Operating Company Number' for the OLEC submitting the POTS Number Reservations Request.

**FAX #:** The OLEC's fax number for receipt of the reserved numbers.

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

**Tel #:** The telephone number of the person submitting the POTS Number Reservation Request.

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

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES  
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POTS Telephone Number Reservation Request

**B. - Reservation Request Details**

**CLLI:** 11 Alpha/Numeric Character Common Language Location Identifier code.

**Number to Reserve:** A maximum of 100 POTS telephone numbers can be reserved at a time.

**Reserve Until Date:** POTS telephone numbers can be reserved for up to three (3) months.

**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.

**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.

**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**

**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.

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

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



# EXAMPLE OF TELEPHONE NUMBER RESERVATION PRINTOUT

COMMAND: ATLAS XXXXXXXX  
SITE: TELEPHONE NUMBER RESERVATIONS (TNR--2.1)  
ASR #: SWITCH TYPE: xxxx  
TN: 561 637 - \*\*\*\* WC: DLBHFLKP49E CO(TTA): XXX  
QUANTITY: 10 EASY NUMBER(S): N COIN INDICATOR: N SEQUENTIAL: N  
RESERVE ALL UNTIL 08 / 31 / 96 CONFIRMATION NUMBER: 7B87K1B

| SELECT | NPA NXX-LINE | RESERVE UNTIL |   |
|--------|--------------|---------------|---|
|        | 561 637-3663 | 08 / 31 / 96  | * |
|        | 561 637-2559 | 08 / 31 / 96  | * |
|        | 561 637-1842 | 08 / 31 / 96  | * |
|        | 561 637-5732 | 08 / 31 / 96  | * |
|        | 561 637-3892 | 08 / 31 / 96  | * |
|        | 561 637-1616 | 08 / 31 / 96  | * |
|        | 561 637-9940 | 08 / 31 / 96  | * |
|        | 561 637-9539 | 08 / 31 / 96  | * |
|        | 561 637-9340 | 08 / 31 / 96  | * |
|        | 561 637-9298 | 08 / 31 / 96  | * |

CUSTOMER NAME: ABC LOCAL CARRIER TN: 800 XXX-XXXX  
ORIGINATOR: MARY SMITH  
MESSAGE 300-TNR-01: NUMBERS MARKED WITH \* ARE RESERVED

PAGE 1 OF 1

Note: Only 10 numbers are provided per screen. Printed screens of reserved numbers will be faxed to the OLEC along with the original request noting confirmation numbers.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### SPECIAL NUMBER ASSIGNMENTS

(N)

#### 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.
- A Special Number Assignment Charge (SNAC) applies for the search only (if unsuccessful) or for the search and assignment (if successful) of special telephone number(s) per request, per telephone line. The search only charge will apply even if the order is subsequently cancelled.
- Only three (3) searches per line per charge are allowed, unless the customer agrees to pay an additional Special Number Assignment Charge(s).
- A search will not be made for a number unless an end user is placing an order.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### SPECIAL NUMBER ASSIGNMENTS (continued)

##### Guidelines

The Special Number Assignment Charge (SNAC) applies whether or not the search is successful. SNAC is applicable due to the work required to search for and/or assign a workable number. Therefore, the charge billed to the OLEC end user is non-refundable.

The SNAC applies in addition to other applicable charges.

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.

When requesting Special Number Assignments, the end user must:

1) state a desire for an **easy number** or, 2) provide the **specific number** being requested. Requests for Special Number Assignments should be checked on the LSR (Section B) with details provided as necessary either in Section B or in Section A (OLEC Remarks).

##### **Request for an Easy Number**

An end user may request an easy number if they do not wish to choose a specific telephone number. When an easy number is desired, the customer is provided with three (3) "easy number" candidates from which to choose.

After the LSR is received, the LCSC Service Representative will call the OLEC with the three (3) "easy numbers". One number should be selected prior to the FOC.

##### **Request for a Specific Number**

An end user should be allowed to designate up to three (3) choices for a number(s) in order of desirability (i.e., 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. If that number is not acceptable to the end user, a supplemental LSR should be submitted with the appropriate request.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### REPAIR PROCEDURES

##### Reporting Troubles

In the event of a service problem:

- The OLEC's end users must report trouble directly to the OLEC. BellSouth will not accept trouble reports directly from the OLEC's end user customer. End users calling BellSouth will be asked to contact their OLEC. (If the OLEC has provided BellSouth with an appropriate number, BellSouth will provide the OLEC contact telephone number to the end user.) On-line transfer service to the OLEC will not be available.
- The OLEC **must** pre-screen the end user trouble report in order to obtain information necessary for BellSouth repair. The required pre-screening information is provided on the following page.

**BELLSOUTH  
PRE-SCREENING REPAIR QUESTIONS  
FOR RESELLERS**

1. Telephone # Being Reported: \_\_\_\_\_
2. Name: \_\_\_\_\_
3. Address: \_\_\_\_\_
4. City & State: \_\_\_\_\_
5. Trouble Reported By: \_\_\_\_\_
6. Report Received By(OLEC contact) \_\_\_\_\_
7. OLEC Can Be Reached #: \_\_\_\_\_
8. Access # (OLEC or End User): \_\_\_\_\_
9. Do You Consider Yourself Without Telephone Service? YES / NO \_\_\_\_\_  
(Out-of-Service Question - Florida ONLY)
10. Is This a Calling / Called Report? Does the Problem Occur When the End User:
  - a. Is Called by Someone Else
  - b. Is Calling a Telephone NumberIf a., (Called), Provide the Calling Telephone # \_\_\_\_\_
11. Is the Trouble on All the End User Phones? YES / NO \_\_\_\_\_  
If NO, Which Phone has Trouble \_\_\_\_\_  
\_\_\_\_\_
12. Trouble Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
13. Date / Time Report Rec'd: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ / \_\_\_\_\_ : \_\_\_\_\_ am / pm
14. Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**REPAIR CENTER TELEPHONE NUMBERS**

| <u>State</u>   | <u>Residence</u> | <u>Business</u> |
|----------------|------------------|-----------------|
| ALABAMA        | 800-538-6277     | 800-247-2020    |
| NORTH FLORIDA  | 800-216-5688     | 800-247-2020    |
| SOUTH FLORIDA  | 800-432-1424     | 800-247-2020    |
| GEORGIA        | 800-867-5662     | 800-247-2020    |
| KENTUCKY       | 800-217-5057     | 800-247-2020    |
| LOUISIANA      | 800-335-2998     | 800-247-2020    |
| MISSISSIPPI    | 800-427-4171     | 800-247-2020    |
| NORTH CAROLINA | 800-642-0544     | 800-247-2020    |
| SOUTH CAROLINA | 800-642-0544     | 800-247-2020    |
| TENNESSEE      | 800-873-8846     | 800-247-2020    |

