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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### RINGMASTER® I SERVICE

RingMaster® I service allows you to have up to two telephone numbers on the same line. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time. You will receive a **DISTINCTIVE RINGING** pattern for each telephone number. This lets you know who a call is for *before* you answer your telephone. You can also identify who a call is *from* by providing your additional telephone numbers only to specific parties such as:

- business associates (for business calls received at home)
- friends/relatives
- children's friends

If you have **CALL WAITING**, you will also receive **DISTINCTIVE CALL WAITING TONES**. You can better determine whether or not to interrupt your current conversation and answer the waiting call.

Listed below are your telephone numbers along with their **DISTINCTIVE RINGING** and **DISTINCTIVE CALL WAITING TONE** patterns:

1. 

---

(Main Telephone Number)

<b>RINGING</b>	<b>PHONE TONE</b> (if you have <b>CALL WAITING</b> )
	
One long ring (Normal ring)	One long tone (Normal Call Waiting Tone)
  
2. 

---

(Additional Telephone Number)

<b>RINGING</b>	<b>PHONE TONE</b> (if you have <b>CALL WAITING</b> )
	
Two short rings	Two short tones

If you subscribe to **CALL WAITING** and **CALL FORWARDING**, you will receive additional benefits from these services when used in conjunction with RingMaster® service. It is only necessary to subscribe to **CALL WAITING** and **CALL FORWARDING** once for the services to be available on all of your RingMaster® service telephone numbers.

With RingMaster® service, **CALL FORWARDING** can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster® service (if you also have **CALL FORWARDING**). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

#### **FORWARD ALL TELEPHONE NUMBERS**

All telephone numbers are forwarded when **CALL FORWARDING** is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

#### **FORWARD MAIN TELEPHONE NUMBER ONLY**

Your main telephone number only is forwarded when **CALL FORWARDING** is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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### RINGMASTER® I SERVICE (Continued)

#### NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel CALL WAITING and CALL FORWARDING.
2. The option to "Forward All Telephone Numbers" is not available in all areas.
3. Although you can have up to two telephone numbers, you have just one line and only one conversation can be held at a time.
4. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone, so you will know which telephone number was dialed.
5. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
6. The calling party hears normal ringing not DISTINCTIVE RINGING.
7. You are entitled to a directory listing for each RingMaster® service telephone number. Additional listings are available for a small monthly charge.
8. The telephone number to which you forward your calls does not receive the DISTINCTIVE RINGING patterns.
9. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.



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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### RINGMASTER® II SERVICE (Continued)

With RingMaster® service, CALL FORWARDING can operate in one of two arrangements. You choose which arrangement you want at the time you establish RingMaster® service (if you also have CALL FORWARDING). To change from one arrangement to the other, you must contact your local Telephone Company Business Office. A service order charge will be incurred for subsequent changes.

#### FORWARD ALL TELEPHONE NUMBERS

All telephone numbers are forwarded when CALL FORWARDING is activated. With this arrangement, all of your telephone numbers are forwarded to the same telephone number.

#### FORWARD MAIN TELEPHONE NUMBER ONLY

Your main telephone number only is forwarded when CALL FORWARDING is activated. With this arrangement, while your main telephone number is forwarded, your additional telephone number(s) will continue to ring and can be answered at your premises.

#### NOTES:

1. Refer to your step-by-step instructions for how to activate and cancel CALL WAITING and CALL FORWARDING.
2. The option to "Forward All Telephone Numbers" is not available in all areas.
3. In certain areas, the maximum telephone numbers allowed per line is two instead of three.
4. Although you can have up to three telephone numbers, you have just one line and only one conversation can be held at a time.
5. Wait until the full ringing pattern (for example, two short rings) is complete before answering your telephone, so you will know which telephone number was dialed.
6. When providing your telephone numbers to others, be sure and just give the telephone number designated for their calls (for example, children's number instead of main number).
7. The calling party hears normal ringing, not DISTINCTIVE RINGING.
8. You are entitled to a directory listing for each RingMaster® service telephone number. Additional listings are available for a small monthly charge.
9. The telephone number to which you forward your calls does not receive the DISTINCTIVE RINGING patterns.
10. When you report a problem to the telephone company, always provide the Repair Service Representative your "main" telephone number, regardless of which telephone number is having trouble.

