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February 29, 2000

EXECUTIVE SECRETARY

VIA HAND DELIVERY

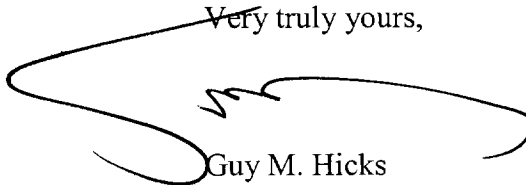
David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Interconnection Agreement Negotiations Between AT&T Communications of the South Central States, Inc. TCG MidSouth, Inc. and BellSouth Telecommunications, Inc. Pursuant to 47 U.S.C. § 252*
Docket No. 00-00079

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth Telecommunications, Inc.'s response to AT&T and TCG's Petition for Arbitration. Copies of the enclosed are being provided to counsel of record for all parties.

Very truly yours,



Guy M. Hicks

GMH:ch
Enclosure

POSTED
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BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

REC'D TN
REGULATORY AUTH.

In the Matter of:

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Interconnection Agreement Negotiations Between)
AT&T COMMUNICATIONS OF THE SOUTH)
CENTRAL STATES, INC., TCG MIDSOUTH INC.)
and BELLSOUTH TELECOMMUNICATIONS, INC.)
Pursuant to 47 U.S.C. § 252)

OFFICE OF THE
EXECUTIVE SECRETARY
Docket No. 00-00079

**BELLSOUTH TELECOMMUNICATIONS, INC.'S RESPONSE
TO AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, INC.'S
AND TCG MIDSOUTH, INC.'S PETITION FOR ARBITRATION**

Pursuant to 47 U.S.C. § 252(b)(3), BellSouth Telecommunications, Inc. ("BellSouth"), responds to the Petition for Arbitration filed by AT&T Communications of the South Central States, Inc. and TCG MidSouth, Inc. (collectively "AT&T") and shows the following:

INTRODUCTION

Sections 251 and 252 of the Telecommunications Act of 1996 ("1996 Act") encourage negotiations between parties to reach local interconnection agreements. Section 251(c)(1) requires incumbent local exchange companies to negotiate the particular terms and conditions of agreements to fulfill the duties described in Sections 251(b) and 251(c)(2-6).

Since passage of the 1996 Act on February 8, 1996, BellSouth has successfully conducted negotiations with numerous certified competing local exchange carriers ("CLECs") in Tennessee. To date, the Tennessee Regulatory Authority ("Authority") has approved more than 70 agreements between BellSouth and certified CLECs and resellers. The nature and extent of these agreements vary depending on the individual needs of the

companies, but the conclusion is inescapable--BellSouth has a record of embracing competition and displaying willingness to compromise to interconnect on fair and reasonable terms.

As a part of the negotiation process, the 1996 Act allows a party to petition a state commission for arbitration of unresolved issues.¹ The petition must identify the issues resulting from the negotiations that are resolved, as well as those that are unresolved.² The petitioning party must submit along with its petition "all relevant documentation concerning: (1) the unresolved issues; (2) the position of each of the parties with respect to those issues; and (3) any other issue discussed and resolved by the parties."³ A non-petitioning party to a negotiation under this section may respond to the other party's petition and provide such additional information as it wishes within 25 days after the Authority receives the petition.⁴ The 1996 Act limits the Authority's consideration of any petition (and any response thereto) to the unresolved issues set forth in the petition and in the response.⁵

BellSouth and AT&T entered into a 3-year Interconnection Agreement ("Agreement") on February 24, 1997, effective February 24, 1997. BellSouth and AT&T have agreed to continue to operate pursuant to the terms of the Agreement until such time as a new interconnection agreement is approved. Although BellSouth and AT&T

¹ 47 U.S.C. § 252(b)(2).

² *See generally*, 47 U.S.C. §§ 252 (b)(2)(A) and 252 (b)(4).

³ 47 U.S.C. § 252(b)(2).

⁴ 47 U.S.C. § 252(b)(3).

⁵ 47 U.S.C. § 252(b)(4).

negotiated in good faith, the parties were unable to reach agreement on some issues. As a result, AT&T filed its Petition for Arbitration.

Through the arbitration process, the Authority must resolve the unresolved issues ensuring that the requirements of Sections 251 and 252 of the 1996 Act are met. The obligations contained in those sections of the 1996 Act are the obligations that form the basis for negotiation, and if negotiations are unsuccessful, then form the basis for arbitration. Issues or topics not specifically related to these areas are outside the scope of an arbitration proceeding. Once the Authority has provided guidance on the unresolved issues, the parties must incorporate those resolutions into a final agreement to be submitted to the Authority for approval.⁶

BellSouth will respond to each issue identified in the Petition in a manner that will attempt to clearly reflect what unresolved issues remain to be arbitrated by the Authority. Attached to its Response, and incorporated herein by reference as if set out in its entirety, BellSouth has included the following:

- (1) A revised matrix of the disputed issues. For certain issues, the parties agreed on language for the issue prior to AT&T filing its Petition. Despite that agreement, AT&T chose not to use the agreed-upon wording in certain cases. Consequently, BellSouth is providing the Authority with a revised matrix that includes the agreed-upon language on issues for which there was an agreement. The revised matrix also contains an accurate statement of BellSouth's position on each issue.

⁶ 47 U.S.C. § 252(a).

(2) A copy of the true and correct Proposed Interconnection Agreement that indicates the areas of dispute and the areas of agreement. While AT&T filed what it styled as the "Proposed Interconnection Agreement," the parties agreed at the outset of the negotiations that BellSouth would maintain the official version of the Interconnection Agreement throughout negotiations. The version filed by AT&T with its Petition contains misstatements of the parties' agreement. Consequently, BellSouth has filed the official Proposed Interconnection Agreement with its Response and proposes that the Authority use this Agreement for purposes of deliberation in this matter.

PARTIES

1. On information and belief, BellSouth admits the allegations set forth in the first unnumbered paragraph in AT&T's Petition under the caption "PARTIES."
2. BellSouth admits the allegations set forth in the second unnumbered paragraph in AT&T's Petition under this caption.

JURISDICTION

3. With regard to the allegations contained in the unnumbered Paragraph in AT&T's petition under the caption "JURISDICTION," BellSouth admits that the Authority has jurisdiction over this matter. BellSouth further admits that AT&T formally requested negotiations with BellSouth on August 30, 1999, and that the Petition is timely filed. BellSouth also admits that the statutory deadline for resolution of this matter by the Authority is May 30, 2000. By way of further response, BellSouth states that Sections 252(b)(1) and 252(b)(4)(C) of the 1996 Act and Section 2.3 of the General Terms and

Conditions of the parties' initial Interconnection Agreement speak for themselves and allegations related to these items need neither be admitted nor denied.

STATEMENT OF THE CASE

4. With regard to the allegations contained in the first unnumbered paragraph in AT&T's Petition under the caption "STATEMENT OF THE CASE," BellSouth states that the provisions of the 1996 Act, and the requirements and obligations set forth therein, speak for themselves and need neither be admitted nor denied. BellSouth specifically denies, however, that it has a "monopoly" network. BellSouth also certainly admits that one of the intended purposes of the 1996 Act is to promote competition, but denies any implication that such competition is limited to local exchange competition.

5. With regard to the allegations contained in the second unnumbered paragraph in AT&T's Petition under this caption, BellSouth denies the allegations contained therein. Specifically, BellSouth denies that "virtually no competition exists in Tennessee's local telephone market." To the contrary, competition in Tennessee is thriving. BellSouth is certainly willing to admit, however, that AT&T has done essentially nothing to advance local competition in Tennessee and specifically residential competition. BellSouth admits that four years have indeed passed since the 1996 Act was passed, but states that AT&T has had an approved interconnection agreement in Tennessee, an agreement that AT&T signed, for approximately three years. Notwithstanding this, AT&T has done essentially nothing to bring alternative local telephone service to customers in Tennessee and particularly residential customers. Its self-serving statements are just that, self-serving.

6. With regard to the allegations contained in the third unnumbered paragraph in AT&T's petition under this caption, BellSouth denies the allegations contained therein. BellSouth specifically denies that its conduct is in any way anticompetitive or that it has prevented any CLEC from competing in Tennessee.

7. With regard to the allegations contained in the fourth unnumbered paragraph in AT&T's petition under this caption, BellSouth admits that, at present, it still serves a significant majority of the residential customers in Tennessee, but it denies it has a monopoly position. BellSouth is neither embarrassed nor ashamed, however, of the fact that it is here and providing telephone service to the citizens of Tennessee, including many whose accounts are profitable and many whose accounts may not be so profitable. It does not serve, however, all the citizens of Tennessee, for there are numerous CLECs that are active in Tennessee and who are providing service to customers formerly served by BellSouth. Importantly, the fact that AT&T has simply failed and refused to even attempt any penetration of the residential telephone market is not evidence that BellSouth has failed to comply with or unreasonably delayed implementation of the 1996 Act. It is merely evidence that AT&T, for rather obvious reasons of its own, is not interested in making the investment to deliver local telephone service to the citizens of Tennessee. Concluding, BellSouth specifically denies that it has refused to comply with the 1996 Act and applicable FCC rules or has otherwise unreasonably delayed implementation of the 1996 Act. BellSouth further specifically denies that it has failed or refused to provide combinations of UNEs at cost based rates as required by the 1996 Act.

8. With regard to the allegations contained in the fifth unnumbered paragraph in AT&T's Petition under this caption, BellSouth admits that its interconnection agreements

must comply with Sections 251 and 252 of the Act. BellSouth denies the remaining allegations in this paragraph of the Petition. BellSouth specifically denies that its conduct has prevented AT&T (or any CLEC) from entering the residential local market. To the contrary, while AT&T has not chosen to participate in a meaningful way, numerous other CLECs, as described above, are participating in the local exchange market in Tennessee. As for AT&T's gratuitous comment suggesting that this Authority must require BellSouth to treat CLECs such as AT&T as valued customers, rather than hostile competitors, BellSouth denies any implication that it has treated AT&T or others as "hostile competitors." BellSouth would state, however, that even "valued" customers who cannot be relied upon or trusted to adhere to their agreements (such as a simple agreement as to the wording of issues to be presented for arbitration) should not be surprised that BellSouth would take exception to their conduct.

STANDARD OF REVIEW

9. With regard to the allegations contained in the unnumbered paragraph in AT&T's Petition under the caption "STANDARD OF REVIEW," BellSouth admits that this arbitration is governed by Sections 251 and 252 of the Act. By way of further response, BellSouth states that Sections 251 and 252 of the Act and the FCC's rules speak for themselves and any allegations regarding these sections require neither an admission nor denial by BellSouth.

THE NEGOTIATIONS

10. With regard to the allegations contained in the first unnumbered paragraph in AT&T's Petition under the caption "NEGOTIATIONS," BellSouth admits the allegations contained therein.

11. With regard to the allegations contained in the second unnumbered paragraph in AT&T's Petition under this caption, BellSouth admits the allegations contained therein. By way of further response, BellSouth states that the parties have met a myriad of times in an effort to renegotiate the agreement.

12. With regard to the allegations contained in the third unnumbered paragraph in AT&T's Petition under this caption, BellSouth admits the allegations contained therein.

13. With regard to the allegations contained in the fourth unnumbered paragraph in AT&T's Petition under this caption, BellSouth is without sufficient knowledge or information to admit or deny the allegations in this paragraph or its subparagraphs. By way of further response, BellSouth states that at the outset of the negotiations, the parties agreed that BellSouth would maintain the official version of the Agreement and would be responsible for incorporating changes and updates to the draft. In an effort to present the Authority with the most accurate information available, BellSouth has attached the most up-to-date version of the official draft Agreement. As set forth above, BellSouth also has attached a revised matrix for the Authority's review.

ISSUES IN DISPUTE

14. With regard to the allegations contained in the first unnumbered paragraph in AT&T's Petition under the caption "ISSUES IN DISPUTE," BellSouth admits that the parties have reached resolution on a substantial number of issues and that the remaining issues are, for the most part, narrow and specific. BellSouth denies the remaining allegations contained in this paragraph. BellSouth specifically denies that it has failed in any way to comply with Authority orders or directives. BellSouth sets forth all of the issues it believes remain unresolved, as well as its and AT&T's positions on those

issues, in Attachment 1, which has been incorporated into BellSouth's Response as if set forth in its entirety.

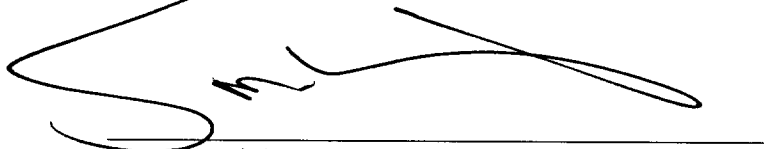
REQUESTED AUTHORITY ACTION

15. With regard to the allegations contained in the first unnumbered paragraph in AT&T's Petition under the caption "REQUESTED AUTHORITY ACTION," BellSouth agrees that the Authority should establish a procedural order for the arbitration, and should arbitrate the unresolved issues between AT&T and BellSouth within the timetable specified in the Act.