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**LONG DISTANCE CARRIER SELECTION**

**Predesignated  
Interexchange  
Carrier Changes**

Predesignated Interexchange Carrier (PIC) changes for OLEC end users should be referred to the desired carrier. If the desired carrier is BellSouth, or if a PIC change is requested at the same time as other service changes for the end user, the LCSC will process the change.

**PIC Requests  
for New Service**

For new or initial service, the PIC selected on the LSR will be processed by the LCSC.

**Unauthorized  
PIC Changes**

OLEC end users should report unauthorized PIC changes to the OLEC. The OLEC 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**

From:

|  |              |
|--|--------------|
| 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.

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**Directory Assistance  
Exemption for  
End Users with  
Disabilities**

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.

(N)

When an OLEC end user wishes to apply for the local Directory Assistance exemption, the OLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for local directory assistance and switches to another local service provider, a new application must be completed.

The end user should return the application to the OLEC. After review by the OLEC 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 and appropriate documentation from the end user, should be **mailed** to:

Telecommunications Center for Customers with  
Disabilities  
BellSouth - 18th Floor  
600 North 19th Street  
Birmingham, Alabama 35203

The local directory assistance exemption will be effective within 24 hours after receipt of complete documentation from the OLEC. No credits for calls or charges prior to receipt of the application (including calls or charges not yet billed) will be given.

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**Exemption for End Users with Disabilities(continued)**

The application for 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.

OLECs may call the following numbers for voice calls with questions about the local directory assistance exemption application. OLEC 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 |

These numbers can also be called for information about special equipment available through the TCCD for end users with disabilities or to place equipment orders.

## **Application For BellSouth Directory Assistance Exemption**

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Persons whose disability prevents their use of directories will not be charged for BellSouth Directory Assistance calls billed to their approved telephone number line. All BellSouth Directory Assistance calls charged to the approved telephone number line will be automatically exempted (deleted) from the bill. The number of allowable free Directory Assistance calls may vary by state. If abuse of this exemption is confirmed by investigation, this exemption could be removed.

Those having the following disabilities may qualify for exemption:

- \* **Legally Blind** - Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- \* **Visual Disabled** - Those whose visual disability, with correction and regardless of optical measurement with respect to "Legal Blindness" are certified as unable to read normal printed material. (This includes telephone book size characters.)
- \* **Physically Disabled** - Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

(Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; noncorrectable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.)

- \* **The Federal Register (Vol. 35 #126, dated Tuesday June 30, 1970) is the reference source for these definitions.**

If you need an exemption for business use or employment, you must complete an application for that request also.

Please print clearly or type and return completed application to the address below:

*(Insert appropriate OLEC address)*

**NOTE:** This application is for a Residence - 2 year period or for a Business - 1 year period. At the end of that period, a renewal application will be requested which will not require recertification. For information about free Directory Assistance for long distance numbers, please call your long distance company.

Insert OLEC Information

## Application For BellSouth Directory Assistance Exemption

Area Code \_\_\_\_\_ Telephone Number \_\_\_\_\_

Billing Name \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Name of Disabled User \_\_\_\_\_  
(First Name) (Middle Name or Initial) (Last Name)

Relationship to Person Billed for Service \_\_\_\_\_  
(e.g., self, sister, mother, father, brother, roommate, employer, etc.)

**Explain the nature of the disability which prevents the use of the Directory.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Residence and Business Exemptions:**

Signature of Disabled User \_\_\_\_\_

**Business Only:**

Telephone Number Assigned to Disabled User \_\_\_\_\_

Signature of Person Responsible for Billing \_\_\_\_\_

Title, Department Name \_\_\_\_\_

**IMPORTANT !!**

Attach a letter from your physician, clinic or appropriate group/agency verifying your disability. The letter must be on the official letterhead of the physician, etc.

*Note: Your telecommunications company will not be responsible for any charges incurred to obtain certification.*

Please mail the completed application with attached certification letter to the address shown on page 1 of this application.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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**BellSouth Intralata  
Long Distance  
Reduced Rates for  
End Users with  
Disabilities**

BellSouth 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 the exemption.

(N)

When an OLEC end user wishes to apply for reduced BellSouth long distance rates, the OLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for reduced long distance rates and switches to another local service provider, a new application must be completed.

The end user should return the application to the OLEC. After review by the OLEC 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 reduced rates or special equipment inquiries or orders after local service is established are accepted.**

The completed application and appropriate documentation from the end user, should be mailed to:

Telecommunications Center for Customers with  
Disabilities  
BellSouth - 18th Floor  
600 North 19th Street  
Birmingham, Alabama 35203

The reduced rates for BellSouth long distance calls (described in the application) will be effective within 24 hours after receipt of complete documentation from the OLEC. No credits for calls or charges prior to receipt of the application (including calls or charges not yet billed) will be given.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### **Reduced Rates for End Users with Disabilities (continued)**

The application for reduced rates 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 reduced rates to continue uninterrupted, a renewal request must be received in the TCCD prior to the expiration date.

The end user must contact their interlata long distance carrier for information concerning reduced rates for their service.

OLECs may call the following numbers for voice calls with questions about the reduced rates application. OLEC 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 |

These numbers can also be called for information about special equipment available through the TCCD for end users with disabilities or to place equipment orders.