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# OLEC-to-BELLSOUTH ORDERING GUIDELINES

## RESALE

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### SPEED CALLING 8

**Speed Calling 8** lets you place a local or long distance call simply by dialing a one-digit code. **Speed Calling 8** is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. First, write down the names and numbers you want on your **Speed Calling list** then begin recording each phone number and its corresponding **Speed Calling code** (Steps 1-6 below).

**HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:**

1. **Listen For A Dial Tone.**
  2. **Dial 74#** With touch-tone service telephone (74 with rotary or dial pulse telephones).
  3. **Listen For A Second Dial Tone.**
  4. **Dial The Speed Calling 8 Code (Number 2 through 9)** beside the name you wish to record. For example, If you have assigned the code number 2 to your local police, dial 2.
  5. **Dial The Phone Number** you want to record including, for a long distance number, 1 or 0 plus the area code.
  6. **Listen For Three Short Tones.** This will confirm that you have successfully recorded the number.
- *Repeat Steps 1-6 for each Speed Calling 8 code number you record.*
  - *If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.*

**HOW TO SPEED DIAL:**

**Dial The One-Digit Speed Calling Code.** With touch-tone dialing, also depress the # symbol immediately after you dial the **Speed Calling code**.

**HOW TO CHANGE YOUR SPEED CALLING LIST:** Repeat Steps 1-6 of 'How to record numbers on your Speed Calling List', taking care to use the code beside the number you want to change.

**EXAMPLE:** *If you want to change the number listed beside code 5, repeat Steps 1-6, dialing 5 in Step 4, and then dialing the new phone number you wish to enter in Step 5. The new number you enter will automatically replace the number you originally entered beside code 5.*

Write in the names and telephone numbers on your **SPEED CALLING 8 LIST** below:

NAME	CODE	TELEPHONE NUMBER
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	

# OLEC-to-BELLSOUTH ORDERING GUIDELINES

## RESALE

### SPEED CALLING 30

Speed Calling 30 lets you place a local or long distance call simply by dialing a two-digit code. Speed Calling 30 is a simple, convenient way to reach your most frequently called numbers and a quick and accurate way to call emergency numbers. First, write down the names and numbers you want on your Speed Calling list; then begin recording each phone number and its corresponding Speed Calling code (Steps 1-6 below).

#### HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST:

1. Listen For A Dial Tone.
2. Dial 75# With touch-tone service telephone (75 with rotary or dial pulse telephones).
3. Listen For A Second Dial Tone.
4. Dial The Speed Calling 30 Code (Number 20 through 49) beside the name you wish to record. For example, if you have assigned the code number 20 to your local police, dial 20.
5. Dial The Phone Number you want to record including, for a long distance number, 1 or 0 plus the area code.
6. Listen For Three Short Tones. This will confirm that you have successfully recorded the number.

NOTE: Repeat Steps 1-6 for each Speed Calling 30 code number you record. If you don't hear the tones after you have attempted to record a number, repeat Steps 1-6.

#### HOW TO SPEED DIAL:

**Dial The Two-Digit Speed Calling Code.** With touch-tone dialing, also depress the # symbol immediately after you dial the Speed Calling code.

#### HOW TO CHANGE YOUR SPEED CALLING LIST:

Repeat Steps 1-6 of HOW TO RECORD NUMBERS ON YOUR SPEED CALLING LIST, taking care to use the code beside the number you want to change.

Write in the names and telephone numbers on your **SPEED CALLING 30 LIST** below:

Name	Code	Telephone #
	20	
	21	
	22	
	23	
	24	
	25	
	26	
	27	
	28	
	29	
	30	
	31	
	32	
	33	
	34	

Name	Code	Telephone #
	35	
	36	
	37	
	38	
	39	
	40	
	41	
	42	
	43	
	44	
	45	
	46	
	47	
	48	
	49	

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### THREE WAY CALLING

**Three Way Calling** allows connection between three telephones at one time. If you have Call Waiting, you can temporarily control it while a three way call is in progress.