16. Any allegations contained herein not specifically admitted are hereby denied.

WHEREFORE, BellSouth respectfully requests that the Authority enter judgment in favor of BellSouth on each of the issues set forth herein, and grant BellSouth such other relief as the Authority deems just and proper.

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ATTACHMENT 1
Issues for Arbitration between AT&T and BellSouth
TRA Docket No. 00-00079

	Issue	AT&T Position	BellSouth Position
1.	Should ISP traffic be treated as local traffic for the purposes of reciprocal compensation? (AT&T/BellSouth agreed-upon language of issue in 1/13/00 meeting)	ISP calls should be treated as local traffic for purposes of reciprocal compensation. AT&T still incurs the cost of the ISP traffic over its network. Additionally, such calls are treated as local under BellSouth's tariffs and the FCC has treated ISP traffic as intrastate for jurisdictional separation purposes.	No. The FCC has definitively determined that ISP traffic is interstate in nature. Therefore, such traffic should not be treated as local for purposes of reciprocal compensation. The parties should track the minutes of ISP traffic exchanged and true up the amount of compensation owed, if any, based on an effective rule promulgated by the FCC.
2.	What are the appropriate service quality measurements and enforcement mechanisms? (AT&T/BellSouth agreed-upon language of issue in 1/13/00 meeting)	For AT&T to ensure its customers receive service equal in quality to received by BellSouth customers, BellSouth must establish that it offers non-discriminatory support for total service resale, use of unbundled network elements (UNE's), and access to OSS. BellSouth should be required to provide an effective performance measurement methodology that contains: - A comprehensive set of comparative measurements that provides for disaggregation of its data to permit meaningful comparisons and full disclosure. - Business rules and calculations which reveal true performance and customer experiences. - A sound methodology for establishing benchmarks and designating appropriate retail analogs. - Statistical procedures that balance the possibility of concluding BellSouth favoritism exists when it does not with concluding there is no BellSouth favoritism when there is. - AT&T access to all the raw data that BellSouth uses for its CLEC performance reporting.	The Service Quality Measurements proposed by BellSouth incorporate all of the measurements and reporting intervals adopted by other commissions within the BellSouth region, as well as additional measurements requested by telecommunications carriers such as AT&T. These measurements, as well as the business rules utilized to calculate the measurements, represent a comprehensive look at the service provided to telecommunications carriers. BellSouth provides access to the raw data utilized to calculate the measurements and has worked hand in hand with AT&T and other telecommunications carriers in the development of an appropriate statistical methodology. BellSouth does not believe that the issue of enforcement mechanisms is an appropriate issue for arbitration and resolution by the Authority. Without waiving its right to assert its legal position, BellSouth has voluntarily proposed enforcement mechanisms for inclusion in the AT&T/BellSouth Interconnection Agreement. The proposed enforcement mechanisms include the key, outcome oriented service quality measures required by state

			commissions in BellSouth's region and include either benchmarks or retail analogs as standards. The mechanisms are designed to prevent BellSouth from backsliding on delivery of service to AT&T once BellSouth has attained interLATA authority from the FCC. The remedies proposed are meaningful remedies designed to be, if applied, of significant impact to BellSouth.
3.	Should BellSouth be required to adopt the validation and audit requirements which will enable AT&T to assure the accuracy and reliability of the performance data BellSouth provides to AT&T, and upon which this Authority will ultimately rely when drawing conclusions about whether BellSouth meets its obligations under the Act?	BellSouth should be required to have an independent audit conducted of its performance measurement systems, paid for by BellSouth. Additional annual audits should be conducted and paid for 50% by BellSouth and 50% among the CLECs participating in the audit. Additionally, AT&T may request additional audits when performance measures are changed or added, to be paid for by BellSouth. Additionally, audits of individual measures should be conducted. The cost of a "mini-audit" shall be paid by AT&T unless the audit determines that BellSouth is not in compliance with the terms of the Agreement.	BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2000-2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications: (1) the cost shall be borne 50% by BellSouth and 50% by the CLECs; (2) the independent third party auditor shall be selected with input from BellSouth, the Authority and the CLECs; and (3) BellSouth, the Authority and the CLECs shall jointly determine the scope of the audit. More frequent audits are not reasonable in view of the tremendous number of CLEC interconnection agreements into which BellSouth has entered.
4.	This issue is subsumed in BellSouth and AT&T's agreed-upon language in Issue 2 above.	Yes, BellSouth should adopt an appropriate system of self-enforcing consequences to assure that the competitive local telecommunications markets envisioned by the 1996 Act will be able to develop and survive. The consequences must provide BellSouth with incentives sufficient to prevent BellSouth from inhibiting competition	See BellSouth's Response to Issue 2, which is incorporated herein by reference as fully as if set out in its entirety.

		through discriminatory treatment of CLECs. Such consequences must be immediately imposed upon a demonstration of poor BellSouth performance. A self-enforcing system of consequences is needed to assure that BellSouth has appropriate incentives to comply, in an ongoing basis, with their Section 251 obligations to provide CLECs with non-discriminatory support regardless of whether a section 271 application has been made or approved. AT&T proposes the AT&T Performance Incentive Plan as the enforcement mechanism.	
5.	What does “currently combined” mean as it pertains to combinations of network elements? (AT&T/BellSouth agreed-upon language of issue in 1/13/00 meeting)	The Authority should allow AT&T to provide telecommunications services to any customer using any combination of elements, purchased at TELRIC rates, that BellSouth routinely combines in its own network. This is the definition of the words “currently combines” that is consistent with the Act, FCC rules and promotes rapid growth in competition in the local telephone market.	In the FCC’s <i>Third Report and Order</i>, the FCC confirmed that BellSouth presently has no obligation to combine network elements for CLECs when those elements are not currently combined in BellSouth’s network. The FCC rules, 51.315(c)-(f), that purported to require incumbents to combine unbundled network elements were vacated by the Eighth Circuit Court of Appeals and were not appealed to or reinstated by the Supreme Court. The question of whether those rules should be reinstated is pending before the Eighth Circuit, and the FCC explicitly declined to revisit those rules at this time. <i>Third Report and Order</i>, ¶ 481. The FCC also confirmed that when unbundled network elements, as defined by the FCC, are currently combined in BellSouth’s network, BellSouth cannot separate those elements except upon request. 47 C.F.R. § 51.315(b). For example, when a loop and a port are currently combined by BellSouth to serve a particular customer, that combination of elements must be made available to CLECs. According to the FCC, requesting carriers are entitled to obtain such combinations “at unbundled network element prices.” <i>Id.</i> at ¶ 480.

			There is no legal basis for the Authority to adopt an expansive view of “currently combined” so as to obligate BellSouth to combine elements for CLECs. As the FCC made clear in its <i>Third Report and Order</i>, Rule 51.315(b) applies to elements that are “in fact” combined. See <i>id.</i> ¶ 480 (“To the extent an unbundled loop is in fact connected to unbundled dedicated transport, the statute and our rule 51.315(b) require the incumbent to provide such elements to requesting carriers in combined form”). The FCC declined to adopt the definition of “currently combined,” that would include all elements “ordinarily combined” in the incumbent’s network. <i>Id.</i> (declining to “interpret rule 51.315(b) as requiring incumbents to combine unbundled network elements that are ‘ordinarily combined’ ...”).
6.	Should BellSouth be permitted to charge AT&T a “glue charge” when BellSouth combines network elements?	BellSouth should not impose any additional charge on AT&T for any combination of network elements above the TELRIC cost of the combination.	See BellSouth’s response to Issue 5, which is incorporated herein by reference as fully as if set out in its entirety.
7.	What price (including deaveraged prices where appropriate) should BellSouth be permitted to charge for the following combinations of elements? • DS3 digital loop with DS3 dedicated interoffice transport. • 4 wire DS1 local channel with DS1 interoffice transport • DS3 local channel with DS3 interoffice transport (UNEs, Attachment 2, Exhibit B)	As with UNEs in discrete form, the FCC’s TELRIC pricing rules require that BellSouth charge no more for combinations of UNEs than the TELRIC costs of the combinations.	See BellSouth’s response to Issue 5, which is incorporated herein by reference as fully as if set out in its entirety.
8.	What are the appropriate rates and charges (including deaveraged prices and	The FCC’s TELRIC pricing rules require that BellSouth charge no more for any UNE that the TELRIC cost of the UNE.	For the elements that BellSouth is legally obligated to unbundle, the appropriate rate is a cost-based rate calculated pursuant to

	recurring and nonrecurring prices where appropriate) for the following UNEs for which rates have not been established: • conditioned loops; • DS3 loops; • DS3 dedicated interoffice transport; • DS3 dedicated local channels; • Dedicated local channels with interoffice transmission; • DS0/DS1 multiplexers; • DS1/DS3 multiplexers; • Operator call processing; • Directory assistance services. (UNEs, Attachment 2, Exhibit A)		a final, Authority-approved methodology. Pursuant to FCC Rules, BellSouth is not required to unbundle operator call processing and directory assistance services.
9.	Under what rates, terms, and conditions may AT&T purchase network elements or combinations to replace services currently purchased from BellSouth tariffs? (UNEs, Attachment 2, Section 2.11)	Pursuant to FCC Orders, AT&T is permitted to purchase network elements and combinations to replace services currently purchased from BellSouth tariffs. The terms and conditions would be those applicable to the tariff. The rate would be the TELRIC cost to do a record change in BellSouth's OSS, plus the recurring price of the appropriate network elements or combinations. BellSouth should not be permitted to place obstacles in the way of AT&T's ability to convert such services to network elements and combinations as easily and seamlessly as possible.	Without waiver of its ability to avail itself of any available legal remedies, and in conformance to the guidelines set forth by the FCC in CC Docket No. 96-98 UNE Remand Orders dated Nov. 5, 1999 and Nov. 24, 1999, BellSouth will convert services currently purchased on a month to month basis by AT&T, or a BellSouth end user changing its service provider to AT&T, to the extent possible on a mechanized basis at a record change charge. As to services provided to AT&T or to a BellSouth end user changing its service provider to AT&T under a volume and term agreement or other contract basis, BellSouth will convert the services to the UNEs ordered by AT&T upon AT&T's payment of the appropriate early termination liabilities set forth in the volume and term agreement or contract.
10.	How should AT&T and BellSouth interconnect their networks in order to originate and complete calls to end-users?	AT&T and BellSouth should interconnect on an equitable basis, which is hierarchically equivalent, and not maintain the imbalanced situation where AT&T incurs the expense of	BellSouth offers interconnection in compliance with the requirements of the FCC rules and regulations as well as any state statute or regulation. Interconnection can be

	(Local Interconnection, Attachment 3)	connecting throughout BellSouth's network, while BellSouth incurs the much lower cost of connecting at the edge of AT&T's network. AT&T proposal also avoids use of limited collocation space that is better used for other purposes such as interconnection to UNE loops and advanced services. AT&T's proposal requires the two parties to work out a transition plan to "groom" the two networks.	accomplished through delivery of facilities to a collocation or fiber meet arrangement or through the lease of facilities. Interconnection must be accomplished through at least one interface within the BellSouth LATA and may be at an access tandem or local tandem. BellSouth, at its option, may designate an interface for the delivery of its originating traffic to AT&T.
11.	Should BellSouth be required to establish a Single Point of Interconnection when AT&T requests to access sub loop distribution? (Issue Language is pursuant to Agreement of the Parties)	BellSouth should cooperate with AT&T, upon request, in establishing a single point of interconnection on a case-by-case basis at multiunit installations. Where such points of interconnection do not exist, BellSouth should construct them, and AT&T should be charged no more than its fair share, as one service provider using this facility, of the forward-looking price. The single point of interconnect should be fully assembled by AT&T technicians with the necessity of having a BellSouth technician present.	Without waiver of its ability to avail itself of any available legal remedies, BellSouth will perform in conformance with the guidelines of 47 CFR §51.319(a)(2)(E) as set forth by the FCC in CC Docket No. 96-98 UNE Remand Order.
12.	Should BellSouth provide local circuit switching at UNE rates to allow AT&T to serve the first three lines provided to a customer located in Density Zone 1 as determined by NECA Tariff No. 4 in effect on January 1, 1999 ("Density Zone 1")?	Yes. Customers should be allowed to freely choose their local service provider regardless of the number of lines that customer purchases. AT&T is entitled to purchase local circuit switching at UNE rates to provide service to customers in Density Zone 1 for the first, second, and third lines purchased by such customers even if that customer has four lines or more.	Without waiver of its ability to avail itself of any available legal remedies, BellSouth will perform in conformance with the guidelines of 47 CFR §51.319(c)(1)(B) as set forth by the FCC in CC Docket No. 96-98 UNE Remand Order. The FCC's rule is quite clear, if BellSouth satisfies the condition of providing nondiscriminatory access to the Enhanced Extended Link (EEL) throughout Density Zone 1 in a top 50 MSA, BellSouth is not required to unbundle local circuit switching when AT&T serves end users with 4 or more lines. Therefore, if the end user has 4 or more lines, is located in a top 50 MSA in Density Zone 1 and BellSouth provides access to an EEL, BellSouth does not have to provide circuit switching to AT&T.
13.	Should BellSouth preclude AT&T from purchasing local circuit switching from	No. In a level competitive environment, customer services and rates should not be negatively impacted by BellSouth's election	See BellSouth's response to Issue 12, which is incorporated herein by reference as fully as if set out in its entirety.