## Application For Reduction In BellSouth Long Distance Charges

### How To Apply For A Reduction In Charges

Persons whose hearing or speech impairment requires their use of a teletypewriter or telecommunications device for the deaf for telephone communications are eligible for reduced long distance rates.

Those qualifying for reduction are: a) persons with hearing impairment as defined on the last page of this application; or b) persons with severe speech impairment as defined on the last page of this application. Reductions will be provided where the telephone is in the disabled person's name, or in the name of a member of his or her household.

The long distance reduced rates which may apply are:

Long Distance dial station-to-station (DDD) day or evening calls originated from a designated residence telephone associated with a Portable Communications Terminal or TDD/TTY. The reductions are as follows:

- a DDD call made in the day rate period will be billed at the evening DDD rate;
- a DDD call made in the evening rate period will be billed at the night DDD rate

Please print clearly or type the application according to the following instructions.

- a* Give your name and address.
- b* Fill in the name and address of the customer to whom the telephone is billed.
- c* Fill in the 10-digit telephone number.
- d* Provide the manufacturer's name, model number and serial number of the TDD/TTY device. The manufacturer's name should be on the face of the TDD/TTY equipment, the model and serial numbers generally are on the back. Check with your supplier if you can't locate these numbers.
- e* After completing sections a, b, c and d, please provide acceptable certification in item 7. This certification must be either one of the following:
  - Signature of a physician, otolaryngologist, or licensed speech-language pathologist or audiologist, or of the authorized representative of a social agency that conducts programs for the hearing or speech impaired in cooperation with an official agency of your state.
  - OR**
  - As an alternative, you may submit a previous certification establishing the impairment of your hearing or speech, such as those which qualify you for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for the hearing or speech impaired.

In either case, be certain to complete item 9. Then sign and date the application.

- f* Mail the completed form to:

*Insert appropriate OLEC address*

## Application For Reduction In BellSouth Long Distance Charges

|  |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
|--|--|-----------|------------------|------|--------|--|--|------|--|--|--------------------|--|--|
| <p><b>a</b> 1. Name of the person applying for reduction</p> <p>2. Address</p>   | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border-bottom: 1px solid black;">First</td> <td style="width: 33%; border-bottom: 1px solid black;">Initial</td> <td style="width: 33%; border-bottom: 1px solid black;">Last</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">Street</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">City</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">State and ZIP Code</td> </tr> </table>         | First     | Initial          | Last | Street |  |  | City |  |  | State and ZIP Code |  |  |
| First  | Initial  | Last      |                  |      |        |  |  |      |  |  |                    |  |  |
| Street   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| City   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| State and ZIP Code   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| <p><b>b</b> 3. Name of the customer to whom telephone is billed</p> <p>4. Billing address (if different from 2)</p>  | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border-bottom: 1px solid black;">First</td> <td style="width: 33%; border-bottom: 1px solid black;">Initial</td> <td style="width: 33%; border-bottom: 1px solid black;">Last</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">Street</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">City</td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">State and ZIP Code</td> </tr> </table>         | First     | Initial          | Last | Street |  |  | City |  |  | State and ZIP Code |  |  |
| First  | Initial  | Last      |                  |      |        |  |  |      |  |  |                    |  |  |
| Street   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| City   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| State and ZIP Code   |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| <p><b>c</b> 5. Telephone Number</p>  | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">Area Code</td> <td style="width: 50%; border-bottom: 1px solid black;">Telephone Number</td> </tr> </table>   | Area Code | Telephone Number |      |        |  |  |      |  |  |                    |  |  |
| Area Code  | Telephone Number   |           |                  |      |        |  |  |      |  |  |                    |  |  |
| <p><b>d</b> 6. List the manufacturer's name, model number, and serial number of the TDD or TTY device.</p>   | <table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> <tr><td style="border-bottom: 1px solid black; height: 20px;"> </td></tr> </table>   |           |                  |      |        |  |  |      |  |  |                    |  |  |
|  |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
|  |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
|  |  |           |                  |      |        |  |  |      |  |  |                    |  |  |
| <p><b>e</b> 7. Signature of authorized agency representative or physician, otolaryngologist or licensed speech-language pathologist or audiologist</p> <p style="text-align: center; margin: 10px 0;"><b>OR</b></p> <p>8. Check box and provide copy of previously obtained certification</p> <p>9. Name and address of authorized agency or person making certification</p> | <p>I certify that the applicant has impairment of hearing or severe speech impairment, on the basis of the procedure shown on page 3 of this application, and qualifies for reduction in charges for TDD/TTY communications.</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <p><input type="checkbox"/></p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> |           |                  |      |        |  |  |      |  |  |                    |  |  |

Signature of person applying for reduction (or if signature of person signing for applicant, please indicate relationship).

Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Relationship \_\_\_\_\_

## Application For Reduction In BellSouth Long Distance Charges

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### Impairment of Hearing

The American Academy of Otolaryngology (A.A.O.) has developed the following procedure for measuring and calculating the percentage impairment of hearing.

1. Using an audiometer that is calibrated according to American National Standard Specifications for Audiometer, S3.6--1969, readings are made on the "hearing threshold level dial" to determine the hearing level for pure tones of the frequencies of 500, 1000, 2000 and 3,000 Hz.
2. These readings show the number of decibels (dB) that the listener's threshold of hearing lies above the standard audiometric zero for each frequency.
3. The hearing level for speech is the average of the audio-metric measurements made at the four frequencies, computed separately for each ear.
4. Under the criteria used by the A.A.O., 60 per cent impairment is reached when the average hearing level for pure tones in the better ear is 65 dB.
5. Where the average level is higher than 65 dB, the hearing impairment exceeds 60 per cent.

In addition, certain individuals may have less than 60 per cent impairment for pure tones, but have poor speech discrimination. Written confirmation from an audiologist or an otolaryngologist certifying that an individual's speech discrimination precludes normal use of the telephone will also be accepted by the company as qualification for discounts.