#### **HOW TO USE THREE WAY CALLING.**

1. **Get The First Party On The Phone**
2. **Depress The Switchhook** for a second to put the call on hold.
3. **Listen For Short Bursts Of Tone Followed By A Steady Dial Tone**, and dial the second party. You can talk privately with the second party before you bring the first party back on the line with you.
4. **Depress The Switchhook** again for a second to complete the three way connection. Now you have both parties on the line with you.
5. **If You Get A Busy Signal** or no answer when calling the second party, **Depress The Switchhook Twice** -for a second each time to return to the first party. If you wish, you may now dial someone else by starting again at Step 2.

#### **HOW TO END THREE WAY CALLING:**

1. **End One Conversation** by waiting for that party to hang up (you'll hear a click). You and the remaining party can continue the conversation. Or, you can establish another three way conversation by repeating Steps 2-4.
2. **End Both Conversations** by hanging up the phone.

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

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**SERVICE BLOCKING OPTIONS**

Individual line numbers may be blocked from dialing certain codes according to the following chart. The selected option should be entered under Service Blocking Options in Section H-1 under Line and Line Features on the residence or business LSR.

Services to Block	Option 1	Option 2	Option 3	Option 4	Option 6
Operator 0-	X	X	X		
Operator 0+	X	X	X		
DDD 1+	X		X		
1+900	X		X	X	X
1+555-1212 & 1+NPA-555-1212	X		X		
411	X				
440 (PULSELINK Access)	X				
IDDD 01	X	X	X		
IDDD 011+	X		X		
976	X	X		X	X
1+976 (See Note)	X	X		X	X
N11 (211, 311, 511, 711, & 811)	X				X

**Note:** The 1+976 Restriction is only applicable within the end user's area code Option 5 is reserved for future use.

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

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**ANNOYANCE CALL CENTER**

When an end user receives **Threatening, Abusive, or False Report** calls, they should be referred to the BellSouth Annoyance Call Center (ACC). Examples of these type calls are:

**Threatening Calls** - Calls where there is a threat or intent that poses to be harmful on a life, property, bomb threat, etc.

**Abusive Calls** - Calls that are intended to annoy or embarrass by using obscene or harassing language; harass by hanging-up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.

**False Report Calls** - When a caller represents himself (herself) as a law enforcement officer, hospital staff, or school official and advises that a child, spouse, etc. has been injured or killed in an accident.

BellSouth will cooperate fully with Resellers in the disposition of annoyance calls received by the Reseller's end users. Because of the nature of their work, the Annoyance Call Center will need to work directly with the Reseller end user to resolve any problems. BellSouth will expect Resellers to take appropriate corrective action with their end users in those cases where the 'annoyance call' is originated by the Reseller's end user. Failure of the Reseller's end user to cease annoyance or harassing calls will result in disconnection of the end user's service.

The Annoyance Call Center does not handle referrals concerning Misdirected, Debt Collection, or Solicitation Calls.

<b>State</b>	<b>Annoyance Call Center</b>
<b>Alabama, Kentucky, Louisiana, Mississippi, Tennessee</b>	<b>557-6222</b> <b>Central Time: 7:30 AM - 5:30 PM</b> <b>Monday - Friday</b>
<b>Florida, Georgia, North Carolina, South Carolina</b>	<b>780-2969</b> <b>Eastern Time: 7:30 AM - 5:00 PM</b> <b>Monday - Friday</b>



**OLEC-to-BELLSOUTH  
ORDERING  
GUIDELINES**

**RESALE**

**DRAFT**

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

### RESALE

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Local Service Request - Residence

**B. - Action Requested** (continued)

**Specific Number** - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section 'Special Number Assignments'. (N)

**Move to New Address** - Transfer local service to a new service address.

**Keep Existing Telephone Number, if possible (Y/N)**: Does the end user want to carry their existing telephone number to the new service address? Enter Y (Yes) or N (No).

**Disconnect Main Acct Tel #** - Disconnect the entire end user account. The end user will no longer have local service. If this block is checked, it is not necessary to complete any 'OUT' columns in parts H or I.

**Disconnect Additional Line Tel #(s) Only** - Disconnect additional telephone numbers only. The main account telephone number will still remain active.

**Due Date**: This due date section can apply to any 'Action Requested' in either the 'Establish OLEC Service' or the 'Existing OLEC Account' categories.

**End User Ready Date**: This is the earliest date the end user would be ready for the activity requested.

**Offered Due Date**: The OLECs will be provided with a list of average intervals to accomplish particular work activities. However, these work activity intervals can vary depending on existing work load, features and services requested and equipment availability. These items can only be determined when the order is processed. The LCSC will make every effort to meet an offered due date (or end user's ready date). Firm commitments should not be made to the end user until a Firm Order Confirmation is received from the LCSC.