	BellSouth at UNE rates when a Density Zone 1 existing AT&T customer with 1-3 lines increases its lines to 4 or more? (UNEs, Attachment 2, Section 6.3.1.3 and 6.3.1.4)	to increase AT&T costs of providing local service simply because the customer adds a fourth line to its location.	
14.	Should BellSouth be allowed to aggregate lines provided to multiple locations of a single customer to restrict AT&T's ability to purchase local circuit switching at UNE rates to serve any of the lines of that customer? (UNEs, Attachment 2, Section 6.3.1.3 and 6.3.1.4)	No. The total number of lines served to all of the customers locations should not be aggregated. If a customer, for example, has several locations, each served by 3 lines or less, AT&T should be entitled to purchase local circuit switching from BellSouth to serve each of the locations.	Yes. All of the lines provided to an end-user customer, including those at every end user location (where an end user has multiple locations), can be aggregated to relieve BellSouth of its obligation to provide circuit switching at UNE rates. The rule is clear, if BellSouth has met the regulatory requirements and AT&T's customer has responsibility for 4 or more lines, all within the confines of Density Zone 1 in a top 50 MSA, BellSouth does not have a statutory obligation to provide AT&T with access to its circuit switching at 47 USC §252(d) rates.
15.	Should AT&T be permitted to charge tandem rate elements when its switch serves a geographic area comparable to that served by BellSouth's tandem switch. (Local Interconnection, Attachment 3, Section 1.3)	Yes. When AT&T's switches serve a geographic area comparable to that served by BellSouth's tandem switch, then AT&T should be permitted to charge tandem rate elements.	AT&T must demonstrate to the Authority that (1) its switch serves a comparable geographic area and (2) the switch performs functions similar to those performed by BellSouth's tandem switch. Simply being capable of serving a comparable geographic area or capable of performing tandem switching functions is not sufficient evidence.
16.	Is BellSouth required to offer loops capable of supporting any form of xDSL service? (UNEs, Attachment 2, Section 3.1.15)	Yes. BellSouth should provide to AT&T a loop that is capable of providing any form of xDSL service that AT&T wishes to offer to a customer.	BellSouth's unbundled copper loop (UCL) offering cannot be held to the service levels and performance expectations which apply to BellSouth's ADSL- and HDSL-capable loop offerings. The UCL is an unbundled copper loop. Because the loop utilized to provide xDSL services must have certain characteristics to deliver service, BellSouth simply cannot warrant that the UCL will have all the requisite characteristics. Further, xDSL denotes any type of DSL service, be it ADSL, HDSL or some future generation of DSL service. BellSouth should not be expected to warrant that any DSL service will be supported by its UCL.

17.	When a loop is conditioned as requested by AT&T, what level of testing and maintenance is BellSouth required to provide? (UNEs, Attachment 2, Section 3.3.3.1-3.3.3.3)	Pursuant to the FCC's rules and regulations, BellSouth is required to perform all noise and line tests necessary to maintain voice and/or DSL capability.	BellSouth will test and report troubles for conditioned lines in accordance with 47 CFR § 51.319(a)(3)(D). The language of this rule is already in the agreed-upon portions of the contract under arbitration. In addition, see BellSouth's response to Issue 16, which is incorporated herein by reference as fully as if set out in its entirety.
18.	Should BellSouth be required to provide a cut-over process that ensures accurate, reliable, and timely cut-overs when a customer changes local service from BellSouth to AT&T? (UNEs, Attachment 2, Section 3.2 et seq.)	Yes. BellSouth should have a coordinated cut-over process that ensures accurate, reliable, and timely cut-overs. BellSouth's proposed process does not ensure that customers switching from BellSouth to AT&T receive the same treatment that BellSouth customers receive. Moreover, BellSouth does not follow its own process.	The coordinated cut over process proposed by BellSouth does ensure accurate, reliable and timely cut-overs. BellSouth's current SQMs measure BellSouth's performance in this area and sufficiently demonstrate that AT&T customers switching from BellSouth receive non-discriminatory treatment.
19.	Should AT&T local calls that use BellSouth's switching UNE be subject to "bill and keep" compensation arrangement, even though reciprocal compensation will be paid for terminating local calls not using BellSouth's UNE switch? (Local Interconnection, Attachment 3, Section 4.10; Billing & Recording, Attachment 6, Section 2.1.6; Exhibit E and Attachment 3, Section 4.10)	Due to the complexities and expense of recording and billing for reciprocal compensation on UNE-switched calls, AT&T believes that bill and keep should be used for local calls originated from and terminated to AT&T when it uses BellSouth's UNE switching. Other telecommunication carriers who originate or terminate calls to AT&T end-users served by UNE switching will be unable to determine that such calls went to AT&T as opposed to BellSouth. All call records will continue to look like they were made to BellSouth.	When AT&T terminates a call using BellSouth's local switching, BellSouth will provide the necessary recorded information to enable AT&T to bill the other carriers the charges those carriers have incurred. When AT&T leases circuit switching from BellSouth, AT&T is entitled to all revenues associated with that function, including the revenues associated with terminating calls for other carriers.
20.	What is the appropriate compensation for intraLATA and local traffic that terminates on each other's network? (Local Interconnection, Attachment 3, Section 6.7.1, 6.2.2, & 6.2.3)	The appropriate compensation is the reciprocal compensation rates set forth in exhibit A to Attachment 3. There should be no difference between any traffic within the LATA.	The carrier terminating intraLATA toll traffic on its switch is entitled to access service compensation from the other carrier. The carrier is entitled to reciprocal compensation for local traffic.
21.	What is the appropriate definition of internet protocol and how should outbound voice calls over internet protocol ("IP") telephony be treated for purposes of compensation? (Local Interconnection,	Until the FCC issues rules on how IP traffic is to be treated, no restrictions should be imposed. Further, there is no way to measure and record such traffic as requested by BellSouth. In any event, this is not a proper subject for negotiation in an interconnection agreement.	IP telephony is utilized in a manner consistent with traditional long-distance calling. Therefore, due to the increasing use of IP technology to transport voice long distance traffic, it is important to specify in the Agreement that Voice over the Internet Protocol traffic is switched access traffic and not

	Attachment 3, Section 6.1.8)		local traffic.
22.	In calculating Percent Local Usage (PLU) for purposes of reciprocal compensation, should BellSouth be required to report the traffic on a monthly, rather than quarterly, basis? (Local Interconnection, Attachment 3, Section 6.1.10)	Yes. BellSouth should be required to continue its current practice of calculating the PLU on a monthly basis. As AT&T enters the local market, and local usage increases, it remains necessary that BellSouth not change the current practice which has been adequate to this point. BellSouth proposes changing to a quarterly basis.	BellSouth offered to accept PLU reporting on an otherwise than quarterly basis when AT&T gains a large customer whose addition would have an impact on the PLU and on a monthly basis for a period of 12 months when AT&T opens a new calling area or begins marketing in a new area. Otherwise, PLU would be reported quarterly, which is consistent with industry practice.
23.	What is the appropriate definition of transit traffic?	Transit traffic is all intraLATA traffic that originates or terminates to AT&T end users that is terminated or originated by a third-party telecommunications carrier and uses transit services provided by BellSouth. BellSouth's definition would include interLATA exchange access traffic. AT&T will be placing separate interconnection facilities for the receipt of transit traffic and exchange access traffic. BellSouth should not be permitted to comingle such traffic when sending it to AT&T for competition.	Transit traffic is traffic originating on AT&T's network that is switched and/or transported by BellSouth and delivered to a third party's network, or traffic originating on a third party's network that is switched and/or transported by BellSouth and delivered to AT&T's network. This definition of transit treats all traffic that simply crosses BellSouth's network in the same manner. Separate facilities for exchange access traffic is simply not necessary and adds unnecessary expense.
24.	What are the appropriate intervals for the delivery of collocation space to AT&T? (Collocation, Attachment 4, Section 6.4)	FCC rules require that BellSouth provide collocation within intervals no greater than the best practice intervals of other ILECS. Accordingly, BellSouth should provide collocation within the following intervals: (1) virtual and cageless: 60 calendar days; (2) Physical (caged): 30 calendar days if AT&T does the construction; 90 calendar days if BellSouth does the construction. In the event of unforeseen circumstances, BellSouth should apply to the Authority for suspension of or relief from the intervals.	BellSouth has proposed an interval of no greater than 100 calendar days for the provision of physical collocation arrangements under ordinary conditions. Such a proposal is reasonable and necessary.
25.	When AT&T and BellSouth have adjoining facilities in a	Yes. When BellSouth and AT&T facilities are in close proximity, in order to achieve	No. AT&T's proposal has the effect of expanding the definition of premises beyond

	building outside BellSouth's central office, should AT&T be able to purchase cross connect facilities to connect to BellSouth or other CLEC networks without having to collocate in BellSouth's portion of the building? (Collocation, Attachment 4, Section 1.6)	network efficiency, AT&T should be able to cross connect its network directly from its space to BellSouth's space without having to purchase collocation space from BellSouth.	that which is required by the FCC regulations or that which is necessary. AT&T simply wishes to take advantage of its former corporate ownership of BellSouth. BellSouth's agreement to AT&T's terms would cause BellSouth to provide AT&T with more favorable treatment than other new entrants.
26.	Is conducting a statewide investigation of criminal history records for each AT&T employee or agent being considered to work on a BellSouth Premises a reasonable security measure that BellSouth may impose on AT&T? (Issue language agreed-upon by parties)	No. These requirements are unreasonable and are inconsistent with the examples of measures found by the FCC to be reasonable, e.g. ID badges, security cameras, cabinet enclosures, and separate central building entrances. Such requirements are excessive, increasing collocation costs without providing additional protection to BellSouth. Moreover, such requirements could be discriminatory as applied to AT&T because of its collective bargaining agreements. AT&T is willing to indemnify BellSouth, on a reciprocal basis, for any bodily injury or property damage caused by AT&T's employees or agents.	Yes. BellSouth performs criminal background checks on its employees prior to hiring and as such can require AT&T to do the same in order for AT&T to have unescorted access to the central offices and other premises that house the public switched network. Such security requirements are reasonable in light of the assets being protected as well as the number of new entrants and other telecommunications carriers relying on the integrity and reliability of BellSouth's network. AT&T's offer to indemnify BellSouth for bodily injury or property damage is not sufficient in light of the asset at risk.
27.	Unless otherwise specified, where Attachment 4 regarding collocation refers to days, should those days be calendar days or business days? (Collocation, Attachment 4)	Days should be calendar days. Business day intervals are inherently longer than calendar day interval thereby delaying delivery of collocation space within a reasonable timeframe.	Unless otherwise specified (for example, see BellSouth's response to Issue 24), days should be business days. Given the nature and complexity of the tasks to be completed, business days are reasonable.
28.	Should AT&T be permitted to order cageless collocation space from BellSouth in partial bay increments, rather than only in single bay increments? (Collocation, Attachment 4, Section 3.1)	Yes. AT&T should be allowed to order any size of cageless collocation space, including space in smaller increments than entire bays. If AT&T's requirements are only for a partial bay, it is inefficient and unnecessary for AT&T to pay for and reserve more space than is needed. Under such circumstances, requiring AT&T to reserve entire bays drives up the cost for AT&T and other CLECs to collocate and reduces the collocation space available to other CLECs.	SETTLED.