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### Impairment of Speech

The American Medical Association's Committee on Rating of Mental and Physical Impairment recommends the following procedure for evaluating speech impairment as to three categories: audibility, intelligibility, and functional efficiency. \*

Judgments of speech impairment should be based on direct observation of the person's speech and on reports of the person's performance in situations of everyday living. Following is a summary of the recommended standardized procedure for evaluation:

1. Place the person approximately eight feet from the examiner in a "reasonably quiet" environment.
2. Interview the person to permit observation of speech in ordinary conversation.
3. Observe the person's speech in reading aloud a simple prose paragraph.
4. The examiner should record his or her judgment of the person's speech capacity in the three categories with reference to the following classifications (65 to 85 per cent of impairment, according to the AMA Committee's guidelines):
  - Audibility - Can produce speech of intensity sufficient for a FEW of the needs of everyday speech communications; can barely be heard by a close listener...able to whisper audibly, but has no voice.
  - Intelligibility - Can perform a FEW of the necessary articulatory acts for everyday speech communications; can produce some phonetic units...however, unintelligible out of context.
  - Functional Efficiency - Can meet a FEW of the demands of articulation and phonation for everyday speech communication...such as single words or short phrases...speech is labored; rate is impractically slow.
5. The degree of impairment of speech function is equivalent to the greatest percentage of impairment as recorded for any one of the three categories.

\* See "Guides to the Evaluation of Permanent Impairment", 109-111, American Medical Association, 1971.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**Service Provider  
Change  
Notification**

Upon receipt of a service request 1) from an end user to switch service from an OLEC to BellSouth or 2) from an OLEC to switch an end user from another OLEC, BellSouth will issue orders to accommodate the request. The current service provider will not be contacted for authorization. BellSouth, per the blanket LOA agreement, will assume that the initiating OLEC has an end user authorization letter on file. BellSouth will mail (next business day after order completion) a notification (following page) to the former OLEC.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**SERVICE PROVIDER CHANGE NOTIFICATION**

**SAMPLE LETTER**

Notice To:   OLEC Name  
                  OLEC Address

Date: \_\_\_\_\_

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) should be transferred to another OLEC. Consequently, effective on (due date of service order), the account for this customer has been transferred to the desired service provider.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**Unauthorized  
Service Provider  
Change  
Notification**

When notified that a customer has been switched to a new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter (following page) will be mailed to the unauthorized OLEC.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**UNAUTHORIZED CHANGE NOTIFICATION**

**SAMPLE LETTER**

Notice To:   OLEC Name  
                  OLEC Address

Date: \_\_\_\_\_

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### SERVICE RESTRICTIONS

This section is not intended to be, nor does it constitute, an all inclusive list of service restrictions. The state tariffs, and OLEC-specific contracts, are the ultimate source of service/feature availability.

**Calling Card**            BellSouth will not offer line based (where the calling card number is a BellSouth telephone number) calling cards on OLEC accounts. If an end user switches from BellSouth to an OLEC, existing line based calling cards will be disabled/discontinued.

**LIDB**                      Without specific contracts between an OLEC and BellSouth, telephone numbers assigned by BellSouth for OLEC end users will not be entered into BellSouth's LIDB (Line Information DataBase). The absence from LIDB may prevent receipt of collect and third number toll calls.

However, there is no guarantee of blocking because some toll providers will pass toll calls even though the telephone number is not found in LIDB. If the OLEC wants to ensure that collect and third number tolls will be either processed or blocked, the OLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement.

**"Grandfathered Services"**            "Grandfathered" (or obsoleted) services/features are those which have been removed from the applicable tariffs, but were allowed to remain in service with the subscribed end users. These services will not be available to an OLEC end user, and will be disabled/removed if a currently subscribed end user switches to an OLEC.

**Note:** When an OLEC requests a "Switch as is" transfer of service from BellSouth, a grandfathered inside wire maintenance plan will be automatically replaced with the most comparable available maintenance plan. If no inside wiring plan is desired, the OLEC should request a disconnect of the existing plan on the LSR (Local Service Request).

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**RESELLER BILLING**

- Bill Description**      **CLUB (Customized Large User Bill) Summary Bill is the recommended format for Reseller billing. The CLUB Summary process will generate a consolidated bill in each billing period (20) for the Reseller's customers in that billing period. The CLUB bill will consolidate all the Reseller's customers' charges at a master account level. Complete end user billing detail is provided in the CLUB Summary Bill.**
- Electronic receipt (EDI, Magnetic Tape Billing, etc.) of the CLUB Summary Bill is recommended. A paper bill is also available.
- Electronic payment processes are also available and recommended.
- Billing Requests**      **Requests for the establishment of CLUB Summary Billing should be directed to the LCSC. The Enhanced Billing Services (EBS) work group will support the preparation of the Enhanced Billing Services Request Form and the establishment of the CLUB Summary Billing account. The EBS office can be reached through the LCSC.**
- End User Billing Arrangements**      **Existing end user billing arrangements (i.e., CLUB billing) will be discontinued if the end user switches from BellSouth to an OLEC.**

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
**RESALE**

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**TARIFFS**

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

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

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

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

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

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

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

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

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

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

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### OPTIONAL SERVICES

Instructions for the following service features are included in this section:

- Anonymous Call Rejection
- Call Block
- Call Forwarding
- Call Return
- Call Selector
- Call Tracing
- Call Waiting
- Caller ID - Number Delivery
- Caller ID Deluxe - Name and Number Delivery
- Per-Line Blocking
- Preferred Call Forwarding
- Repeat Dialing
- RingMaster® I and II Service
- Speed Calling 8
- Speed Calling 30
- Three-Way Calling

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows you to automatically reject calls from callers who have a privacy feature (Calling Number Delivery Blocking-Permanent or Per Call). The privacy feature will prevent their number from being displayed when they call you. When you activate Anonymous Call Rejection, you will not know when calls are being rejected. Your callers, which are being rejected, will hear announcement similar to the one following:

**Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again.**

Anonymous Call Rejection must be activated on your line before private calls will be rejected.

**To activate:**

1. Lift handset and listen for dial tone
2. Press \*77 (for rotary or dial pulse telephones, press 1177). You will hear two short confirmation tones.

