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BellSouth
Suite 900
1133-21st Street, N.W.
Washington, D.C. 20036-3351

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Kathleen B. Levitz
Vice President-Federal Regulatory

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November 10, 2000

WRITTEN EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W., Room TWB-204
Washington, D.C. 20554

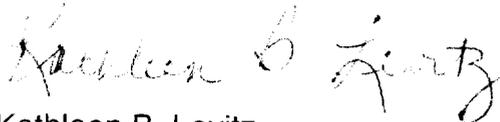
Re: CC Docket No. 98-147

Dear Ms. Salas:

Attached are contact points and escalation lists upon which data CLECs can rely when they are having difficulty with some facet of ordering, provisioning or maintenance and repair for line-sharing in the BellSouth service area. A copy of this information has also been sent via the Internet to Jessica Rosenworcel of the Common Carrier Bureau's Policy and Program Planning Division. This information has also been shared with the data CLECs that attended the FCC-sponsored meeting on line-sharing issues held on October 31, 2000.

In accordance with Section 1.1206(b)(1), I am filing two copies of this notice in the docket identified above. If you have any questions concerning this, please call me.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Jessica Rosenworcel

No. of Copies rec'd 012
List ABCDE

Escalation Process

LCSC - Resale/Multi-Line/UNE Switched Combos

1st Escalation:

Main Telephone Number 800-872-3116

If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Resale Operations Director.

3rd Escalation: Operations Director

Diane Strickland 770-986-2092

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President

Bryant Green 770-986-2630

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours

Escalation:

Resale/UNE Combo Duty Officer: 800-946-4646

PIN 1417406

LCSC - UNE Group

1st Escalation:

Main Telephone Number 800-872-3116

If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNE Group Operations Director.

3rd Escalation: Operations Director

Ron Moore 770-986-2020 (Designed)

Michael McGovern 770-986-2047 (Non-Designed)

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President

Bryant Green 770-986-2630

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours

Escalation:

UNE Group Duty Officer: 800-946-4646

PIN 1405325

3 August,2000

Atlanta Local Operations

Escalation Process (continued)

LCSC - Complex

1st Escalation:

Main Telephone Number 800-872-3116

If the Service Representative who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Complex Operations Director.

Marbalene Jones 770-986-2105

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operation Assistant Vice-President

Bryant Green 770-986-2630

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:

Escalation:

Comp. Duty Officer: 800-946-4646 PIN 1403942

BellSouth Resale Maintenance Center (BRMC)

1st Escalation:

Main Telephone Number 888-461-0612

If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the BRMC Operations Director.

3rd Escalation: Center Support Manager

Vicki Lay 404-541-4028

Sending an urgent voice mail message automatically pages Support Manager between 8am -6pm (M-F)

4th Escalation: Operation Director

Danny Langford 404-541-4029

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

5th Escalation: Operations Assistant Vice-President

Jim Argo 404-541-4019

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:

1st Escalation:

Main Telephone Number 888-461-0612

If the Technician who answers is unable to assist you page the Duty Officer

2nd Escalation:

BRMC Duty Officer: 800-946-4646 PIN 1403974

Escalation Process (continued)

UNE- Provisioning

1st Escalation:

Main Telephone Number 800-795-0153

If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.

3rd Escalation: Operation Director

Eddie Owens 404-541-4054

Shelia Sanford 404-541-4064

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operations Assistant Vice-President

Jim Argo 404-541-4019

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:

1st Escalation:

Main Telephone Number 800-795-0153

If the Technician who answers is unable to assist you page the Duty Officer

2nd Escalation:

UNEC Duty Officer: 800-946-4646 PIN 1404161

UNE- Maintenance

1st Escalation:

Main Telephone Number 800-795-0153

If the Technician who answers is unable to assist you - Ask for a manager to call you.

2nd Escalation:

The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.

3rd Escalation: Operation Director

Ed Houppert 404-541-4004

Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)

4th Escalation: Operations Assistant Vice-President

Jim Argo 404-541-4019

Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)

After Hours:

1st Escalation:

Main Telephone Number 800-795-0153

If the Technician who answers is unable to assist you page the Duty Officer

2nd Escalation:

UNEC Duty Officer: 800-946-4646 PIN 1404161

BellSouth CWINS Contact and Escalation Guide

Customer Wholesale Interconnection Network Services (CWINS) - Birmingham

Provisioning & Maintenance for Unbundled Loops and number portability.

Escalation Procedure –

1st Level - Escalate to a technician at one of the numbers below.

2nd Level - Escalate to the appropriate provisioning or maintenance manager.

3rd Level - Escalate to the Center Support Manager or Operations Director.

* Urgent messages will automatically page all employees during normal business hours.

* After Hours/Weekends – Escalate through a technician in the maintenance group.