29.	What are the appropriate rates and recurring and non recurring charges for the following collocation items for which rates have not been established or are not TELRIC compliant: • Subsequent application fee for collocation • cable support structure for collocation? (Collocation, Attachment 4, Section 5.7.1 and Exhibit A)	The FCC's TELRIC pricing rules require that BellSouth charge no more for any collocation than the TELRIC cost of collocation.	The appropriate rate is a cost-based rate calculated pursuant to a final FCC-compliant methodology.
30.	What are the appropriate rates and charges that BellSouth may impose upon AT&T for the access card system BellSouth has installed to permit 24 x 7 access by AT&T to its collocation space? (Collocation, Attachment 4, Exhibit A)	As required by FCC regulations, BellSouth is required to charge no more than the cost-based TELRIC rates for collocation as established in Docket No. 7061-U.	The appropriate rate is a cost-based rate calculated pursuant to a final FCC-compliant methodology.
31.	Has BellSouth provided sufficient customized routing in accordance with State and Federal law to allow it to avoid providing Operator Services/Directory Assistance ("OS/DA") as a UNE?	No. BellSouth does not provide AT&T adequate customized routing. BellSouth has not provided sufficient information on its untested AIN solution, including rates. If BellSouth's proposal is line class codes ("LCC's"), this solution may not be viable in every central office due to exhaust. Thus, until these methods are proven viable, AT&T may purchase OS/DA as an unbundled network element.	Yes. BellSouth has available both an AIN solution for customized routing as well as the LCC solution that was advocated by AT&T during the last round of arbitrations. AT&T participated in testing BellSouth's AIN customized routing solution.
32.	Should BellSouth be required to electronically process and provision an order for OS/DA if AT&T orders an unbranded or AT&T branded platform? (OSS, Attachment 7, Section 3.20-3.24)	Yes. BellSouth should process and provision AT&T's orders at parity with BellSouth's processing and provisioning of its own customers orders.	See BellSouth's response to Issue 31, which is incorporated herein by reference as fully as if set out in its entirety. However, should the Authority resolve Issue 31 in AT&T's favor, BellSouth will only provide electronic processing and provisioning of AT&T's OS/DA orders to a BellSouth branded platform. Orders for an unbranded or AT&T branded platform must be processed manually. Any proposed electronic ordering methodology should be handled through the

			EICCP, not through an arbitration proceeding.
33.	Is there a requirement on the part of BellSouth to obligate a purchaser of a BellSouth exchange to comply with the terms and conditions of this Agreement?(Issue language agreed to by the Parties)	The rates, terms, and conditions of this Agreement should govern the relationship between AT&T and the third party purchaser. BellSouth should not be permitted to remove the benefits of competition from a territory by selling it to another party that may assert a rural exemption or undermine AT&T's investment in competition by changing the rules. Further faced with the uncertainty of negotiating a completely new set of terms and conditions with another provider who purchases a BellSouth local exchange. Similarly, the Authority should not be required to review new sets of terms and conditions each time there is a sale of a local exchange.	The "successors and assigns" provision in the Preface of the Agreement should be adequate for AT&T. The contract language proposed by AT&T is unduly burdensome on BellSouth and any prospective purchaser of a BellSouth exchange. The obligations contained within 47 USC §§251 and 252 are binding upon a successor and assign of BellSouth and thus the language proposed by BellSouth is sufficient.
34.	What is the appropriate dispute resolution mechanism when issues governed by the Agreement cannot be resolved between the Parties? (Issue language agreed to by the Parties)	More issues will arise now that AT&T is entering the market and will need to be resolved quickly. These issues will be more business oriented and less policy oriented, and thus, more appropriately handled by commercial arbitrators. The parties should continue to have the right to resolve operational issues in a commercial forum on an expedited basis; thereby, limiting the customer-affecting impact of any such disputes.	BellSouth has had experience with commercial arbitration in the resolution of disputes under interconnection agreements negotiated pursuant to 47 USC §252 and has found such arbitration to be expensive and unduly lengthy in nature. The Eighth Circuit Court of Appeals in <i>Iowa Utilities Board</i> ruled that the Authority is charged with the power to resolve disputes relating to interconnection agreements and BellSouth should not be forced to waive its right to seek resolution of such issues before the Authority.
35.	When AT&T submits a local service request to BellSouth for a resold service, should BellSouth be permitted to charge AT&T for sending the local service request electronically or manually? (Resale, Attachment 1, Exhibit A)	AT&T is proposing that the current rates for use of the electronic interfaces established by the Authority for UNEs be adopted for resale orders. Since forward-looking electronic interfaces would result in very low fall out to manual processes, and the current UNE rates include this level of fall-out, a separate manual rate should not be established.	BellSouth is permitted by 47 USC §252(d) to recover the costs associated with providing access to its Operational Support Systems functions, whether such access is utilized for the purposes of resale by the new entrant or through the use of unbundled network elements, and whether order processing is manual or electronic.
36.	What is the proper timeframe for BellSouth to render bills for overdue charges? (Billing & Recording, Attachment 6, Section 1.2.3)	BellSouth should be required to continue its current practice of not rendering bills for charges more than one year old. BellSouth does not render bills to its own customers for charges more than one year old; therefore, BellSouth	BellSouth should not be required by contract to waive its statutory right to collect charges for services provided but for which payment has not been received. BellSouth has proposed that to the extent that

		should not bill AT&T any differently.	the Parties negotiate a bill certification agreement for the payment of charges incurred under the interconnection agreement, BellSouth will agree to an interval less than the statute of limitations.
37.	Should BellSouth be permitted to limit AT&T's access to dark fiber with lightwave repeater (regenerator or optical amplifier) equipment interspliced to it? (UNEs, Attachment 2, Sections 8.4 and 8.5)	No. In paragraph 167 of the UNE Remand Order, the FCC defines the loop network element as "all features, functions, and capabilities of the transmission facilities, including dark fiber and attached electronics (except for those used in the provision of advanced services, such as DSLAMS) owned by the Incumbent LEC between the Incumbent LEC's central office and the loop demarcation point at the customer's premises." Thus, since the regenerator or optical amplifier equipment is located between the central office and the loop demarcation point, consistent with the FCC's findings, AT&T should be permitted to access this equipment.	SETTLED
38.	What are the proper parameters sufficient to prevent fraudulent billing for reciprocal compensation? (Local Interconnection, Attachment 3, Section 6.1.2)	Attachment 3, Section 6.1.2, which is the language currently in place, sufficiently and adequately defines interconnection; thereby, prohibiting the fraudulent billing for reciprocal compensation. In the event that a contract term is breached, the proper recourse is Dispute Resolution.	The current Agreement does not adequately address the issues brought to light by the conduct of some new entrants in the marketplace and because of 47 USC §252(i), BellSouth must protect itself from such conduct and the language proposed by BellSouth is reasonable.
39.	Should AT&T's use of directory assistance database information be restricted under this Agreement? (UNEs, Attachment 2, Section 9.4.8.2)	No. The FCC is presently considering its possible expansion of authorized uses for directory assistance database information. BellSouth should not be permitted to impose restrictions on AT&T's use of this information beyond any adopted by the FCC.	SETTLED
40.	Should BellSouth be permitted to establish caps on the access rates that AT&T may charge BellSouth, when BellSouth purchases exchange access service from AT&T as a result of terminating intraLATA calls to AT&T? (Local Interconnection, Attachment 3)	No. BellSouth should not be permitted to establish constraints on the rates AT&T charges other telecommunications carriers in this Agreement. BellSouth's demand to impose a unilateral cap on the price AT&T may charge for access services is not appropriate and should not be the subject of a provision in an interconnection agreement pursuant to Section 251 of the Act.	SETTLED
41.	Should the Change	Yes. Change Control should	The terms and conditions of the

	Control Process be sufficiently comprehensive to ensure that there are processes to handle, at a minimum the following situations: (OSS, Attachment 7, Exhibit A)	apply to the entire range of transactions required between AT&T and BellSouth in order for AT&T to utilize Services and Elements. Both electronic and manual interfaces and processes are required to establish and maintain a business relationship with BellSouth and conduct day-to-day business transactions. A comprehensive Change Control Process should provide "cradle to grave" coverage of the life cycle of an interface or process, and its supporting documentation (such as specifications, business rules, methods, and procedures). Thus, implementation of new interfaces, management of interfaces in production (including defect correction), and the retirement of interfaces should be addressed. Change Control should provide a normal process, an exception process, an escalation process, and a dispute resolution process with ultimate recourse to commission, mediation, or court adjudication. Additionally, a process by which the Change Control Process can be changed should be specified. The existing Electronic Interface Change Control Process (EICCP) is not comprehensive. AT&T's proposal and the existing EICCP's coverage are compared below.	EICCP, as well as the subjects to which it should apply, should be negotiated between the EICCP committee members and cannot be properly arbitrated in a proceeding that involves only BellSouth and AT&T.	
		Situation	AT&T Proposal	EICCP
		a) changes to existing electronic interfaces?	Yes.	This subpart is addressed in the EICCP today.
		b) changes to manual processes?	Yes.	BellSouth is in the process of implementing this subpart into EICCP; the documentation will be distributed to all CLECs in 1Q00 with implementation immediately following.
		c) introduction of new electronic interfaces?	Yes.	This subpart is addressed in the EICCP today.
		d) retirement of existing interfaces?	Yes.	This subpart is addressed in the EICCP today.
		e) exceptions to the process?	Yes.	This subpart is addressed in the

				EICCP today.
		f) software?	Yes.	This subpart is addressed in the EICCP today.
		g) hardware?	Yes.	This subpart is addressed in the EICCP today.
		h) industry standards?	Yes.	This subpart is addressed in the EICCP today.
		i) new or revised edits?	Yes.	This subpart is addressed in the EICCP today.
		j) documentation, including training?	Yes.	Documentation is addressed in the EICCP today; training is not an appropriate issue for the EICCP and is handled in other forums.
		k) defect correction?	Yes.	Defects are being implemented into the EICCP currently.
		l) monthly change review meetings?	Yes.	This subpart is addressed in the EICCP today.
		m) participation by the number of company subject-matter experts necessary to represent issues effectively?	Yes.	BellSouth has proposed to the CLECs expanding the number of participants to three per company.
		n) changes initiated by CLECs?	Yes.	This subpart is addressed in the EICCP today.
		o) changes initiated by BellSouth?	Yes.	This subpart is addressed in the EICCP today.
		p) changes necessitated by a change in industry standards?	Yes.	This subpart is addressed in the EICCP today.
		q) changes to address regulatory requirements?	Yes.	This subpart is addressed in the EICCP today.
		r) emergency changes (defect correction)?	Yes.	The Type I system outages are defined in the interim change control process, but are handled through the EC Support Help Desk.
		s) an eight step cycle, repeated monthly?	Yes.	For non-Type I issues, BellSouth has an 11-step process in EICCP today with variable inputs and outputs for each step.

		t) a firm schedule for notifications associated with changes initiated by BellSouth?	Yes	BellSouth will provide 30-day notification for CLEC-impacting changes.
		u) a process for changing the change control process	Yes.	This subpart is addressed in the EICCP today.
		v) a process for the escalation of changes in process	Yes.	BellSouth is implementing escalation procedures for the EICCP.
		w) a process for dispute resolution, including referral to state utility commissions or courts?	Yes.	This subpart is not appropriate for EICCP which is designed to be a cooperative effort between BellSouth and the CLECs. The EICCP does provide that any party can seek appropriate relief if not satisfied with an outcome.
42.	What should be the resolution of the following OSS issues currently pending in the change control process but not yet provided? (OSS, Attachment 7, Exhibit A)			Issues such as those delineated in this issue should be resolved in the EICCP. These are industry issues more properly resolved in another forum and not in this two-party arbitration.
	a) parsed customer service records for pre-ordering?	BellSouth should provide. Parsed customer service records for preordering pursuant to industry standards. AT&T needs this in order to fully integrate its ordering systems with BellSouth's and obtain the functionality now available to BellSouth. BellSouth's internal systems parse the sections and fields of the CSR as needed to meet software program requirements precluding the need for service representatives to re-enter CSR information when processing orders. This item has been an industry standard since the publication of the LSOG3 guidelines.		This subpart is before the EICCP. An EICCP Change Request was submitted by AT&T requesting a parsed customer service record via TAG. Planning and analysis on this issue will begin mid-2000 on the parsing of the CSR. BellSouth currently provides the CLECs a stream of data via TAG. The stream of data is identified by section with each line uniquely identified and delimited. This is consistent with the data provided to BellSouth's retail units. .
	b) electronic pre-order xDSL loop qualification, service inquiry and ordering?	BellSouth should provide electronic preorder xDSL service inquiry and ordering. BellSouth provides to BellSouth.net the ability to electronically determine whether or not a particular loop is ADSL-capable. BellSouth is only willing to make this capability available pursuant to its "outside		These issues are not part of the EICCP process because they are requirements of the FCC's 319 Order. Providing non-discriminatory access to loop make-up information, as part of the pre-ordering function, is a requirement of the FCC's UNE Remand Order. BellSouth will

		the Act” professional services contract. This functionality does not allow providers to access data to determine whether a loop is xDSL-capable. AT&T needs access to the data underlying the functionality provided to BellSouth.net in order to make this determination.	comply with the requirements of the Order in a timeframe provided by the Order. BellSouth is developing procedures to provide loop make-up via the Service Inquiry (SI) process within the timeframe provided by the UNE Remand Order. Even though it is not a requirement of the FCC’s UNE Remand Order, BellSouth is developing an electronic interface to BellSouth’s Loop Facility Assignment Control System (LFACS). BellSouth has a targeted date of 3Q00. Electronic ordering of 2-wire ADSL compatible loops and 2-wire & 4-wire HDSL compatible loops is targeted for 3Q00 via the TAG and EDI ordering interfaces.
	c) ability to submit orders electronically for all services and elements?	BellSouth should provide the ability to submit orders electronically for all services and elements. Lack of electronic ordering increases the possibility of errors and increases costs. BellSouth reported order flow-through for business services for two years before taking the position that these requests do not flow through. BellSouth formerly claimed only that complex business requests did not flow through, but even then, BellSouth admits that its service representatives type their requests into a front end system (DOE or SONGS), which sends the request to SOCS, which then accepts valid requests and issues the required service orders. Examples of instances in which AT&T requires electronic ordering capability are the UNE Platform, handling of remaining service on partial migrations, use of LSR fields to establish proper billing accounts, ability to order xDSL loops, ability to order digital loops, ability to order complex directory listings, ability to order loops and LNP on a single order, and ability to change main account number on a single	Requests for changes or revisions to BellSouth’s electronic interfaces to its OSS should be submitted through the EICCP. This process allows BellSouth and the CLEC community to review, prioritize and manage changes and revisions to the electronic interfaces based on the needs of the CLEC participants. The CLEC participants control this process and the associated timelines. Although to BellSouth’s knowledge no CLEC has submitted this request to the EICCP, the EICCP would be the appropriate forum to handle such a request. Non-discriminatory access to BellSouth’s OSS does not mean that all services and elements must be ordered electronically with no manual handling. Some services, such as complex services, require manual handling by BellSouth’s account teams for BellSouth retail customers. Processing of requests for CLECs may also require some manual processing for these same functions.