**Disconnect Date for the Old Address**: The end user must provide the date old service is to be disconnected on a change of address order. If the existing telephone number is not being reused at the new location, the end user may request that the existing telephone number remain active at the old location for up to thirty (30) days. If the existing telephone number is being reused at the new location, the end user may also request that the telephone number remain active at both locations for up to thirty (30) days. However, in the latter case, all features and network facilities must be identical at both locations. Availability of features and facilities at the new location is determined as the order is processed.

**Emergency Expedite**: If an end user has an urgent need for service and the normal offered due date will not meet the end user's special needs, the order can be submitted as an emergency expedite request. Every effort should be made to satisfy the end user with regular work intervals. An expedited order may involve additional special charges. Applicable charges are addressed in the state tariffs.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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Local Service Request - Residence

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

When completing the Local Service Request, remember the following: BellSouth Line Based Calling Cards and Grandfathered Services are not available for resale. Certain customized billing arrangements may not be applicable. Refer to the individual state tariffs for availability and description of resale services.

**Establish OLEC Service:** The end user does not currently have an account with the OLEC. Check the action requested. Details may be required in subsequent sections of the LSR.

New - End user does not currently have any local service.

Easy Number - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example - XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

Specific Number - If an end user requests a specific number, this block should be checked and the number entered to the right. An end user may specify up to three (3) choices in order of preference for the same charge. More details about specific numbers are contained in the section 'Special Number Assignments'.

Switch as is - Move this end user's local service to the OLEC with no changes in service, features, directory listings, or equipment.

Switch with changes - Move this end user's local service to the OLEC with changes in all or some part of their service. Details concerning the changes will be provided as appropriate in later portions of the LSR.

Switch with new address - Move this end user with existing BellSouth service at one service address to OLEC service at a new location. There may or may not be other changes.

**Existing OLEC Account:** The customer currently has an account with the OLEC. Check the change(s) requested. More than one category may be checked. Details will be required in subsequent sections of the LSR.

Change Telephone Number(s) - Change the end user's existing telephone number(s).

Change in Features/Services - Add or Delete features or services.

Change in Listing or Directory - Change the listing or directory instruction.

Add Telephone Lines - Add additional telephone lines to the end user's existing service.

Easy Number - If an end user requests an easy number, this block should be checked. Normally additional information is not required. However, if the end user specifies a unique digit(s) in the number provide it here. (example - XXX-XX55) More details about easy numbers are contained in the section 'Special Number Assignments'.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES RESALE

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Local Service Request - Residence

The LSR is designed so that only the parts relating to your requested activity need to be completed. For that reason, it is important that the OLEC Name, the End User Account # (unless a new account is being established), the page numbers, the OLEC PON and the Version Identification be completed at the top of each page of the LSR to insure the LCSC has all of your request. A separate LSR must be submitted for each main account number.

Exhibit I is a LSR - Residence form. Following are definitions for all requested data.

**Date :** The date the OLEC submits the LSR to the LCSC.

**Page 1 of \_\_\_\_ :** Enter the appropriate page #s at the top of each page of the LSR submitted.

### A. - Other Local Exchange Company

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

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

**VER:** The OLEC Version Identification can be used to indicate a supplement to an existing purchase order number. In the initial transmission this field should be left blank. The next subsequent order should have 'A', the next subsequent order should have 'B', etc.

(A)  
(A)

**RPON:** A Related Purchase Order Number designates that coordination is required between purchase orders to complete the requested activity. This number may be up to thirteen (13) alpha numeric characters.

**Issued By:** The name of the person completing the LSR who is responsible for order coordination, related questions, and confirmation of service completion.

**Tel #:** The telephone number of the person issuing the LSR.

**Project:** An alpha-numeric code which may be used to link LSRs to a specific project.

**Implementation Contact:** Identifies the OLEC employee or office responsible for control of installation and completion. This is the person the BellSouth field technician will call with completion notification or problems.