**To deactivate:**

1. Lift handset and listen for dial tone
2. Press \*87 (for rotary or dial pulse telephones, press 1187). You will hear an announcement confirming deactivation.

*Note: If you have Prestige® Communications Service, press \*58 to activate and Press \*68 to deactivate.  
(for rotary or dial pulse telephones, press 1158 to activate or 1168 to deactivate)*

### NOTES ON ANONYMOUS CALL REJECTION

If you activate **Anonymous Call Rejection and Call Forwarding** at the same time and receive a call from someone with a privacy feature, the caller will be routed to the Anonymous Call Rejection announcement.

If you **Call Forward** your calls to someone who has activated their **Anonymous Call Rejection** feature and your **Anonymous Call Rejection** feature is deactivated, your caller will be routed to the forwarded party's **Anonymous Call Rejection** announcement.

If you have **Call Waiting** and **Anonymous Call Rejection** activated, you will not receive the **Call Waiting** tone when callers with a privacy feature call you. The caller will be routed to the **Anonymous Call Rejection** announcement.

If you have **Caller ID** and you activate your **Anonymous Call Rejection** feature, calls from someone with a privacy feature will not appear in your display unit, but will be routed to the **Anonymous Call Rejection** announcement.

If you have **Call Selector** and **Anonymous Call Rejection** activated, and receive a call from someone with a privacy feature who is on your **Call Selector** list, you will bear distinctive ringing.

If you receive a call from someone with a privacy feature who is on your **Preferred Call Forwarding** list, they will be forwarded to the remote location. If the remote location has **Anonymous Call Rejection** activated, the caller will be routed to the **Anonymous Call Rejection** announcement.

## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

### CALL BLOCK

Call Block prevents the last person who called you from reaching you again (from the same calling number). It also rejects phone numbers you put on your Call Block service. You may have up to six phone numbers on your Call Block list. You need not fill the complete six number list in order to use the service. You will also receive recorded instructions when using Call Block; however, you may dial during these instructions for faster service.

#### HOW TO USE CALL BLOCK

| FUNCTION DESIRED   | TOUCH-TONE  | ROTARY or DIAL PULSE   |
|--|---|--|
| To Access the Service  | Press * 60 - Listen for Instructions  | Dial 1160 - Listen for Instructions  |
| To Turn On/Off Service   | Press 3 - Listen for Instructions   | Dial 3 - Listen for Instructions   |
| To Add a Number To Your List<br><i>First, Access Service</i>                                 | Press #, Dial Number, Press #   | Dial 12, Dial Number   |
| To Add the Last Calling Number To Your List (Number Unknown)<br><i>First, Access Service</i> | Press #, Dial 01, Press #<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> | Dial 12, Dial 01<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> |
| To Hear the Numbers on Your List<br><i>First, Access Service</i>                             | Dial 1<br>Dial 07 immediately after hearing a # to remove that # from your list.  | Dial 1<br>Dial 07 immediately after hearing a # to remove that # from your list.                                   |
| To Remove a Number From Your List<br><i>First, Access Service</i>                            | Press *, Dial the #, Press *  | Dial 11, Dial the #  |
| To Remove all List Entries<br><i>First, Access Service</i>                                   | Dial 08, then *   | Dial 08  |
| To Remove Only Private Entries<br><i>First, Access Service</i>                               | Dial 09, then *   | Dial 09  |
| To Save List Unchanged<br><i>First, Access Service</i>                                       | Hang Up   | Hang Up  |
| To Hear Instructions Repeated  | Dial 0  | Dial 0   |

#### NOTES ON CALL BLOCK

| If:  | Then:  |
|--|--|
| One of the numbers is on your Call Selector or Preferred Call Forwarding lists | Call Block will override the others  |
| You put a number on your Call Block list                                       | Callers from that # will be told that Call Block has been activated and calls from their # will not be accepted.                                     |
| You hear an announcement the # cannot be put on your list                      | You tried to enter an invalid or non-working #, or<br>You tried to enter a # outside the TouchStar service area, or<br>You tried to enter your own # |

The Call Block list must contain the Main Telephone Number if the caller being blocked subscribes to RingMaster®.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### CALL FORWARDING

Call Forwarding automatically transfers your incoming calls to whatever number you specify. When you use Call Forwarding, you can continue to make outgoing calls from your own phone line. Call Forwarding will stay in effect until you cancel it.

#### HOW TO USE CALL FORWARDING

1. Listen For A Dial Tone.
2. Dial 72# With touch-tone service telephones (72 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone, and dial the number you want your calls forwarded to. (If you have Speed Calling, dial the Speed Calling code.)
4. Listen For Ringing. Inform the party who answers that you are forwarding your calls. Call Forwarding is now established.

If you get a busy signal or no answer, Call Forwarding can still be established by repeating Steps 1-4, and no answer is necessary. (In some areas, after you repeat Steps 1-4, you will hear three short tones followed by a steady dial tone.)

#### NOTES:

- *To verify the status of Call Forwarding, dial 72# with touch-tone service telephones (72 with rotary or dial pulse telephones). If you hear a fast busy signal, your calls are being forwarded.*
- *There will be a short ring on your phone when a call is being forwarded, but these calls cannot be answered from your telephone.*
- *Don't forget to tell the person who will receive your calls that you are establishing Call Forwarding. This is especially important if you will not be at that location to receive the calls.*
- *Inform others using your phone that no incoming calls can be received while Call Forwarding is in effect.*
- *If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.*

#### HOW TO END CALL FORWARDING:

1. Dial 73# With touch-tone service telephones (73 with rotary or dial pulse telephones).
2. Listen For Three Short Tones followed by a steady dial tone.

#### NOTES:

- *To verify deactivation of Call Forwarding, dial 73# with touch-tone service telephones (73 with rotary or dial pulse telephones). Three short tones followed by a steady dial tone confirms deactivation.*
- *Remember, Call Forwarding will remain in effect until you cancel it.*

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### CALL RETURN

**Call Return** automatically calls back the last number that called you, whether or not you answered the phone.

**To use:**

1. LISTEN FOR DIAL TONE
2. PRESS \*69 (1169 for rotary or dial pulse telephones) *In some areas after pressing \*69 or 1169, you will hear the number, date and time of the last call received. If you want to return the call press 1. If you do not want to return the call, hang up.*
3. IF THE LINE IS:  
    **NOT BUSY** \_\_\_listen for normal ringing.  
    **BUSY** \_\_\_listen for announcement, hang up, you will hear a special ring when the line is free.