		order.	
	d) electronic processing after electronic ordering, without subsequent manual processing by BellSouth personnel?	BellSouth should provide electronic processing after electronic ordering. See (c), above. Examples of instances in which AT&T submits electronic orders that are subsequently processed manually include LNP, UNE-P with LCC, migrations merging existing accounts, related orders. AT&T has submitted change control requests and participated in other discussions aimed at improving the subsequent manual process pending full automation. Examples include worklist mechanization and a Flow-through Mechanization Project.	Requests for changes or revisions to BellSouth's electronic interfaces to its OSS should be submitted through the EICCP. This process allows BellSouth and the CLEC community to review, prioritize and manage changes and revisions to the electronic interfaces based on the needs of the CLEC participants. The CLEC participants control this process and the associated timelines. Although to BellSouth's knowledge no CLEC has submitted this request to the EICCP, the EICCP would be the appropriate forum to handle such a request. Non-discriminatory access to BellSouth's OSS does not mean that all services and elements must be ordered electronically with no manual handling. Some services, such as complex services, require manual handling by BellSouth's account teams for BellSouth retail customers. Processing of requests for CLECs may also require some manual processing for these same functions. Local service requests for some types of services are submitted electronically but "fall out" by design for processing. Even though the requests by design "fall out" for processing, electronic submission of the request improves the overall efficiency and effectiveness of order processing.
	e) migrate orders as specified?	BellSouth should provide this functionality according to the OBF standard. This functionality was available until BellSouth introduced OSS'99. A "migrate as specified" order should allow CLECs to order desired features without also having to specify what features they don't desire, but BellSouth no longer provides this functionality. Up until OSS'99 was introduced, "migrate as specified" orders needed to include only those services and features that were to	A new line activity code will be implemented in 4/00 for "switch as specified" orders. Under the new code BellSouth will provision only those features that are specified by the CLEC and thus will remedy AT&T's concerns.

		be provisioned to the customer's account. BellSouth provisioned only those features specified in the order. With OSS'99, however, the account stays "as is" unless CLECs specify otherwise. Thus, in order to eliminate features that are present on the customer account when it is migrated, the CLEC order must specify the features to be deleted, in addition to the features to be added. BellSouth may be trying to make "migrate as specified" orders operate like "migrate as is" orders because OSS'99 does not allow "migrate as is." Although OBF guidelines provide for "migrate as is" orders in a standard format, BellSouth actually designed OSS'99 to prevent its use. In the joint CLEC/BellSouth discussions establishing the OSS99 specifications, CLECs requested that BellSouth follow the standard, but BellSouth declined. BellSouth now proposes a work-around using the "migrate as specified" standard format, which CLECS would have to use in a non-standard manner to accomplish migrations as is.	
43.	Should BellSouth provide AT&T with the ability to access, via EBI/ECTA, the full functionality available to BellSouth from TAFI and WFA? (OSS, Attachment 7)	Yes. TAFI is a non-integrateable interface so AT&T must make additional entries into its own maintenance and repair systems, while BellSouth need only make this entry once. EBI/ECTA is a machine-to- machine interface capable of integration but with limited functional capabilities. It is technically feasible to provide the full suite of TAFI functions via EBI/ECTA.	BellSouth provides AT&T with complete access to TAFI and has complied with the current standards for ECTA. Future enhancements to ECTA should be made through the EICCP.

CERTIFICATE OF SERVICE

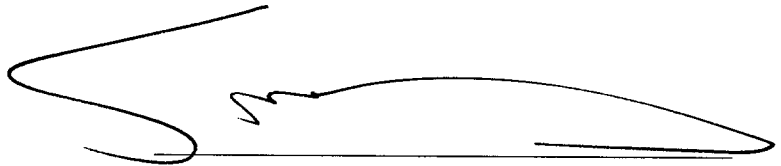
I hereby certify that on February 29, 2000, a copy of the foregoing document was served on the parties of record, via the method indicated:

- ☒ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight

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- ☐ Hand
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A handwritten signature in black ink, appearing to be "S. Lamoureux", written over a horizontal line.

AGREEMENT

between

BellSouth Telecommunications, Inc.

and

AT&T Communications of the South Central States, Inc.

REC'D TN
REC'D TOLSON
FEB 23 PM 1 54
OFFICE OF THE
EXECUTIVE SECRETARY

Effective Date: -

TENNESSEE

DISAGREE:

16
24.1.2

OPEN/AT&T:

24.6.1

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Attachment 14	Bona Fide Request/New Business Request Process

AGREEMENT

PREFACE

This Agreement, which shall become effective as of the _____ day of _____, is entered into by and between AT&T Communications of the Southern States, Inc., a New York corporation, having an office at 1200 Peachtree Street, N.E., Atlanta, Georgia, 30309, on behalf of itself and its Affiliates (individually and collectively "AT&T"), and BellSouth Telecommunications, Inc. ("BellSouth"), a Georgia corporation, having an office at 675 West Peachtree Street, Atlanta, Georgia 30375, on behalf of itself and its successors and assigns.

RECITALS

WHEREAS, The Telecommunications Act of 1996 (the "Act") was signed into law on February 8, 1996; and

WHEREAS, the Act places certain duties and obligations upon, and grants certain rights to Telecommunications Carriers; and

WHEREAS, BellSouth is an Incumbent Local Exchange Carrier; and

WHEREAS, AT&T is a Telecommunications Carrier and has requested that BellSouth negotiate an Agreement pursuant to the Act,

NOW, THEREFORE, in consideration of the promises and the mutual covenants of this Agreement, AT&T and BellSouth hereby agree as follows:

DEFINITIONS and ACRONYMS

For purposes of this Agreement, certain terms have been defined in the body of the Agreement to encompass meanings that may differ from, or be in addition to, the normal connotation of the defined word. Unless the context clearly indicates otherwise, any term defined or used in the singular shall include the plural. The words "shall" and "will" are used interchangeably throughout this Agreement and the use of either connotes a mandatory requirement. The use of one or the other shall not mean a different degree of right or obligation for either Party. A defined word intended to convey its special meaning is capitalized when used. Other terms that are capitalized, and not defined in this Agreement, shall have the meaning in the Act. For convenience of reference, Attachment 11 provides a list of acronyms used throughout this Agreement.

GENERAL TERMS AND CONDITIONS

1. Provision of Local Service and Unbundled Network Elements

- 1.1 This Agreement sets forth the terms, conditions and prices under which BellSouth agrees to provide: (a) telecommunications services that BellSouth currently provides, or may offer hereafter for resale; (b) interconnection of BellSouth's network to AT&T's network; (c) certain unbundled Network Elements ("Network Elements") and certain combinations of such unbundled Network Elements ("Combinations"); (d) access to poles, rights of way and conduits; and (e) collocation (resale, interconnection, Network Elements and Combinations, access to rights of way, poles and conduits, and collocation shall collectively be referred to as "Services and Elements"). BellSouth may fulfill the requirements imposed upon it by this Agreement by itself or, in the case of directory listings for white pages may cause BellSouth Advertising and Publishing Company ("BAPCO") to take such actions to fulfill BellSouth's responsibilities. This Agreement includes Attachments 1 – 14 and all accompanying Appendices and Exhibits. Unless otherwise provided in this Agreement, BellSouth will perform all of its obligations hereunder throughout its entire service area.
- 1.2 Subject to the requirements of this Agreement, AT&T may, at any time add, relocate or modify any Services and Elements purchased hereunder. Requests for additions or other changes shall be handled pursuant to the process provided in Attachment 10. Terminations of any Services or Elements shall be handled pursuant to Section 3.1 of the General Terms and Conditions of this Agreement.
- 1.3 BellSouth shall not discontinue Services and Elements provided hereunder without the prior written consent of AT&T. Such consent shall not be unreasonably withheld; provided, however, BellSouth may discontinue any telecommunications service available for resale as long as BellSouth provides AT&T prior written notice of intent to discontinue any such service. BellSouth further agrees to make any such service available to AT&T for resale to AT&T's end users who are subscribers of such services from AT&T until the date BellSouth discontinues any such service for BellSouth's customers. BellSouth also agrees to adopt a reasonable, nondiscriminatory transition schedule for BellSouth or AT&T end users who may be purchasing any such service.
- 1.4 This Agreement may be amended from time to time as mutually agreed in writing between the Parties. The Parties agree that neither Party will take any action to proceed, nor shall either have any

obligation to proceed on a requested change unless and until a modification to this Agreement is signed by authorized representatives of each Party.

2. Term of Agreement

- 2.1 When executed by authorized representatives of BellSouth and AT&T, this Agreement shall become effective as of the Effective Date stated above, and shall expire three (3) years from the Effective Date unless terminated in accordance with the provisions of Section 3.2 of the General Terms and Conditions.
- 2.2 The Parties agree that by no later than one hundred and eighty (180) days prior to the expiration of this Agreement, they may commence negotiations for a subsequent agreement ("Subsequent Agreement") with regard to the terms, conditions and obligations contained in this Agreement.
- 2.3 If, within one hundred and thirty-five (135) days of commencing the negotiation referred to in Section 2.2, above, the Parties are unable to satisfactorily negotiate the Subsequent Agreement, either Party may petition the Commission to establish appropriate terms and conditions for those unresolved issues pursuant to 47 U.S.C. 252. If the Commission fails to issue an order setting new terms and conditions prior to the expiration of this Agreement, the terms of this agreement shall continue in effect, on a month-to-month basis, at the same terms, conditions and prices as those in effect at the end of the then-current term, until resolved by the Commission.
- 2.4 The Parties must have commenced good faith negotiations within the time period set forth in Sections 2.2 and 2.3 of the Terms and Conditions of this Agreement in order for the Agreement to continue on a month-to-month basis. If such good faith negotiations have not commenced, unless the Parties agree otherwise, the Parties agree to submit the issue of having this Agreement continued on a month-to-month basis to the appropriate Commission. If such a request is made to the Commission, this Agreement will remain in effect on a month-to-month basis until the Commission has ruled.

3. Termination of Agreement; Transitional Support

- 3.1 AT&T may terminate any Services and Elements provided under this Agreement upon thirty (30) days written notice to BellSouth unless a different notice period or different conditions are specified for termination of such Services and Elements in this Agreement or pursuant to any applicable tariff, in which event such specific period or

conditions shall apply, provided such period or condition is reasonable, nondiscriminatory and narrowly tailored. Where there is no such different notice period or different condition specified, AT&T's liability shall be limited to payment of the amounts due for any terminated Services and Elements provided up to and including the date of termination. Notwithstanding the foregoing, the provisions of Section 10, infra, shall still apply. Upon termination, BellSouth agrees to cooperate in an orderly and efficient transition to AT&T or another vendor such that the level and quality of the Services and Elements is not degraded and to exercise its best efforts to effect an orderly and efficient transition. AT&T agrees that it may not terminate the entire Agreement pursuant to this section.

- 3.2 If a Party is in breach of a material term or condition of this Agreement ("Defaulting Party"), the other Party shall provide written notice of such breach to the Defaulting Party. The Defaulting Party shall have ten (10) business days from receipt of notice to cure the breach. If the breach is not cured, the Parties shall follow the dispute resolution procedure set forth in Section 16 of the General Terms and Conditions of this Agreement

4. **Good Faith Performance**

- 4.1 In the performance of their obligations under this Agreement, the Parties shall act in good faith and consistently with the intent of the Act. Where notice, approval or similar action by a Party is permitted or required by any provision of this Agreement, (including, without limitation, the obligation of the Parties to further negotiate the resolution of new or open issues under this Agreement) such action shall not be unreasonably delayed, withheld or conditioned.

5. **Option to Obtain Services and Elements and Combinations Under Other Agreements**

- 5.1 BellSouth shall make available and AT&T may elect to adopt pursuant to 47 U.S.C. § 252 and the FCC rules and regulations regarding such availability any interconnection, service, or network element provided under an agreement approved pursuant to 47 U.S.C. § 252. The adopted interconnection, service, or network element shall apply to the same states as such other agreement and for the identical term of such other agreement. AT&T may exercise this option by delivering written notice to BellSouth, which may include a proposed amendment to this Agreement to incorporate the prices, terms and conditions, in whole or in part found in the other agreement.

- 5.2 Any dispute between the Parties concerning any election or exercise of an option by AT&T under this Section 5 shall be resolved pursuant to the dispute resolution procedure set forth in Section 16 of the General Terms and Conditions of this Agreement.