**Tel #:** The telephone number of the implementation contact.

**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.

(C)

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

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**Local Service Request - Residence**

Local Service is ordered using uniform order request forms called **Local Service Requests (LSRs)**. There are two (2) LSR forms; one for **Residence** local service and one for **Business** local service. In addition, a residence or business **Supplemental Local Service Request (SLSR)** will be used to amend or change an end user request after confirmation of processing has been received from BellSouth.

Each request form contains data necessary for switching local service to a new carrier, changing service for an existing local service company customer, or establishing new service for an end user.

The forms are completed by the **Other Local Exchange Company (OLEC)** and faxed to BellSouth's **Local Carrier Service Center (LCSC)** for processing. The fax number(s) are on each request form. The LCSC will provide a **Firm Order Confirmation** response as notification of order issuance and confirmation of the work due date.

These procedures contain the following:

- Instructions - Local Service Request - Residence
- Instructions - Supplemental Local Service Request - Residence

- Instructions - Local Service Request - Business
- Instructions - Supplemental Local Service Request - Business

- Exhibits
  - Local Service Request - Residence
  - Supplemental Local Service Request - Residence
  - Local Service Request - Business
  - Supplemental Local Service Request - Business

- Examples - LSRs and SLSRs

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

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**LOCAL SERVICE REQUEST PROCEDURES**

**Local Service Request**      The Local Service Request (LSR) is the vehicle which the OLEC will use to request the transfer of local service from BellSouth, or for changes in end user service. The document reflects the information required for order generation and processing.

**Note:**      The BellSouth OLEC Account Team is the initial point of contact for complex services (see page 6).

**Submitting a Service Request**      Send the LSR to the LCSC via Facsimile or U. S. mail.

(A)

**Facsimile Number**      800-872-7059.

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**FORM - LETTER OF AUTHORIZATION**

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This letter should be faxed to the LCSC as a request for a BellSouth Customer Service Record.

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

TO: BellSouth Local Carrier Services Center

The undersigned appoints (Company) \_\_\_\_\_

as agent to request my private BellSouth Customer Service Record in anticipation of converting

to (Company) \_\_\_\_\_ for the provision of local service.

BellSouth may deal directly with my Agent and provide the requested records.

FROM: Customer Name: \_\_\_\_\_

Customer Service Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Main Account Telephone Number: \_\_\_\_\_

Authorized Customer Signature: \_\_\_\_\_

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Customer Service  
Record Requests**

As stated later in 'Service Request Procedures', in certain situations a copy of the existing Customer Service Record will be provided to the OLEC. This will be provided to assist the OLEC in verifying information which has been provided by the end user. If an OLEC desires a copy of a Customer Service Record (CSR) prior to submitting an LSR, the OLEC must provide BellSouth a copy of an end user LOA (Letter of Authorization). A form letter which should be used for this purpose follows this page.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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*SAMPLE CCP LETTER*

SN91081074

April 18, 1996

TO: All Interconnection Customers

SUBJECT: 407/561 NPA Split in South Florida May 13, 1996

Effective May 13, 1996, BellSouth will be splitting the current 407 NPA to create a new NPA of 561. This conversion will have one significant difference from other recent NPA Splits. CABS Billing Account Numbers (BANs) in the South Florida portion (Southeast LATA) of the current 407 NPA area will be changed to 561 for active "live" accounts. This is being done to allow BellSouth to eliminate a limitation that now exists in our BAN assignment process for Florida accounts.

The NPA for 407 accounts that are currently served by our South Florida (Miami) processing site will convert to the new 561 NPA. All 407 accounts that are served by our North Florida (Jacksonville) processing site will be unaffected.

Following the split, and for the remainder of 1996, our plans are to not reassign discontinued 407 account numbers from South Florida to North Florida. This will allow time for final billed accounts to age off the system in South Florida. We will stop assigning '407' in the South Florida area, and will use 561, 954, or 305 for these accounts. We will continue to assign 407 to BANs in North Florida.

Payments and adjustments posted to an account prior to its conversion will remain on the 407 account. It will be necessary to refer to the 407 BANs associated with the rendered bills when retrieving historical information from converted accounts. Payments and adjustments, on bills issued before the conversion, that are received after the conversion for previous 407 accounts will be transferred to the new 561 account.

We realize that this is a change from our normal approach of not changing BANs for NPA splits, however, our customers will be better served by BellSouth's changing South Florida 407 accounts to 561 accounts, creating another series of BANs that will be available in an area that now must share the one 407 NPA.