**To cancel the special ring:**

1. PRESS \*89 (1189 for rotary or dial pulse telephones), then listen for announcement. *If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is \*59.*

### NOTES ON CALL RETURN

**When the line is busy:**

- **Call Return** will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while **Call Return** is trying to reach a busy number.

**Call Return** is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use **Call Return** to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the **TOUCHSTAR®** service serving area.
- The **TOUCHSTAR** service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated **Call Forwarding** service.

If you activate **Call Return** to a line that has **RingMaster®** service, the call will always return to the Main Telephone Number.

When you use **Call Return** with **RingMaster®** service, you will have four ringing patterns to consider:

|  |                         |
|--|-------------------------|
| Main service Telephone Number              | One long ring           |
| First <b>RingMaster®</b> Telephone Number  | Two short rings         |
| Second <b>RingMaster®</b> Telephone Number | Short, long, short ring |
| Call Return/Repeat Dialing                 | Short, short, long ring |

## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

### CALL SELECTOR

Call Selector lets you know when calls are coming from particular telephone numbers. With Call Selector, you make a list of these phone number(s), then your phone will signal you with a special ring (short-long-short ring cycle) when someone from your list is calling. You begin by making your list of "selected" numbers after accessing your Call Selector service. You may have up to six phone numbers on your Call Selector list. You need not fill a list in order to use the service. You will also receive recorded instructions when using Call Selector; however, you may dial during these instructions for faster service.

#### HOW TO USE CALL SELECTOR

| FUNCTION DESIRED   | TOUCH-TONE  | ROTARY or DIAL PULSE   |
|--|---|--|
| To Access the Service  | Press * 61 - Listen for Instructions  | Dial 1161- Listen for Instructions   |
| To Turn On/Off Service   | Press 3 - Listen for Instructions   | Dial 3 - Listen for Instructions   |
| To Add a Number To Your List<br><i>First, Access Service</i>                                 | Press #, Dial Number, Press #   | Dial 12, Dial Number   |
| To Add the Last Calling Number To Your List (Number Unknown)<br><i>First, Access Service</i> | Press #, Dial 01, Press #<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> | Dial 12, Dial 01<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> |
| To Hear the Numbers on Your List<br><i>First, Access Service</i>                             | Dial 1<br>Dial 07 immediately after hearing a # to remove that # from your list.  | Dial 1<br>Dial 07 immediately after hearing a # to remove that # from your list.                                   |
| To Remove a Number From Your List<br><i>First, Access Service</i>                            | Press *, Dial the #, Press *  | Dial 11, Dial the #  |
| To Remove all List Entries<br><i>First, Access Service</i>                                   | Dial 08, then *   | Dial 08  |
| To Remove Only Private Entries<br><i>First, Access Service</i>                               | Dial 09, then *   | Dial 09  |
| To Save List Unchanged<br><i>First, Access Service</i>                                       | Hang Up   | Hang Up  |
| To Hear Instructions Repeated  | Dial 0  | Dial 0   |

#### NOTES ON CALL SELECTOR

| If:   | Then:  |
|---|--|
| You also subscribe to Call Waiting                        | Incoming calls from your list will have a special tone (3 beeps)   |
| One of your selected numbers is on your Call Block list   | You must turn off Call Block before using Call Selector for that number  |
| You hear an announcement the # cannot be put on your list | You tried to enter an invalid or non-working #, or<br>You tried to enter a # outside the TouchStar service area, or<br>You tried to enter your own # |

Numbers on your Call Selector list provide a distinctive ring. All numbers on the Call Selector list have the same distinctive ring. It is not a separate ring for each number.

Call Selector shares the same ringing pattern with RingMaster® service for a second additional telephone number (a short-long-short ring).

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### CALL TRACING

Call Tracing enables you to initiate an automatic trace of the last call you received. The BellSouth Annoyance Call Center will automatically receive a message containing the phone number where the abusive call originated, if it is from within the TouchStar serving area, plus the time and date of when the abusive call was placed. It is necessary, however, for you to call the BellSouth Annoyance Call Center and report the date and time of the calls you desire to be investigated. You should call before the end of the next business day.

**To use:**

1. HANG UP after receiving the abusive call
2. LISTEN FOR DIAL TONE
3. PRESS \*57 (1157 for rotary or dial pulse telephones), then listen for announcement.

**NOTES**

- It is essential that the Call Tracing action, pressing \*57 (or 1157) be done immediately after you hang up the phone following the abusive call. If you delay taking action and receive a subsequent incoming call, Call Tracing will not trace the correct number.
- In the event that Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.
- The telephone company Annoyance Call Center must have two confirmed traces of the same number in order to take further action. Therefore, it is important to activate Call Tracing each time an abusive call is received.
- After having a call traced by pressing \*57, it is necessary for you to contact the telephone company Annoyance Call Center in your state. Use the number for your state. These are toll-free calls.

| State  | Annoyance Call Center                      |
|--|--|
| Alabama, Kentucky, Louisiana, Mississippi, Tennessee | 557-6222 - Central Time: 7:30 AM - 5:30 PM |
| Florida, Georgia, North Carolina, South Carolina     | 780-2969 - Eastern Time: 7:30 AM - 5:30 PM |

- When calling the telephone company Annoyance Call Center in your state, identify yourself as a TOUCHSTAR® service Call Tracing customer. You must give the Annoyance Call Center the time and date of the abusive call.
- In the case of emergency, contact your local law enforcement agency.
- When you use Call Tracing, you will not be given the phone number you are tracing or the person's name. Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.
- After two confirmed traces of the same number, the Annoyance Call Center will send a deterrent letter to the address of the phone number where the abusive call originated. If the problem persists, contact the Annoyance Call Center for further assistance.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### CALL WAITING

Call Waiting lets you answer a second call while talking to the first caller. You can change back and forth between two calls and maintain privacy on both. In some areas, to avoid being interrupted by a second call, you can temporarily control Call Waiting before you make a call. Also, in some areas, Call Waiting can be controlled temporarily while you are in the middle of a call, if you are also a subscriber to Three Way Calling.