6. Responsibility of Each Party

- 6.1 Each Party is an independent contractor, and has and hereby retains the right to exercise full control of and supervision over its own performance of its obligations under this Agreement and retains full control over the employment, direction, compensation and discharge of all employees assisting in the performance of such obligations. Each Party will be solely responsible for all matters relating to payment of such employees, including compliance with social security taxes, withholding taxes and all other regulations governing such matters. Each Party will be solely responsible for proper handling, storage, transport and disposal at its own expense of all (i) substances or materials that it or its contractors or agents bring to, create or assume control over at Work Locations or, (ii) Waste resulting therefrom or otherwise generated in connection with its or its contractors' or agents' activities at the Work Locations. Subject to the limitations on liability and except as otherwise provided in this Agreement, each Party shall be responsible for (i) its own acts and performance of all obligations imposed by Applicable Law in connection with its activities, legal status and property, real or personal and, (ii) the acts of its own affiliates, employees, agents and contractors during the performance of that Party's obligations hereunder.

7. Governmental Compliance

- 7.1 AT&T and BellSouth each shall comply at its own expense with all Applicable Law that relates to (i) its obligations under or activities in connection with this Agreement or (ii) its activities undertaken at, in connection with or relating to Work Locations. AT&T and BellSouth each agree to indemnify, defend (at the other Party's request) and save harmless the other, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) its failure or the failure of its contractors or agents to so comply or (ii) any activity, duty or status of it or its contractors or agents that triggers any legal obligation to investigate or remediate environmental contamination. BellSouth, at its own expense, will be solely responsible for obtaining from governmental authorities, building owners, other carriers, and any other persons or entities, all rights and privileges (including, but not

limited to, space and power), which are necessary for BellSouth to provide the Services and Elements pursuant to this Agreement. AT&T, at its own expense, will be solely responsible for obtaining from governmental authorities, building owners, other carriers, and any other persons or entities, all rights and privileges which are AT&T's obligation as a provider of telecommunications services to its end users pursuant to this Agreement.

8. Responsibility For Environmental Contamination

- 8.1 AT&T shall in no event be liable to BellSouth for any costs whatsoever resulting from the presence or Release of any Environmental Hazard or Hazardous Materials that AT&T did not introduce to the affected Work Location so long as AT&T's actions do not cause or substantially contribute to the release of any Environmental Hazard or Hazardous Materials. BellSouth shall indemnify, defend (at AT&T's request) and hold harmless AT&T, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) any Environmental Hazard or Hazardous Materials that BellSouth, its contractors or agents introduce to the Work Locations or (ii) the presence or Release of any Environmental Hazard or Hazardous Materials for which BellSouth is responsible under Applicable Law, to the extent the release of any Environmental Hazard or Hazardous Materials is not caused or substantially contributed to by AT&T's actions.
- 8.2 BellSouth shall in no event be liable to AT&T for any costs whatsoever resulting from the presence or Release of any Environmental Hazard or Hazardous Materials that BellSouth did not introduce to the affected Work Location, so long as BellSouth's actions do not cause or substantially contribute to the release of any Environmental Hazards or Hazardous Materials. AT&T shall indemnify, defend (at BellSouth's request) and hold harmless BellSouth, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) any Environmental Hazard or Hazardous Materials that AT&T, its contractors or agents introduce to the Work Locations or (ii) the presence or Release of any Environmental Hazard or Hazardous Materials for which AT&T is responsible under Applicable Law, to the extent the release of any Environmental Hazard or Hazardous Materials is not caused or substantially contributed to by BellSouth's actions.

- 8.3 For purposes of this Section 8, the following terms shall have the following meaning:
- 8.3.1 Environmental Hazard" means (1) a release, discharge, leak, spill or disposal (collectively referred to hereafter as "release") of HAZARDOUS MATERIALS has occurred on premises or property that is related to the performance of this Agreement and that such affected material or media is demonstrated through applicable or appropriate testing method to require remediation or removal as determined by all laws, ordinances, statutes, codes, rules, regulations, orders and decrees of the United States, the state, county, city or any other political subdivision in which the release has occurred, and any other political subdivision, agency or instrumentality exercising jurisdiction over the release, including any applicable federal and state case law and common law interpreting any of the foregoing or 2) any event involving, or exposure to, HAZARDOUS MATERIALS which poses risks to human health, safety or the environment (including, without limitation, indoor or outdoor environment(s) and is regulated under any applicable laws or regulations as described in (1);
- 8.3.2 "Hazardous Materials" means any hazardous or toxic substance, material or waste listed in the United States Department of Transportation HAZARDOUS MATERIALS Table at 49 CFR 172.101; any hazardous substance listed by the Environmental Protection Agency (EPA) under the Comprehensive Environmental, Response, Compensation, and Liability Act (CERCLA), 42 U.S.C. §§ 9601 et. seq., as amended, and found at 40 CFR Part 302; any hazardous waste listed under the Resource Conservation and Recovery Act (RCRA), 42 U.S.C. §§ 6901 et. seq., as amended, and found at 40 CFR Part 261; any toxic substance regulated by the Toxic Substances Control Act, 15 U.S.C. §§ 2601 et. seq., as amended; any insecticide, fungicide, or rodenticide regulated by the Federal Insecticide, Fungicide, and Rodenticide Act, 7 U.S.C. §§ 136 et. seq.; and the following specified substances or materials, that may or may not be regulated by the above: (1) asbestos or asbestos-containing materials; (2) petroleum or petroleum-based or derived products or by-products; (3) polychlorinated biphenyls (PCBs); and (4) radon.
- 8.3.3 "Release" means any release, spill, emission, leaking, pumping, injection, deposit, disposal, discharge, dispersal, leaching, or migration, including without limitation, the movement of Environmental Hazards through or in the air, soil, surface water or groundwater, or any action or omission that causes Environmental Hazards to spread or become more toxic or more expensive to investigate or remediate.

- 8.3.4 "Waste" means all hazardous and non-hazardous substances and materials which are intended to be discarded, scrapped, or recycled, associated with activities AT&T or BellSouth or their respective contractors or agents perform at Work Locations. It shall be presumed that all substances or materials associated with such activities, that are not in use or incorporated into structures (including without limitation damaged components or tools, leftovers, containers, garbage, scrap, residues or byproducts), except for substances and materials that AT&T, BellSouth or their respective contractors or agents intend to use in their original form in connection with similar activities, are Waste. "Waste" shall not include substances, materials or components incorporated into structures (such as cable routes) even after such components or structure are no longer in current use.

9. **Regulatory Matters**

- 9.1 BellSouth shall be responsible for obtaining and keeping in effect all Federal Communications Commission, State Commissions, franchise authority and other regulatory approvals that may be required in connection with the performance of its obligations under this Agreement. AT&T shall be responsible for obtaining and keeping in effect all Federal Communications Commission, State Commission, franchise authority and other regulatory approvals that may be required in connection with its offering of services to AT&T end users contemplated by this Agreement. AT&T shall reasonably cooperate with BellSouth in obtaining and maintaining any required approvals for which BellSouth is responsible, and BellSouth shall reasonably cooperate with AT&T in obtaining and maintaining any required approvals for which AT&T is responsible.
- 9.2 In the event that BellSouth is required by any governmental authority to file a tariff or make another similar filing ("Filing") in order to implement this Agreement, BellSouth shall (i) consult with AT&T reasonably in advance of such Filing about the form and substance of such Filing, (ii) provide to AT&T its proposed tariff and obtain AT&T's agreement on the form and substance of such Filing, and (iii) take all steps reasonably necessary to ensure that such Filing imposes obligations upon BellSouth that are no less favorable than those provided in this Agreement and preserves for AT&T the full benefit of the rights otherwise provided in this Agreement. In no event shall BellSouth file any tariff to implement this Agreement that purports to govern Services and Elements that is inconsistent with the rates and other terms and conditions set forth in this Agreement unless such rate or other terms and conditions are more favorable than those set forth in this Agreement.

- 9.3 In the event that any final legislative, regulatory, judicial or other legal action materially affects any material terms of this Agreement, or the ability of AT&T or BellSouth to perform any material terms of this Agreement, AT&T or BellSouth may, on ninety (90) days' written notice (delivered not later than ninety (90) days following the date on which such action has become legally binding and has otherwise become final) require that such terms be renegotiated, and the Parties shall renegotiate in good faith such mutually acceptable new terms as may be required. In the event that such new terms are not renegotiated within ninety (90) days after such notice, the dispute shall follow the dispute resolution procedures set forth in Section 16 of the General Terms and Conditions of this Agreement.

10. Liability and Indemnity

- 10.1 Liabilities of BellSouth - Unless expressly stated otherwise in this Agreement, the financial liability of BellSouth to AT&T during any Contract Year resulting from any and all causes of action arising under this Agreement shall not exceed the amount due and owing by AT&T to BellSouth during the Contract Year in which such cause arises or accrues.
- 10.2 Liabilities of AT&T - Unless expressly stated otherwise in this Agreement, the financial liability of AT&T to BellSouth during any Contract Year resulting from any and all causes of action arising under this Agreement shall not exceed the amount due and owing by AT&T to BellSouth during the Contract Year in which such cause arises or accrues.
- 10.3 Each party shall, to the greatest extent permitted by Applicable Law, include in its local switched service tariff (if it files one in a particular State) or in any State where it does not file a local service tariff, in an appropriate contract with its end users that relates to the Services and Elements provided under this Agreement, a limitation of liability (i) that covers the other Party to the same extent the first Party covers itself and (ii) that limits the amount of damages a customer may recover to the amount charged the applicable customer for the service that gave rise to such loss.
- 10.4 No Consequential Damages - NEITHER AT&T NOR BELLSOUTH SHALL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, OR SPECIAL DAMAGES SUFFERED BY SUCH OTHER PARTY (INCLUDING WITHOUT LIMITATION DAMAGES FOR HARM TO BUSINESS, LOST REVENUES, LOST SAVINGS, OR LOST PROFITS SUFFERED BY SUCH OTHER PARTIES), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, WARRANTY,

STRICT LIABILITY, OR TORT, INCLUDING WITHOUT LIMITATION NEGLIGENCE OF ANY KIND WHETHER ACTIVE OR PASSIVE, AND REGARDLESS OF WHETHER THE PARTIES KNEW OF THE POSSIBILITY THAT SUCH DAMAGES COULD RESULT. EACH PARTY HEREBY RELEASES THE OTHER PARTY AND SUCH OTHER PARTY'S SUBSIDIARIES AND AFFILIATES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS FROM ANY SUCH CLAIM. NOTHING CONTAINED IN THIS SECTION 10 SHALL LIMIT BELLSOUTH'S OR AT&T'S LIABILITY TO THE OTHER FOR (i) WILLFUL OR INTENTIONAL MISCONDUCT (INCLUDING GROSS NEGLIGENCE); (ii) BODILY INJURY, DEATH OR DAMAGE TO TANGIBLE REAL OR TANGIBLE PERSONAL PROPERTY PROXIMATELY CAUSED BY BELLSOUTH'S OR AT&T'S NEGLIGENT ACT OR OMISSION OR THAT OF THEIR RESPECTIVE AGENTS, SUBCONTRACTORS OR EMPLOYEES, NOR SHALL ANYTHING CONTAINED IN THIS SECTION 10 LIMIT THE PARTIES' INDEMNIFICATION OBLIGATIONS AS SPECIFIED HEREIN. FOR PURPOSES OF THIS SECTION 10, BELLSOUTH'S FAILURE TO MEET PERFORMANCE STANDARDS OR MEASUREMENTS PURSUANT TO ATTACHMENT 9 OF THIS AGREEMENT, TO THE EXTENT APPLICABLE, SHALL NOT BE CONSIDERED TO BE INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, OR SPECIAL DAMAGES.

- 10.5 Obligation to Indemnify – Except as provided in Section 11 (Intellectual Property Rights and Indemnification), each Party shall, and hereby agrees to, defend at the other's request, indemnify and hold harmless the other Party and each of its officers, directors, employees and agents (each, an "Indemnitee") against and in respect of any loss, debt, liability, damage, obligation, claim, demand, judgment or settlement of any nature or kind, known or unknown, liquidated or unliquidated, including without limitation all reasonable costs and expenses incurred (legal, accounting or otherwise) (collectively, "Damages") arising out of, resulting from or based upon any pending or threatened claim, action, proceeding or suit by any third Party (a "Claim") (i) alleging any breach of any representation, warranty or covenant made by such indemnifying Party (the "Indemnifying Party") in this Agreement, or (ii) based upon injuries or damage to any person or property or the environment arising out of or in connection with this Agreement that are the result of the Indemnifying Party's actions, breach of Applicable Law, or status of its employees, agents and subcontractors.
- 10.6 Obligation to Defend; Notice; Cooperation - Whenever a Claim shall arise for indemnification under this Section 10, the relevant

Indemnitee, as appropriate, shall promptly notify the Indemnifying Party and request the Indemnifying Party to defend the same. Failure to so notify the Indemnifying Party shall not relieve the Indemnifying Party of any liability that the Indemnifying Party might have, except to the extent that such failure prejudices the Indemnifying Party's ability to defend such Claim. The Indemnifying Party shall have the right to defend against such liability or assertion in which event the Indemnifying Party shall give written notice to the Indemnitee of acceptance of the defense of such Claim and the identity of counsel selected by the Indemnifying Party. Except as set forth below, such notice to the relevant Indemnitee shall give the Indemnifying Party full authority to defend, adjust, compromise or settle such Claim with respect to which such notice shall have been given, except to the extent that any compromise or settlement shall prejudice the Intellectual Property Rights of the relevant Indemnitees. The Indemnifying Party shall consult with the relevant Indemnitee prior to any compromise or settlement that would affect the Intellectual Property Rights or other rights of any Indemnitee, and the relevant Indemnitee shall have the right to refuse such compromise or settlement and, at the refusing Party's or refusing Parties' cost, to take over such defense, provided that in such event the Indemnifying Party shall not be responsible for, nor shall it be obligated to indemnify the relevant Indemnitee against, any cost or liability in excess of such refused compromise or settlement. With respect to any defense accepted by the Indemnifying Party, the relevant Indemnitee shall be entitled to participate with the Indemnifying Party in such defense if the Claim requests equitable relief or other relief that could affect the rights of the Indemnitee and also shall be entitled to employ separate counsel for such defense at such Indemnitee's expense. In the event the Indemnifying Party does not accept the defense of any indemnified Claim as provided above, the relevant Indemnitee shall have the right to employ counsel for such defense at the expense of the Indemnifying Party. Each Party agrees to cooperate and to cause its employees and agents to cooperate with the other Party in the defense of any such Claim and the relevant records of each Party shall be available to the other Party with respect to any such defense.

