

ATTACHMENT 1

Accessible

PACIFIC * BELL



SUBJECT: INTRODUCTION OF ACCOUNT MAINTENANCE SUITE OF PRODUCTS FOR
PACIFIC BELL

DATE: / May 17, 2000

NUMBER: EA00-007

CONTACT: Your Account Manager

Overview

Effective July 1, 2000, Pacific Bell will introduce a suite of new Subscription products that support the Customer Account Record Exchange (CARE) process. In addition, Pacific Bell will now charge for certain CARE transactions and transmission options previously provided at no charge. Non subscription to Enhanced CARE or Basic CARE will result in the provisioning of Default CARE.

Account Maintenance products include the following:

- Enhanced CARE
- Basic CARE
- Default CARE
- Snapshots
- Data Gathering
- Verification Services
- CLEC Activities
- Enhanced Transmission

These products will allow the Access Carrier (AC) to effectively manage its end user database by obtaining end user information changes on customers PIC'd (i.e., presubscribed) to the AC, obtain WTN (Working Telephone Number) information for specific BTNs, obtain PIC verification status on AC end user's and provide notification of Subscription activities on Local Resale WTNs. Pacific Bell is also introducing products involving CARE snapshots and enhanced transmission offerings.

All of the above Account Maintenance products require a subscription contract except for Default CARE. Any TCs or TCSIs currently supported by Pacific Bell and not listed in the product descriptions below will continue to be provided for their tariffed rate (e.g., TCSIs 2415 ULLM product, 30XX Call Screening Product, 25XX BNA product, etc) or will continue to be provided for no charge (e.g. reject TCSIs 21XX/31XX, dePICC rejects & responses 51XX/57XX) ACs must establish new accounts with both Pacific Bell and Nevada Bell to order these products.

Additional TCSIs may be added to these products; the industry will be advised of these TCSIs and associated chargeable status via the Accessible Letter process.

All references within this document referring to PIC will include both InterLATA and IntraLATA.

Each CARE product description is listed below:

Enhanced CARE

Subscription to Enhanced CARE will allow the ACs to continue receiving all 20XX, 22XX, 23XX and 28XX TCSIs (Transaction Code/Status Indicators) currently generated by Pacific Bell. These TCSIs will provide the most effective means for an AC to manage and update their end user customer information.

This product is offered for a 1-year or 3-year term and includes the following transactions:

- In response to AC PIC change requests (20XX, 22XX)
- Pending notification of received requests (28XX)
- Business Office changes (20XX, 23XX, 22XX)
- PIC Disputes (2011, 2023, 2218, 2229)

See Attachment 1 for a list of TCSIs included with this product.

Pricing/Billing

Pricing will be based on a monthly snapshot of the AC's customer base. The AC will be billed for each WTN or WTN/TER. Enhanced CARE will bill only one charge per Jurisdictional Indicator. If a WTN or WTN/TER is presubscribed to the AC for both Jurisdictions (InterLATA and IntraLATA), only one charge will apply.

The monthly rates are:

- Enhanced CARE – 1 year: \$0.05 per PIC'd Working Telephone Number/TER
- Enhanced CARE – 3 year: \$0.045 per PIC'd Working Telephone Number/TER

Charges will appear on a CABS bill.

A standard contract is required prior to implementation.

Basic CARE

Basic CARE will be provide generic TCSIs with the exception of dispute and reconciliation TCSIs. For example, a generic TCSI of 2003 will be provided instead of the actual TCSI of 2008 or 2009, TCSI 2201 will be provided instead of 2216. No 23XX TCSIs will be provided with this product.

This product is offered per contract and includes the following:

- Response to AC PIC change requests (2004, 2015)
- Pending notification of received requests (28XX)
- Business Office changes (2003, 2201)
- PIC Dispute (2011, 2023, 2218, 2229)
- Reconciliation TCSIs (2019,2024,2227,2232,)

Attachment 2 provides a list of chargeable TCSIs (i.e., billed each time TCSI generated) that are included with this product.

Pricing/Billing

Basic CARE will be billed per 20XX and 22XX chargeable TCSI generated:

The TCSI rate is:

- \$0.10 per each 20XX and 22XX chargeable TCSI transaction. Please note: Charges for 22XX will appear as a debit adjustment on the CABS bill.

Charges will appear on a CABS bill.

A contract is required prior to implementation.