If you have questions concerning this NPA Split, please contact your BellSouth Account Team Representative, your Interconnect Customer Support Center (ICSC), or Bill Sanders, Interconnect Customer Support Project Manager at (205) 977-0123.

Sincerely,

ORIGINAL SIGNED BY SANDRA HUNT

Richard B. Robertson  
Marketing Vice President

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

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**BellSouth to OLEC  
Communication**

BellSouth will use the Customer Communication Process (CCP) to communicate to the OLECs regarding: new products, services, features; major tariff changes; process changes; BellSouth service affecting network rearrangements such as NPA splits, central office conversions, area transfers, assignment of new central point codes; equipment upgrades; tandem diversity; etc. The CCP is a "letter" (example on the following page) process and is administered by the Interconnection account team.

(N)

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

### RESALE

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#### Forms of Security (continued)

#### **Bank Letter of Credit**

A Bank Letter of Credit is a document issued by a financial institution which guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:

- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is BellSouth. The word 'beneficiary' is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of BellSouth.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.
- Any processing and/or examination fees charged to BellSouth by its collecting bank will be added to any OLEC unpaid amounts and deducted from the amount secured by the letter of credit.
- The letter must be dated and must bear the signature and title of an authorized officer of the bank.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### Forms of Security

##### Credit Policy

Before a new account can be established, the LCSC must be provided with information to determine deposit and advance payment requirements. The **Master Account Application** (at the end of this section) should be prepared and submitted to the LCSC. This will be required before orders can be processed.

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

##### Deposits

A deposit is a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account. The deposit amount is based on an average two months total billing and is refundable with interest after satisfactory credit has been established with BellSouth.

Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

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

##### Surety Bonds

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

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Directory Front  
Pages Listing  
Information**

Business telephone numbers for each Local Service Provider can be listed at no charge on a generic page in the "Front Pages" of BellSouth printed directories. For additional details, contact BellSouth Advertising & Publishing Corporation (BAPCO):

Jan Kibler  
404-320-5209

## OLEC - Contact Number

**BellSouth**  
Fax #: 800-872-7059

A. OLEC Name \_\_\_\_\_

OCN \_\_\_\_\_

B. **Single Point of Contact Telephone Number to be Provided to OLEC End Users Contacting BellSouth in Error. Check the State(s) and Provide the Appropriate Number.**

(C)

- |                                  |                                      |   |
|----------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Kentucky    | <input type="checkbox"/> North Carolina |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Louisiana   | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Mississippi | <input type="checkbox"/> Tennessee      |

( )-\_\_\_\_\_-\_\_\_\_\_

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Information Provided By:

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date \_\_\_\_\_

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Contact Number  
for Misdirected  
OLEC End Users**

BellSouth requires a single number which may be used by BellSouth for referring misdirected end users to an OLEC. If an end user calls a BellSouth Business Office or Repair Center in error, the end user will be referred to the single number provided by the OLEC.

The form on the next page should be used to submit these numbers to the LCSC along with other required documents. In addition, the name, title, address, and telephone number of the person providing the information should be included.

**Contact Number  
for Misdirected  
BellSouth End Users**

OLECs may use the following number to refer BellSouth end users who dial an OLEC in error to BellSouth for assistance.

800-282-9973

**Contact Number  
for Customer  
Name and Address  
Information**

BellSouth will provide Customer Name and Address (CNA) information to aid OLECs in the investigation of toll calls placed by OLEC end users to BellSouth end users. The OLEC will require a special telephone number and unique access code to utilize the service. The telephone number and an access code will be provided by LCSC after the Master Account Application is processed.

7. In the event that the End User challenges billing which resulted from local service requests submitted to BellSouth by (Company) \_\_\_\_\_ under this Blanket Agency Agreement, then (Company) \_\_\_\_\_ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, arising from BellSouth provisioning and maintenance of the End User's local service due to errors in the ordering of said service by (Company) \_\_\_\_\_.

8. In the event that the End User disputes actions taken by BellSouth as a result of a submission by (Company) \_\_\_\_\_ of a service request for disconnection or termination of a previously submitted local service request for which it did not have proper End User authorization, then (Company) \_\_\_\_\_ will indemnify and hold harmless BellSouth for any damages, losses, costs and attorney's fees, if any, resulting from said dispute.