11. Intellectual Property Rights and Indemnification

- 11.1 Use of Mark. Both Parties are strictly prohibited from any use, including but not limited to in sales and in marketing or advertising of telecommunications services of any name, trade name, service mark or trademark of the other Party.

- 11.2 Ownership of Intellectual Property. Any intellectual property which originates from or is developed by a Party shall remain in the exclusive ownership of that Party. Except for limited licenses, to the extent necessary for the Parties to use any facilities or equipment (including software) or to receive any services solely as provided under this Agreement, no patent, copyright, trademark, trade name or other proprietary right is licensed, granted or otherwise transferred by this Agreement.
- 11.3 BellSouth and AT&T (if and to the extent BellSouth uses AT&T facilities or equipment, including software) warrants that each other may use any facilities or equipment, including software, provided hereunder that contains intellectual property owned or controlled by third parties without being subject to any claims of infringement by such third parties. Each Party further warrants that it will not enter into any licensing agreements with respect to any facilities or equipment, including software, that contain provisions that would disqualify the other Party from using or interconnecting with such facilities or equipment, including software, pursuant to the terms of this Agreement. Each Party further warrants that it has not and will not intentionally modify any existing license agreements for any network facilities or equipment, including software, in whole or in part for the purpose of disqualifying the other Party from using or interconnecting with such facilities or equipment, including software, pursuant to the terms of this Agreement. To the extent that providers of facilities or equipment, including software, in either Party's network provide indemnities covering intellectual property liabilities and those indemnities allow a flow-through of protection to third parties, the indemnified party shall flow those indemnity protections through to the other Party. Finally each Party shall indemnify the other pursuant to the terms of this Agreement, with respect to the other Party's use of intellectual property associated with any new network facilities or equipment, including software, acquisitions.
- 11.4 BellSouth Indemnification. BellSouth will defend AT&T against claims of infringement arising solely from the use by AT&T of Services and Elements and will indemnify AT&T for any damages awarded based solely on such claims in accordance with Section 11.4 of this Agreement.
- 11.4.1 For purposes of Section 11.4 of this Agreement, BellSouth's obligation to indemnify AT&T shall include the obligation to indemnify and hold AT&T harmless from and against any loss, cost, expense or liability arising out of a claim that AT&T's use, pursuant to the terms of this Agreement, of BellSouth's facilities, equipment or software infringes

the intellectual property rights of a third party. Should any such facilities, equipment or software, or any portion thereof, provided by BellSouth hereunder become, or, in BellSouth's reasonable opinion, be likely to become the subject of a claim of infringement, or should BellSouth's use thereof be finally enjoined, then BellSouth shall, at its expense, after consultation with AT&T, (i) procure for AT&T the right to continue using such facilities, equipment or software or portion thereof; or (ii) replace or modify such facilities, equipment or software or portion thereof to make it non-infringing, provided, however, that such replacement or modification shall be functionally equivalent to the facilities, equipment or software or portion thereof that is replaced or modified.

11.5 AT&T Indemnification. AT&T (if and only to the extent AT&T provides BellSouth access to its facilities and equipment, including software) will defend BellSouth against claims of infringement arising solely from the use by BellSouth of AT&T facilities or equipment, including software, and to the extent BellSouth uses AT&T facilities or equipment, including software, and will indemnify BellSouth for any damages awarded based solely on such claims in accordance with Section 11.5 of this Agreement.

11.5.1 For purposes of Section 11.5 of this Agreement, AT&T's obligation to indemnify BellSouth shall include the obligation to indemnify and hold BellSouth harmless from and against any loss, cost, expense or liability arising out of a claim that BellSouth's use, pursuant to the terms of this Agreement, of AT&T facilities or equipment, including software, infringes the intellectual property rights of a third party. Should any such facilities or equipment, including software, or any portion thereof, provided by AT&T hereunder become, or, in AT&T's reasonable opinion, be likely to become the subject of a claim of infringement, or should AT&T's use thereof be finally enjoined, then AT&T shall, at its expense, after consultation with BellSouth, (i) procure for BellSouth the right to continue using such facilities, equipment or software or portion thereof; or (ii) replace or modify such facilities, equipment or software or portion thereof to make it non-infringing, provided, however, that such replacement or modification shall be functionally equivalent to the facilities, equipment or software or portion thereof that is replaced or modified.

11.6 In the event that the provisions of Section 11.4.1 or Section 11.5.1 of this Agreement are unreasonable for the indemnifying party to perform, then the indemnified party shall have the right, in its sole discretion, to waive its indemnification rights under either Section 11.4 or Section 11.5 of this Agreement or to terminate the portion of the

Agreement, upon thirty (30) days written notice, solely with respect to the facilities or equipment, including software, provided through the use of the infringing facilities or equipment, including software.

- 11.7 The Party providing access to its facilities or equipment, including software, will inform the other Party of any pending or threatened intellectual property claims of which it is aware and will provide to the other Party periodic and timely updates of such notification, as appropriate, so that the other Party receives maximum notice of any intellectual property risks that it may want to address.
- 11.8 In no event shall either Party be responsible for obtaining any license or right to use agreement associated with any facilities or equipment, including software, by either Party.
- 11.9 Exception to Obligations. Both Parties' obligations under this Section shall not apply to the extent the infringement is caused by: (i) modification of the facilities or equipment (including software) by the indemnitee; (ii) use by the indemnitee of the facilities or equipment (including software) in combination with equipment or facilities (including software) not provided or authorized by the indemnitor provided the facilities or equipment (including software) would not be infringing if used alone; (iii) conformance to specifications of the indemnitee which would necessarily result in infringement; or (iv) continued use by the indemnitee of the affected facilities or equipment (including software) after being placed on notice to discontinue use as set forth herein.
- 11.10 Exclusive Remedy. The foregoing shall constitute the sole and exclusive remedies and obligations with respect to a third party claim of intellectual property infringement arising out of the conduct of business under this Agreement.
12. **Audits and Inspections**
- 12.1 For carrier billing purposes, the Parties have agreed pursuant to Section 12 of Attachment 6, to create a process for pre-bill certification. Until such time as that process is in place, the audit process provided in this Section 12.1 shall apply.
- 12.1.1 Subject to BellSouth's reasonable security requirements and except as may be otherwise specifically provided in this Agreement, AT&T may audit BellSouth's books, records and other documents once in each Contract Year for the purpose of evaluating the accuracy of BellSouth's billing and invoicing. AT&T may employ other persons or firms for this purpose. Such audit shall take place at a time and place

agreed on by the Parties no later than thirty (30) days after notice thereof to BellSouth.

- 12.1.2 BellSouth shall promptly correct any billing error that is revealed in an audit, including making refund of any overpayment by AT&T in the form of a credit on the invoice for the first full billing cycle after the Parties have agreed upon the accuracy of the audit results. Any Disputes concerning audit results shall be resolved pursuant to the dispute resolution procedures described in Section 16 of the General Terms and Conditions of this Agreement.
- 12.1.3 BellSouth shall cooperate fully in any such audit, providing reasonable access to any and all appropriate BellSouth employees and books, records and other documents reasonably necessary to assess the accuracy of BellSouth's bills.
- 12.1.4 AT&T may audit BellSouth's books, records and documents more than once during any Contract Year if the previous audit found previously uncorrected net variances or errors in invoices in BellSouth's favor with an aggregate value of at least two percent (2%) of the amounts payable by AT&T for Services and Elements or Combinations provided during the period covered by the audit.
- 12.1.5 Audits shall be at AT&T's expense, subject to reimbursement by BellSouth in the event that an audit finds an adjustment in the charges or in any invoice paid or payable by AT&T hereunder by an amount that is, on an annualized basis, greater than two percent (2%) of the aggregate charges for the Services and Elements during the period covered by the audit.
- 12.1.6 Upon (i) the discovery by BellSouth of overcharges not previously reimbursed to AT&T or (ii) the resolution of disputed audits, BellSouth shall promptly reimburse AT&T the amount of any overpayment times the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date of overpayment to and including the date that payment is actually made. In no event, however, shall interest be assessed on any previously assessed or accrued late payment charges.
- 12.2 Subject to reasonable security requirements, either Party may audit the books, records and other documents of the other for the purpose of evaluating usage pertaining to transport and termination of local traffic. Where such usage data is being transmitted through CABS, the audit shall be conducted in accordance with CABS or other applicable requirements approved by the appropriate State Commission. If data is not being transferred via CABS, either Party

may request an audit for such purpose once each Contract Year. Either Party may employ other persons or firms for this purpose. Any such audit shall take place no later than thirty (30) days after notice thereof to the other Party.

12.2.1 Either Party shall promptly correct any reported usage error that is revealed in an audit, including making payment of any underpayment after the Parties have agreed upon the accuracy of the audit results. Any Disputes concerning audit results shall be resolved pursuant to the dispute resolution procedures described in Section 16 of the General Terms and Conditions of this Agreement.

12.2.2 The Parties shall cooperate fully in any such audit, providing reasonable access to any and all appropriate employees and books, records and other documents reasonably necessary to assess the usage pertaining to transport and terminating of local traffic.

13. Performance Measurement

13.1 Performance Measurements, Enforcement Measurements and any applicable enforcement mechanisms shall be as set forth in Attachment 9, incorporated herein by this reference.

13.2 BellSouth shall provide telecommunications services pursuant to Attachment 1 to AT&T for resale that are equal in quality, subject to the same conditions, and provided within the same provisioning time intervals that BellSouth provides these services to others, including end users.

13.3 BellSouth shall provide, for the facilities and equipment of AT&T, interconnection with BellSouth's network that is at a level of quality that is equal to that which BellSouth provides itself, a subsidiary, an affiliate, or any other third party.

13.4 To the extent technically feasible, the quality of a Network Element, as well as the quality of the access to such Network Element, provided to AT&T by BellSouth shall be at least equal in quality to that which BellSouth provides to itself.

14. Force Majeure

14.1 Neither Party shall be liable for any delay or failure in performance of any part of this Agreement caused by a Force Majeure condition, including acts of the United States of America or any state, territory or political subdivision thereof, acts of God or a public enemy, fires, floods, disputes, freight embargoes, strikes, labor disputes,

earthquakes, volcanic actions, wars, civil disturbances, or other causes beyond the reasonable control of the Party claiming excusable delay or other failure to perform. Force Majeure shall not include acts of any Governmental Authority relating to environmental, health or safety conditions at Work Locations. If any Force Majeure condition occurs, the Party whose performance fails or is delayed because of such Force Majeure condition shall give prompt notice to the other Party, and upon cessation of such Force Majeure condition, shall give like notice and commence performance hereunder as promptly as reasonably practicable.

- 14.2 Notwithstanding Section 14.1 of this Agreement, no delay or other failure to perform shall be excused pursuant to this Section 14 by the acts or omission of a Party's subcontractors, material persons, suppliers or other third persons providing products or services to such Party unless: (i) there is a Force Majeure condition that affects the performance of said subcontractors, material persons, suppliers or other third persons, (ii) such acts or omissions do not relate to environmental, health or safety conditions at Work Locations and, (iii) unless such delay or failure and the consequences thereof are beyond the control and without the fault or negligence of the Party claiming excusable delay or other failure to perform. Notwithstanding the foregoing, this Section 14 shall not excuse failure or delays where either Party is required to implement Disaster Recovery plans to avoid such failures and delays in performance.