Default CARE

Access Carriers who do not subscribe to Enhanced CARE or Basic CARE will receive Default CARE and receive only the following TCSIs:

- PIC Rejects (21XX, 31XX)
- PIC Dispute (2011, 2023, 2218, 2229)

Pricing/Billing

There is no charge associated with Default CARE.

A contract is not required for Default CARE.

Snapshots

A snapshot provides a list of all WTNs or WTN/TER PIC'd (interLATA or intraLATA) to the requesting AC. The snapshot data will only be available via the following mediums: mag tape or cartridge. Snapshots do not include resold lines.

Pricing/Billing

The rates are:

- Enhanced CARE Subscriber: \$0.03 per PIC'd WTN or WTN/TER
- Basic CARE Subscriber and Default CARE: \$0.05 per PIC'd WTN or WTN/TER

Charges will appear on a CABS bill.

A separate contract is required for Basic CARE or Default CARE subscribers to order the Snapshot product.

Data Gathering

This product will allow ACs to obtain all associated WTNs or WTNs/TERs via the CARE process associated with a BTN for which authorization has been obtained from the end user.

See Attachment 3 for a list of chargeable TCSIs associated with this product.

Pricing/Billing

Charges are applied to specific rejects (TCSI 26XX) and all positive responses (TCSI 25XX). The rate is:

- \$0.25 per chargeable TCSI transaction

Charges will appear on a CABS bill.

A contract for Data Gathering is required prior to implementation.

Verification Services

Pacific Bell will provide information in response to PIC Verification requests (0707, 0708) from its CARE database. Responses and certain reject TCSIs will be charged.

See Attachment 4 for a list of chargeable TCSIs associated with this product.

Pricing/Billing

Charges are applied to specific rejects and all positive response TCSIs. The rate is:

- \$0.05 per chargeable TCSI transaction

Charges will appear on a CABS bill.

A contract for Verification Services is required prior to implementation.

CLEC Activities

CLEC Activities on resold lines will be provided only by subscribing to this product. CARE TCSIs will be provided for the following activities:

- End user migrations to and from resale (40XX, 42XX)
- PIC changes initiated by the CLEC (40XX, 42XX)
- Number changes and NPA splits (43XX)

See Attachment 5 for a list of chargeable TCSIs associated with this product.

Pricing/Billing

The rate is:

- Enhanced CARE Subscriber: \$0.05 per TCSI transaction
- Basic/Default CARE Subscriber: \$0.10 per TCSI transaction

Charges will appear on a CABS bill.

A contract for CLEC Activities is required for Default CARE subscribers to purchase this product. Enhanced CARE and Basic CARE customers may purchase CLEC Activities pursuant to the language provided in the contract for Enhanced CARE/Basic CARE.

Enhanced Transmission

This CARE product is available to ACs to submit requests and/or receive notifications via an enhanced transmission platform which provides submissions and responses more quickly than traditional batch options. This product may be provided through one or both input/output vehicles:

- Electronic Bonding
- Online CESAR EARS Request Submission

Electronic Bonding

Transactions submitted by the AC over the Electronic Bonding gateway and FYI transactions generated by Pacific Bell's CESAR EARS system will incur a charge in addition to the underlying charge for the other products described in this letter; or any other tariffed products provided by Pacific Bell over the Electronic Bonding system.

See Attachment 6 for a complete list of TCSIs associated with this product.

Online CESAR EARS PIC Requests

Requests submitted using the Online CESAR EARS system will incur a charge in addition to the underlying charge for the other products and associated charges described in this letter; or any other tariffed product provided by Pacific Bell over the Online CESAR EARS system. Charges will be based on successfully processed PIC requests for which the AC will receive a TCSI 2015 i

See Attachment 6 for a complete list of TCSIs associated with this product.

Pricing/Billing

For Electronic Bonding, transactions submitted by the AC and FYI transactions generated by Pacific Bell will be charged as described above.

Charges for requests submitted using the Online CESAR EARS system will be based on successfully processed PIC requests as described above..

The rates are:

- Electronic Bonding: \$0.10 per AC submitted request and \$0.10 per FYI transaction generated by CESAR EARS. Please note: Charges for FYI transactions will appear as a debit adjustment on the CABS bill.
- Online: \$0.03 per successfully processed request (TCSI 2015)

A separate standard contract is required for all Enhanced Transmission products.