9. This Agreement shall continue in effect unless canceled by prior written notice by BellSouth or (Company) \_\_\_\_\_ thirty (30) days prior to the effective date of cancellation. Cancellation shall not release or limit any matters occurring prior to the cancellation of this Blanket Agency Agreement.

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Title of Officer

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

**BLANKET AGENCY AGREEMENT LETTER  
for LOCAL SERVICE PROVIDERS**

I am an official of (Company) \_\_\_\_\_ and am authorized to commit my company to the conditions stated herein:

1. (Company) \_\_\_\_\_ will not submit any requests or inquiries for Resale or Facility Based local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company) \_\_\_\_\_ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company) \_\_\_\_\_ and the End User provides that the (Company) \_\_\_\_\_ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company) \_\_\_\_\_ and the End User holds the End User responsible to (Company) \_\_\_\_\_ for all charges incurred on the End User's behalf for local service. However, (Company) \_\_\_\_\_ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company) \_\_\_\_\_.
4. The End User will deal directly with (Company) \_\_\_\_\_ on all inquiries concerning their Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company) \_\_\_\_\_.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company) \_\_\_\_\_ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company) \_\_\_\_\_ preparation and submission of service requests for which it did not have proper End User authorization.





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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Application for Local Service Requirements (continued)**

**LIDB Contract**      BellSouth's Line Information DataBase (LIDB) is described later in this guide under the section 'Service Restrictions'. The LCSC must be notified concerning the disposition of negotiations for LIDB storage agreements. On the Master Account Application, please check the appropriate boxes to indicate that you have received details concerning LIDB and that you are participating or have declined participation.

**Contract in the  
Absence of  
Approved State  
Tariffs**      In the absence of an approved BellSouth state local interconnection tariff for OLECs, a contract (or a Letter of Intent) between the OLEC and BellSouth is required prior to service order processing. A copy of this contract must be provided with the Master Account Application.

The contact for contract negotiations or questions is Bob Scheye at 404-420-8327.

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**Application for Local Service Requirements (continued)**

<b>Certification Definition</b>	Certification is the process by which the state PSC/PUC authorizes an OLEC to conduct business in a particular state.
<b>Certification Process</b>	The OLEC should contact the state PSC/PUC to determine the requirements for certification.
<b>Proof of Certification</b>	The OLEC must provide proof of certification to the LCSC. The LCSC will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification should be provided with the <b>Master Account Application</b> (provided in this section). If proof of certification is not provided with the application, it must be submitted before any orders can be processed.
<b>Proof of Tax Exemption</b>	The OLEC must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the OLEC will be billed the applicable taxes.
<b>Operating Company Number</b>	The OLEC must provide BellSouth with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included on the following page to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.
<b>Blanket Letter of Authorization</b>	The OLEC must complete the Blanket Agency Agreement Letter provided in this section prior to the processing by the LCSC of Local Service Requests (LSRs) involving existing BellSouth end users. The Blanket Agency Agreement does not relieve the OLEC of securing and maintaining end user authorization. BellSouth may request a copy of the end user authorization in the event of an end user dispute.

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### APPLICATION FOR LOCAL SERVICE REQUIREMENTS

**Summary of Items  
Required Prior to  
Processing Orders  
for Local Service**

This section provides information concerning the items required prior to the Local Service Center Processing of orders.

1. Proof of PSC/PUC Certification
2. Proof of Tax Exempt Status (if applicable)
3. Operating Company Number (OCN)
4. Blanket Letter of Authorization (LOA)
5. OLEC - Contact Numbers Form
6. Master Account Application
7. Disposition of LIDB Contract Negotiations  
(See Master Account Application)
8. Contract (In the absence of an approved local interconnection state tariff)

All of the required items should be provided along with the Master Account Application. No orders can be processed until all requirements are satisfied.