#### HOW TO USE CALL WAITING:

1. **A Short Tone** will sound to alert you to a second call. If you don't respond, another tone will sound 10 seconds later. You can either respond (proceed to Step 2), or ignore the tones until the second caller hangs up.
2. **Tell The Person You Are Talking To** that another call is coming in. You can either put the first call on hold by depressing the switchhook, or else hang up to end the first call.
3. **Depress The Switchhook** for a second to put the first caller on hold and answer the second call.
4. **You Can Alternate Between First And Second Callers** by depressing the switchhook for a second. Each conversation is private. *If a third caller tries to reach you while someone is already on hold, you will not hear a tone. The third caller will simply get a busy signal.*

#### HOW TO END CALL WAITING

1. **End One Conversation** by waiting for the caller to hang up. You will be automatically and immediately reconnected to your other call.
2. **End Both Conversations** by hanging up your phone. *In some areas, if you hang up while someone is still on hold, your phone will ring. You must answer the ring before you can disconnect from the call holding.*

#### HOW TO TEMPORARILY CONTROL CALL WAITING PRIOR TO MAKING A CALL (where available):

1. **Listen For Dial Tone**
2. **Dial \*70** With touch-tone service telephones (1170 with rotary or dial pulse telephones).
3. **Listen For Three Short Tones** followed by a steady dial tone.
4. **Dial The Number** you wish to reach.

#### HOW TO TEMPORARILY CONTROL CALL WAITING WHILE A CALL IS IN PROGRESS (where available):

1. **Depress The Switchhook** for a second to put your call in progress on hold.
2. **Listen For Three Short Tones** followed by a steady dial tone.
3. **Dial \*70** With touch-tone service telephones (1170 with rotary or dial pulse telephones). You will hear three short tones followed by steady dial tone.
4. **Depress The Switchhook** for a second to return to call holding.

**NOTE:** *You cannot control Call Waiting while a call is in progress and a third caller is attempting to reach you. After a Control Call Waiting conversation is ended, the Call Waiting feature will automatically reactivate.*

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### CALLER ID - NUMBER DELIVERY

**Caller ID** enables you to identify the telephone number from which an incoming call was placed before you answer the phone. The calling number will be displayed on a specially designed display unit. This display unit is purchased separately from the **Caller ID** service that you ordered from your telephone company. Unless you have such a display, your **Caller ID** service will not display the calling number.

After your **Caller ID** display unit has been properly connected (see the installation instructions provided with your unit), and your **Caller ID** service has been connected by your telephone company, the calling telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling number has been displayed, you may choose to answer your phone in the normal manner, note the number and return the call later or ignore the call completely.

**Caller ID** service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit **Caller ID** information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling number. For an explanation of those messages or symbols, please see the owner's manual that was provided with your unit.

The telephone number is only displayed while the receiver is on hook; therefore, **Caller ID** will not work simultaneously with **Call Waiting**.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### CALLER ID DELUXE - NAME AND NUMBER DELIVERY

Caller ID Deluxe enables you to identify the calling name and telephone number from which an incoming call was placed before you answer the phone. The calling name and number are displayed on a specially designed display unit. This display unit is purchased separately from the **Caller ID Deluxe** service. Unless you have such a display unit your **Caller ID Deluxe** service will not display the calling name and number.

After your **Caller ID Deluxe** display unit has been properly connected (see the installation instructions provided with your unit), and your **Caller ID Deluxe** service has been connected by your telephone company, the calling name and telephone number for each incoming call will be displayed between the first and second ring of your telephone. After the calling name and number have been displayed, you may choose to answer your phone in the normal manner, note the name and number and return the call later or ignore the call completely.

**Caller ID Deluxe** service works only on directly dialed calls between phone lines that have the service capability, and only between central offices that can transmit **Caller ID Deluxe** information. There may be times when your display unit displays various messages or symbols in addition to, or in place of, the calling name and number. For an explanation of those messages or symbols please see the owner's manual that was provided with your unit. Public and semi-public telephones will display "payphone", but business owned payphones may display the name of the business. For new telephone numbers, the number will be displayed but the name will not be displayed, since the name is not yet in the BellSouth database.

The telephone number is only displayed while the received is on hook; therefore, **Caller ID Deluxe** will not work simultaneously with Call Waiting.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### PER LINE BLOCKING

When **Per Line Blocking** is assigned to your telephone line, it prevents your name and telephone number from being displayed on the Caller ID display unit of the person you are calling. With **Per-Line Blocking** assigned, your line is given a "private" status. You can turn off your **Per-Line Blocking** on an individual call basis by pressing \*82 before making your call. This will change your line from "private" to "public".

#### IMPACTS:

- Some customers do not accept calls from callers who do not allow delivery of their telephone number. If you call one of these customers, you will hear an announcement with a message similar to the following:

"Your call has been properly delivered, but the party you are trying to reach is not accepting calls from callers who do not allow delivery of their telephone number. Please hang up, do not block the delivery of your number, and call again."

Because this is considered a "completed" call, you may incur long distance or toll charges depending upon how this call would normally be billed.

In order to reach this party, you can dial the **Unblock code \*82** (1182 for rotary or dial pulse telephones) which will then allow your call to be completed and your telephone number to be delivered to the called party for just this one call. After your call is completed, your **Per-Line Blocking** feature is once again in operation, blocking delivery of your telephone number to those you call.

- If you subscribe to a voice mail service, like **Memory Call®** service, **Per-Line Blocking** may interfere with how this service works. **Per-Line Blocking** may block the delivery of your number to the voice mail system. When you call to check your messages or your callers are forwarded to your mailbox, the voice mail system may not be able to identify your number. You and your callers may be required to re-enter your telephone number.