Main numbers:

Eastern Region States:	(NC, SC, GA, FL)	780-6144
Western Region States:	(MS, LA, KY, TN, AL)	557-6144
Local:		(205) 714-0141
Toll Free:		(800) 811-9079

Name	Title	Office
Jim Argo	Operations Assistant VP	404-541-4019
Maintenance	GA, TN, LA, MS	
Steve Spitzer	Operations Director	205-714-0072
David L. Jones	Center Support Manager	205-714-0073
Clay Cook	Maintenance Manager (GA)	205-714-0482
Grant Collom	Maintenance Manager (GA)	205-714-0334
Bessie White	Maintenance Manager (GA)	205-714-0224
Mike Hyre	Maintenance Manager (TN,LA,MS)	205-714-0447
David A. Jones	Maintenance Manager (TN,LA,MS)	205-714-0273
Bud Hathcox	Maintenance Manager (Load Balance)	205-714-0446
John Griffin	Maintenance Manager (3PM -11PM CDT)	205-714-0049
Maintenance	FL, NC, SC, AL, KY	
Vacant*	Operations Director	205-714-0045
Vacant*	Center Support Manager	205-714-0053
Joe Rejonis	Maintenance Manager (FL)	205-714-0496
Robert Richey	Maintenance Manager (FL)	205-714-0483
Steve Townsend	Maintenance Manager (NC,SC)	205-714-0131
vacant	Maintenance Manager (NC,SC)	205-714-0249
Eric Johnson	Maintenance Manager (AL,KY)	205-714-0495
Kevin Green	Maintenance Manager (Load Balance)	205-714-0251
David Patterson	Maintenance Manager (3PM -11PM CDT)	205-714-0126

BELLSOUTH INTERCONNECTED SERVICES

BIRMINGHAM LOCAL CARRIER SERVICE CENTER

LOCAL CARRIER SERVICE CENTER (LCSC)

UNE
600 North 19th Street
17th Floor
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967
Fax: (888) 792-6271
CSR Fax (205) 323-6940

LOCAL CARRIER SERVICE CENTER (LCSC)

Complex
600 North 19th Street
13th Floor
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967
Fax: (Complex) 877-672-0132
CSR Fax (205) 323-6940

LOCAL CARRIER SERVICE CENTER (LCSC)

Resale (Single Line & Multi-Line)
600 North 19th Street
14th Floor
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967
Fax: (Multi-Line) 800-773-4970
CSR Fax (205) 323-6940

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres.	(205) 714-0020	(800) 350-4248 PIN: 17190529
Diane Myers	Operations Director-UNE	(205) 714-0158	(800) 350-4248 PIN: 17190533
Eddie Echols	Center Support Mgr.	(205) 714-0673	(800) 350-4248 PIN: 17209391
Shelley Miller	Load Capacity Mgr.	(205) 714-0097	(800) 350-4248 PIN: 17221511
Terilyn Whitton	Supervisor-UNE	(205) 714-0282	(800) 350-4248 PIN: 17221536
Bethany Edgeworth	Supervisor-UNE	(205) 714-0110	(800) 350-4248 PIN: 17221515
Cheryl Williams	Rel. Supervisor-UNE	(205) 714-0118	(800) 350-4248 PIN: 17221512
John Maske	Supervisor-UNE	(205) 714-0198	(800) 350-4248 PIN: 17221513
Tina Berard	Supervisor-UNE	(205) 714-0149	(800) 350-4248 PIN: 17221514
Andrew Harris	Supervisor-UNE	(205) 714-0456	(800) 350-4248 PIN: 17221516
Jill Kelly	Supervisor-UNE	(205) 714-0302	(800) 350-4248 PIN: 17221517
Lynn Massey	Rel. Sup.-Special Proj.	(205) 714-0338	(800) 350-4248 PIN: 17221518
Natalie Elrod	Supervisor-Clerical	(205) 714-0183	(800) 350-4248 PIN: 17221519

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres	(205) 714-0020	(800) 350-4248 PIN: 17190529
Elaine Hunt	Oper. Director-Complex	(205) 714-0093	(800) 350-4248 PIN: 17200143
Barbara Pearson	Center Support Manager	(205) 714-0352	(800) 350-4248 PIN: 17209392
Jeff McGinnis	Rel. Load Manager	(205) 714-0001	(800) 350-4248 EXT: 4788 Pending
Renee Dilfee	Supervisor-Complex	(205) 714-0444	(800) 350-4248 PIN: 17221533
Becky Grinder	Supervisor-Complex	(205) 714-0339	(800) 350-4248 PIN: 17221530
LaShaun Pryor	Supervisor - Complex	(205) 714-0458	(800) 350-4248 PIN: 17221529
Cathy Streeter	Supervisor - Complex	(205) 714-0210	(800) 350-4248 PIN: 17221528
Chris Houston	Supervisor-Complex	(205) 714-0218	(800) 350-4248 PIN: 17221532
Paula Smith	Supervisor-Clerical	(205-714-0044	(800) 350-4248 PIN: 17221534

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres.	(205) 714-0020	(800) 350-4248 PIN: 17190529
Jim Hope	Oper. Director-Resale	(205) 714-0008	(800) 350-4248 PIN: 17200141
Berlene Means	Center Support Manager	(205) 714-0095	(800) 350-4248 PIN: 17209390
Pam Gholston	Load Mgr - Resale	(205) 714-0032	(800) 350-4248 PIN: 17221520
Marie Jackson	Rel. Sup - Resale	(205) 714-0111	(800) 350-4248 PIN: 17221527
Greg Beshears	Supervisor-Resale	(205) 714-0119	(800) 350-4248 PIN: 17221523
Michael Cox	Supervisor-Resale	(205) 714-0114	(800) 350-4248 PIN: 17221522
Pat Ward	Supervisor-Resale	(205) 714-0189	(800) 350-4248 PIN: 17221521
Romero Jones	Supervisor-Resale	(205) 714-0180	(800) 350-4248 PIN: 17221525
Denise Forsythe	Supervisor-Resale	(205) 714-0115	(800) 350-4248 PIN: 17221524
Karen Inman	Supervisor-Resale	(205) 714-0247	(800) 350-4248 PIN: 17221526
Tyeshia Houston	Supervisor-Clerical	(205) 714-0098	(800) 350-4248 PIN: 17221535