**Note:** In addition to the items provided above, each OLEC should negotiate through the account team for the type of billing records, including format, desired.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**LOCAL CARRIER SERVICE CENTER (LCSC)**

<b>Telephone Numbers</b>	<b>Office..... 800-872-3116</b> <b>Local Service Requests, LSR Questions, Billing Inquiries &amp; General Assistance</b>
	<b>Facsimile Number..... 800-872-7059</b> <b>All Forms</b>
<b>Supervisors</b>	<b>Director..... 770-986-2203</b>
	<b>Managers</b> <b>Beth Craig..... 770-451-0883</b> <b>Barbara Gene Warren..... 770-451-0853</b>
<b>Mailing Address</b>	<b>Local Carrier Service Center (LCSC)</b> <b>BellSouth</b> <b>Room D-20</b> <b>5147 Peachtree Industrial Boulevard</b> <b>Chamblee, GA 30341</b>
<b>Hours of Operation</b>	<b>8:30 AM to 5:00 PM EST (Hours will be adjusted as required)</b> <b>Monday - Friday</b>
<b>Holidays Observed</b>	<b>New Years Day</b> <b>Memorial Day</b> <b>Independence Day</b> <b>Labor Day</b> <b>Thanksgiving Day</b> <b>Christmas Day</b>

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

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#### **Local Carrier Service Center**

**Purpose**                      The Local Carrier Service Center (LCSC) provides a central point of contact for processing Other Local Exchange Carrier (OLEC) orders for BellSouth tariffed services.

**Responsibility**            The LCSC is your point of contact for ordering local service. The LCSC will direct you to the appropriate person or department for assistance with matters outside the scope of service provided by the LCSC.

The LCSC provides the following services for its customers:

- Negotiate and coordinate all service order activity.
- Handle billing inquiries, payment arrangements, general questions and assistance.

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**OLEC ACCOUNT TEAM**

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

All remaining OLECs will be supported by the following account team:

		Office	Pager
Rich Dender	Account Manager	205-977-5966	800-729-1371
Wade Johnson	Account Executive	205-977-8955	800-680-2053
Pinky Reichert	Systems Designer	205-977-1755	800-729-1384

Mailing Address      BellSouth  
3535 Colonnade Parkway  
Room E4E1  
Birmingham, AL 35243

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# OLEC-to-BELLSOUTH ORDERING GUIDELINES

## RESALE

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### GENERAL INFORMATION

#### Introduction

#### Purpose

This handbook provides guidelines to Other Local Exchange Companies (OLECs) for ordering service(s) from BellSouth. It is in no way intended to create, nor does it create, a binding agreement or contract of any kind. The terms and conditions under which BellSouth provides services are set forth in the Company's tariffs, which have been or will be filed with and approved by each state's Public Service Commission. In addition, other terms and conditions of the parties' relationships may be specified by separate contracts. Nothing in this handbook is intended to supersede the requirements outlined in the state specific tariffs or contracts.

#### Key

LCSC - BellSouth's Local Carrier Service Center

#### Acronyms

OLEC - Other Local Exchange Carrier/Company

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## OLEC-to-BELLSOUTH ORDERING GUIDELINES

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#### Account Team

#### Purpose

The OLEC account team provides the following services:

- Customer Education (i.e., how to do business with BellSouth)
- Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Major Project Coordination
- Customer Notification Letters (i.e., new services, BellSouth re-arrangements, such as NPA splits, etc.)
- LIDB Contract Negotiations
- Enhanced Billing Options Negotiations
- Initial Contact/Negotiator for Complex Services - including, but not limited to:
  - Megalink® / HiCap
  - ESSX®
  - DDAS
  - Co-Location
  - FlexServ®
  - Accupulse®
  - Native Mode Lan Interconnect (NMLI)
  - Frame Relay
  - Pulselink
  - Lightgate®
  - SmartRing®
  - SMARTPath®
  - Connectionless Data Service (CDS)
  - Video/Audio
  - Sychronet®
  - ISDN

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**OLEC-to-BELLSOUTH ORDERING GUIDELINES**  
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**Updates to the Handbook**

**How to Receive**      This handbook may be reproduced only for your Company's exclusive use and should be retained for future reference. The handbook will be updated and periodically reissued, and can be mailed directly to you. The form below should be used to provide the mailing address for updates, as well as future address changes.

**Update Form**      CHECK ONE:

MAILING ADDRESS FOR UPDATES     

CHANGE MAILING ADDRESS     

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

CITY, STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

TELEPHONE: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

**Mailing Address**      Local Carrier Service Center (LCSC)  
BellSouth  
Room D-20  
5147 Peachtree Industrial Boulevard  
Chamblee, GA. 30341

**Facsimile Number**      This form may also be faxed to 800-872-7059.