#### NOTES:

You do not need to subscribe to **Per-Line Blocking** in order to prevent your name and telephone number from being displayed on the Caller ID unit of the person you are calling. Your line is already equipped with **Per-Call Blocking, Free-of-Charge**. **Per-Call Blocking** allows callers to block the delivery of their telephone number on an individual call basis by pressing \*67 (1167 for rotary or dial pulse telephones) prior to making a call. This will change their line from "public" to "private", which will block their number from being displayed for that call only. Since you already have **Per-Line Blocking** assigned to your telephone line, pressing \*67 (1167 for rotary or dial pulse telephones) prior to making a call will have NO affect.

## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

### PREFERRED CALL FORWARDING

Preferred Call Forwarding enables you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your selected list. After accessing your Preferred Call Forwarding service, make your list of up to six numbers. Six numbers are not required to use the service. You will receive recorded instructions when using Preferred Call Forwarding; however, you may dial during these instructions for faster service.

#### HOW TO USE PREFERRED CALL FORWARDING

| FUNCTION DESIRED  | TOUCH-TONE  | ROTARY or DIAL PULSE   |
|---|---|--|
| <b>To Access the Service</b><br><i>After accessing, you must either enter or confirm the number you want your calls forwarded to.</i> | Press * 63 - Listen for Instructions  | Dial 1163 - Listen for Instructions  |
| <b>To Turn On/Off Service</b>   | Press 3 - Listen for Instructions   | Dial 3 - Listen for Instructions   |
| <b>To Add a Number To Your List</b><br><i>First, Access Service</i>   | Press #, Dial Number, Press #   | Dial 12, Dial Number   |
| <b>To Add the Last Calling Number To Your List</b><br><i>First, Access Service</i>  | Press #, Dial 01, Press #<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> | Dial 12, Dial 01<br><i>Numbers added to list by this method may be termed "private" when the list is reviewed.</i> |
| <b>To Hear the Numbers on Your List</b><br><i>First, Access Service</i>   | Dial 1<br>Dial 07 immediately after hearing a # to remove a # from your list.   | Dial 1<br>Dial 07 immediately after hearing a # to remove a # from your list.                                      |
| <b>To Remove a Number From Your List</b><br><i>First, Access Service</i>  | Press *, Dial the #, Press *  | Dial 11, Dial the #  |
| <b>To Remove all List Entries</b><br><i>First, Access Service</i>   | Dial 08, then *   | Dial 08  |
| <b>To Remove Only Private Entries</b><br><i>First, Access Service</i>   | Dial 09, then *   | Dial 09  |
| <b>To Save List Unchanged</b><br><i>First, Access Service</i>   | Hang Up   | Hang Up  |
| <b>To Hear Instructions Repeated</b>  | Dial 0  | Dial 0   |

#### NOTES ON PREFERRED CALL FORWARDING

| If:   | Then:  |
|---|--|
| One of the numbers is on your Call Block List             | You must turn off Call Block before using Preferred Call Forwarding for that Number  |
| You forward calls outside your local calling area         | You will be charged for any calls forwarded from your number to the distant number.  |
| You hear an announcement the # cannot be put on your list | You tried to enter an invalid or non-working #, or<br>You tried to enter a # outside the TouchStar service area, or<br>You tried to enter your own # |

When RingMaster® service is ordered, the customer chooses whether to forward all telephone numbers or just the Main Telephone Number. The Preferred Call Forwarding list must contain the Main Telephone Number if the calling party subscribes to RingMaster®. If one of the additional RingMaster® numbers is placed on the Preferred Call Forwarding list, the calls will not be forwarded unless the Main Telephone Number is also on the Preferred Call Forwarding list. If a telephone number on the Preferred Call Forwarding list calls the Main Telephone Number, it will be forwarded. If a telephone number on the Preferred Call Forwarding list calls one of the Additional Telephone Numbers, it will be forwarded unless the customer has chosen to forward the Main Telephone Number when the RingMaster® was ordered.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### REPEAT DIALING

**Repeat Dialing** automatically redials the last number you dialed. If the line is busy, **Repeat Dialing** will keep trying until the line is free, then signal you. You can use **Repeat Dialing** for more than one busy number at a time. During this time you may place and receive other calls.

**To use:**

1. LISTEN FOR DIAL TONE
2. PRESS \*66 (1166 for rotary or dial pulse telephone)
3. IF THE LINE IS:  
    **NOT BUSY** \_\_\_ listen for normal ringing.  
    **BUSY** \_\_\_ listen for announcement, hang up, you will hear a special ring when the line is free.

**To cancel:**

1. PRESS \*86 (1186 for rotary or dial pulse telephones), then listen for announcement. *If you subscribe to Prestige® Communications Service or Prestige® Single Line service your code to cancel is \*56.*

### NOTES ON REPEAT DIALING

**When the line is busy:**

- **Repeat Dialing** will automatically attempt to place the call every minute for half an hour.
- When the line becomes free you will hear a special ring (short-short-long ring cycle).
- Pick up the receiver and the number you were calling will ring.
- If you don't pick up, in most areas, the special ring will be repeated every 5 minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while **Repeat Dialing** is trying to reach a busy number.

**Repeat Dialing** is capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use **Repeat Dialing** to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:

- The number you are trying to call back is not in the **TOUCHSTAR®** service serving area.
- The **TOUCHSTAR** service is temporarily overloaded and cannot complete the call. Please try again.
- The number you're trying to call back has activated **Call Forwarding** service.

If you have both **RingMaster®** service and **TOUCHSTAR** service and you place a call to a number that is busy or doesn't answer and activate **Repeat Dialing**, the call will be returned to the Main Telephone Number with short, short, long ring pattern.

When you use **Repeat Dialing** with **RingMaster®** service, you will have four ringing patterns to consider.

|                                     |                         |
|-------------------------------------|-------------------------|
| Main service Telephone Number       | One long ring           |
| First RingMaster® Telephone Number  | Two short rings         |
| Second RingMaster® Telephone Number | Short, long, short ring |
| Call Return/Repeat Dialing          | Short, short, long ring |