Timeline

To prepare for the implementation of the new CARE Products and to allow continued receipt of TCSI CARE records, please contact your Account Manager. You are encouraged to complete the following items by the specified dates:

June 15, 2000	Finalize product selection
June 26, 2000	Fully executable contract in place
July 1, 2000	Continue Receiving TCSI CARE records

All ACs that do not subscribe to Enhanced CARE or Basic CARE (via contract) by June 26, 2000 will default to Default CARE. On that date, a fully executable contract for all other products described above will be required to submit Data Gathering and Verification requests, to send and/or receive transactions via the Enhanced Transmission options, and to receive CLEC Activities TCSIs.

All existing tariffed CARE product offerings are not affected by this change.

For your convenience, Attachment 7 provides a pricing matrix for all the CARE products described in this letter.

Please contact your Account Manager if you have any questions.

TCSIs: Enhanced CARE*(Note: AC is charged via PIC'd WTN or WTN/TER)*

2003	2202	2230	2313	2336
2004	2203	2232	2314	2337
2005	2206	2233	2317	2338
2006	2212	2301	2318	2339
2007	2213	2302	2324	2340
2008	2215	2303	2326	2341
2009	2216	2304	2327	2342
2010	2218	2305	2328	2343
2011	2220	2306	2329	2368
2015	2221	2307	2330	2369
2019	2222	2308	2331	2804
2023	2223	2309	2332	2805
2024	2225	2310	2333	2810
2033	2227	2311	2334	
2201	2229	2312	2335	

TCSIs: Basic CARE

TCSI	Chargeable
2003	Yes
2004	Yes
2006	Yes
2011	No
2015	Yes
2019	No
2023	No
2024	No
2201	Yes
2218	No
2227	No
2229	No
2232	No
2804	No
2805	No
2810	No

Chargeable TCSIs via Data Gathering

TCSI	Chargeable
2505	Yes
2506	Yes
2507	Yes
2607	Yes
2609	Yes
2611	Yes
2618	Yes
2619	Yes
2626	Yes

Chargeable TCSIs via Verification Services

TCSI	Chargeable
2907	Yes
2912	Yes
2914	Yes
2947	Yes
2948	Yes
2961	Yes
2962	Yes
2965	Yes
2969	Yes

TCSIs: CLEC Activities

TCSI	Chargeable
4001	Yes
4005	Yes
4008	Yes
4201	Yes
4203	Yes
4205	Yes
4208	Yes
4302	Yes
4303	Yes

Chargeable TCSIs via Enhanced Transmission Products

Electronic Bonding	
TCSI	Chargeable
0101	Yes
0102	Yes
0103	Yes
0104	Yes
0105	Yes
0501	Yes
0502	Yes
0707	Yes
0708	Yes
2003	Yes
2005	Yes
2007	Yes
2011	Yes
2019	Yes
2023	Yes
2024	Yes
2033	Yes
2201	Yes
2202	Yes
2203	Yes
2206	Yes
2212	Yes
2213	Yes
2215	Yes
2216	Yes
2218	Yes

Electronic Bonding	
TCSI	Chargeable
2220	Yes
2221	Yes
2222	Yes
2223	Yes
2225	Yes
2227	Yes
2229	Yes
2230	Yes
2232	Yes
2233	Yes
2368	Yes
2369	Yes
2710	Yes
2711	Yes
3001	Yes
3002	Yes
3003	Yes
3004	Yes
4001	Yes
4005	Yes
4008	Yes
4201	Yes
4203	Yes
4205	Yes
4208	Yes
4302	Yes

On Line	
TCSI	Chargeable
2015	Yes
RVL**	No

Product	Rate
Enhanced CARE - 1 year	\$0.05 per PIC'd WTN/TER
Enhanced CARE - 3 year	\$0.045 per PIC'd WTN/TER
Basic CARE	\$0.10 per chargeable 20XX and 22XX TCSI records
Default CARE	No charge
Snapshot for Enhanced CARE	\$0.03 per PIC'd WTN or WTN/TER
Snapshot for Basic CARE and Default CARE	\$0.05 per PIC'd WTN or WTN/TER
Data Gathering	\$0.25 per chargeable TCSI transaction
Verification Service	\$0.05 per chargeable TCSI transaction
CLEC Activities/Enhanced CARE Subscriber	\$0.05 per TCSI transaction
CLEC Activities/Basic CARE Subscriber	\$0.10 per TCSI transaction
Enhanced Transmission – Electronic Bonding	\$0.10 per AC submitted request, and \$0.10 per FYI transaction generated.
Enhanced Transmission – Online	\$0.03 per successfully processed request (TCSI 2015)