15. Certain Federal, State and Local Taxes

- 15.1 Definition. For purposes of this Section 15, the terms "taxes" and "fees" shall include but not be limited to federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees of whatever nature and however designated (including tariff surcharges and any fees, charges or other payments, contractual or otherwise, for the use of public streets or rights of way, whether designated as franchise fees or otherwise) imposed on, or sought to be imposed, either of the Parties and measured by the charges or payments, for the services furnished hereunder, excluding any taxes levied on income.
- 15.2 Taxes And Fees Imposed Directly On Either Seller Or Purchaser
- 15.2.1 Taxes and fees imposed on the providing Party, which are neither permitted nor required to be passed on by the providing Party to its Customer, shall be borne and paid by the providing Party.

- 15.2.2 Taxes and fees imposed on the purchasing Party, which are not required to be collected and/or remitted by the providing Party, shall be borne and paid by the purchasing Party.
- 15.3 Taxes And Fees Imposed On Purchaser But Collected And Remitted By Seller
- 15.3.1 Taxes and fees imposed on the purchasing Party shall be borne by the purchasing Party, even if the obligation to collect and/or remit such taxes or fees is placed on the providing Party.
- 15.3.2 To the extent permitted by Applicable Law, any such taxes and/or fees shall be shown as separate items on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing Party shall remain liable, to the extent permitted by Applicable law, for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.
- 15.3.3 If the purchasing Party determines that in its opinion any such taxes or fees are not lawfully due, the providing Party shall not bill such taxes or fees to the purchasing Party if the purchasing Party provides written certification, reasonably satisfactory to the providing Party, stating that it is exempt or otherwise not subject to the tax or fee, setting forth the basis therefor, and satisfying any other requirements under Applicable Law. If any authority seeks to collect any such tax or fee that the purchasing Party has determined and certified not to be lawfully due, or any such tax or fee that was not billed by the providing Party, the purchasing Party may contest the same in good faith, at its own expense. In the event that such contest must be pursued in the name of the providing Party, the providing Party shall permit the purchasing Party to pursue and control the contest in the name of providing Party and providing Party shall have the opportunity to participate fully in the preparation of such contest. In any such contest, the purchasing Party shall promptly furnish the providing Party with copies of all filings in any proceeding, protest, or legal challenge, all rulings issued in connection therewith, and all correspondence between the purchasing Party and the taxing authority.
- 15.3.4 In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee, or to avoid the existence of a lien on the assets of the providing Party during the pendency or such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery.

- 15.3.5 If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount, including any interest and penalties thereon.
- 15.3.6 Notwithstanding any provision to the contrary, the purchasing Party shall protect, indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereof, or other charges or payable expenses (including reasonable attorney fees) with respect thereto, which are reasonably and necessarily incurred by the providing Party in connection with any claim for or contest of any such tax or fee.
- 15.3.7 Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority; such notice to be provided, if possible, at least ten (10) days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) days after receipt of such assessment, proposed assessment or claim.
- 15.4 Taxes And Fees Imposed On Seller But Passed On To Purchaser
- 15.4.1 Taxes and fees imposed on the providing Party, which are permitted or required to be passed on by the providing Party to its Customer, shall be borne by the purchasing Party.
- 15.4.2 To the extent permitted by Applicable Law, any such taxes and/or fees shall be shown as separate items on applicable billing documents between the Parties. Notwithstanding the foregoing, to the extent permitted by Section 15 with respect to the billing of services provided hereunder, the purchasing Party shall remain liable for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.
- 15.4.3 If the purchasing Party disagrees with the providing Party's determination as to the application or basis for any such tax or fee, the Parties shall consult with respect to the imposition and billing of such tax or fee and with respect to whether to contest the imposition of such tax or fee. Notwithstanding the foregoing, the providing Party shall retain responsibility for determining whether and to what extent any such taxes or fees are applicable. The providing Party shall further retain responsibility for determining whether and how to contest the imposition of such taxes or fees, provided, however, the Parties agree to consult in good faith as to such contest and that any such contest undertaken at the request of the purchasing Party shall be at the

purchasing Party's expense. In the event that such contest must be pursued in the name of the providing Party, providing Party shall permit purchasing Party to pursue the contest in the name of the providing Party and the providing Party shall have the opportunity to participate fully in the preparation of such contest.

- 15.4.4 If, after consultation in accordance with the preceding Section 15.4.3, the purchasing Party does not agree with the providing Party's final determination as to the application or basis of a particular tax or fee, and if the providing Party, after receipt of a written request by the purchasing Party to contest the imposition of such tax or fee with the imposing authority, fails or refuses to pursue such contest or to allow such contest by the purchasing Party, the purchasing Party may utilize the dispute resolution process outlined in Section 16 of the General Terms and Conditions of this Agreement. Utilization of the dispute resolution process shall not relieve the purchasing party from liability for any tax or fee billed by the providing Party pursuant to this subsection during the pendency of such dispute resolution proceeding. In the event that the purchasing Party prevails in such dispute resolution proceeding, it shall be entitled to a refund in accordance with the final decision therein. Notwithstanding the foregoing, if at any time prior to a final decision in such dispute resolution proceeding the providing Party initiates a contest with the imposing authority with respect to any of the issues involved in such dispute resolution proceeding, the dispute resolution proceeding shall be dismissed as to such common issues and the final decision rendered in the contest with the imposing authority shall control as to such issues.
- 15.4.5 In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee with the imposing authority, or to avoid the existence of a lien on the assets of the providing Party during the pendency of such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery
- 15.4.6 If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount, including any interest and penalties thereon.
- 15.4.7 Notwithstanding any provision to the contrary, the purchasing Party shall protect, indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereon, or other reasonable charges or payable expenses (including reasonable attorney fees) with respect thereto, which are incurred by the providing Party in

connection with any claim for or contest of any such tax or fee which purchasing party elects to contest or which purchasing party provides written authorization for the providing party to undertake on behalf of the purchasing party.

- 15.4.8 Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority, such notice to be provided, if possible, at least ten (10) days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) days after receipt of such assessment, proposed assessment or claim.

15.5 Mutual Cooperation

- 15.5.1 In any contest of a tax or fee by one Party, the other Party shall cooperate fully by providing records, testimony and such additional information or assistance as may reasonably be necessary to pursue the contest. Further, the other Party shall be reimbursed for any reasonable and necessary out-of-pocket copying and travel expenses incurred in assisting in such contest. Each Party agrees to indemnify and hold harmless the other Party from and against any losses, damages, claims, demands, suits, liabilities, and expenses, including reasonable attorney's fees, that arise out of its failure to perform its obligations under this section.

16. **Dispute Resolution Process**

DISAGREE

AT&T PROPOSAL: Alternative Dispute Resolution. All disputes, claims or disagreements (collectively "Disputes") arising under or related to this Agreement or the breach hereof shall be resolved in accordance with the procedures set forth in Attachment 14 to this Agreement, except: (i) disputes arising pursuant to the billing provisions contract in Attachment 6; and (ii) disputes or matters for which the Act specifies a particular remedy or procedure. Disputes involving matters subject to the Connectivity Billing provisions contained in Attachment 6, shall be resolved in accordance with the Billing Disputes section of Attachment 6. In no event shall the Parties permit the pendency of a Dispute to disrupt service to any AT&T Customer contemplated by this Agreement. The foregoing notwithstanding, neither this Section nor Attachment 14 shall be construed to prevent either Party from seeking and obtaining temporary equitable remedies, including temporary restraining orders. A

request by a Party to a court or a regulatory authority for interim measures or equitable relief shall not be deemed a waiver of the obligation to comply with Attachment 14.

BST PROPOSAL: Except as otherwise stated in this Agreement, the Parties agree that if any dispute arises as to the interpretation of any provision of this Agreement or as to the proper implementation of this Agreement, either Party may petition the Commission for a resolution of the dispute. However, each Party reserves any rights its may have to seek judicial review of any ruling made by the Commission concerning this Agreement.

17. **Notices**

17.1 Any notices or other communications required or permitted to be given or delivered under this Agreement shall be in hard-copy writing (unless otherwise specifically provided herein) and shall be sufficiently given if delivered personally or delivered by prepaid overnight express service to the following (unless otherwise specifically required by this Agreement to be delivered to another representative or point of contact):

If to AT&T:

Bill Peacock
AT&T
1200 Peachtree St., N.E.
Atlanta, GA 30309

Chief Commercial Attorney
AT&T
Legal Department
1200 Peachtree St., N.E.
Atlanta, GA 30309

If to BellSouth:

Assistant Vice President
AT&T Account Team
Interconnection Services
Suite 410
1960 W. Exchange Place
Tucker, GA 30064

General Attorney-Commercial Unit
BellSouth
Legal Department

675 W. Peachtree St., Suite 4300
Atlanta, GA 30375

- 17.2 Either Party may unilaterally change its designated representative and/or address for the receipt of notices by giving seven (7) days prior written notice to the other Party in compliance with this Section. Any notice or other communication shall be deemed given when received.

18. **Confidentiality and Proprietary Information**

- 18.1 For the purposes of this Agreement, "Confidential Information" means confidential or proprietary technical or business Information given by one Party (the "Discloser") to the other Party (the "Recipient") and identified by the Discloser as Confidential Information in accordance with this Section. All information which is to be treated as Confidential Information under this Agreement shall:

- 18.1.1 if in written, graphic, electromagnetic, or other tangible form, be marked as "Confidential Information"; and

- 18.1.2 if oral, (i) be identified by the Discloser at the time of disclosure to be "Confidential Information", and (ii) be set forth in a written summary which identifies the information as "Confidential Information" and which is delivered by the Discloser to the Recipient within ten (10) days after the oral disclosure.

- 18.1.3 Each Party shall have the right to correct an inadvertent failure to identify information as Confidential Information by giving written notification within thirty (30) days after the information is disclosed. The Recipient shall, from that time forward, treat such information as Confidential Information.

- 18.2 In addition to any requirements imposed by 47 U.S.C. § 222, for a period of five (5) years from the receipt of Confidential Information from the Discloser, except as otherwise specified in this Agreement, the Recipient agrees (a) to use it only for the purpose of performing under this Agreement, (b) to hold it in confidence and disclose it to no one other than its employees having a need to know for the purpose of performing under this Agreement, and (c) to safeguard it from unauthorized use or disclosure with at least the same degree of care with which the Recipient safeguards its own Confidential Information. If the Recipient wishes to disclose the Discloser's Confidential Information to a third Party agent or consultant, the agent or consultant must have executed a written agreement of non-disclosure and non-use comparable in scope to the terms of this Section.

- 18.3 The Recipient may make copies of Confidential Information only as reasonably necessary to perform its obligations under this Agreement. All such copies shall bear the same copyright and proprietary rights notices as are contained on the original.
- 18.4 The Recipient agrees to return all Confidential Information in tangible form received from the Discloser, including any copies made by the Recipient, within thirty (30) days after a written request is delivered to the Recipient, or to destroy all such Confidential Information, except for Confidential Information that the Recipient reasonably requires to perform its obligations under this Agreement. If either Party loses or makes an unauthorized disclosure of the other Party's Confidential Information, it shall notify such other Party immediately and use reasonable efforts to retrieve the lost or wrongfully disclosed information.
- 18.5 The Recipient shall have no obligation to safeguard Confidential Information: (a) which was in the possession of the Recipient free of restriction prior to its receipt from the Discloser; (b) after it becomes publicly known or available through no breach of this Agreement by the Recipient; (c) after it is rightfully acquired by the Recipient free of restrictions on its disclosure; or (d) after it is independently developed by personnel of the Recipient to whom the Discloser's Confidential Information had not been previously disclosed. In addition, either Party shall have the right to disclose Confidential Information to any mediator, arbitrator, state or federal regulatory body, the Department of Justice or any court in the conduct of any mediation, arbitration or approval of this Agreement or in any proceedings concerning the provision of interLATA services by BellSouth that are or may be required by the Act. Additionally, the Recipient may disclose Confidential Information if so required by law, a court, or governmental agency, so long as the Discloser has been notified of the requirement promptly after the Recipient becomes aware of the requirement. In all cases, the Recipient must undertake all lawful measures to avoid disclosing such information until Discloser has had reasonable time to seek and comply with a protective order that covers the Confidential Information to be disclosed.
- 18.6 Each Party's obligations to safeguard Confidential Information disclosed prior to expiration or termination of this Agreement shall survive such expiration or termination.
- 18.7 Except as otherwise expressly provided elsewhere in this Agreement, no license is hereby granted under any patent, trademark, or

copyright, nor is any such license implied, solely by virtue of the disclosure of any Confidential Information.

- 18.8 Each Party agrees that the Discloser would be irreparably injured by a breach of this Agreement by the Recipient or its representatives and that the Discloser shall be entitled to seek equitable relief, including injunctive relief and specific performance, in the event of any breach of the provisions of this Agreement. Such remedies shall not be deemed to be the exclusive remedies for a breach of this Agreement, but shall be in addition to all other remedies available at law or in equity.

19. Branding

- 19.1 AT&T shall provide the exclusive interface to AT&T end users, except as AT&T shall otherwise specify. In those instances where AT&T requires BellSouth personnel or systems to interface with AT&T end users, such personnel shall identify themselves as representing AT&T, and shall not identify themselves as representing BellSouth. Except for material provided by AT&T, all forms, business cards or other business materials furnished by BellSouth to AT&T end users shall be subject to AT&T's prior review and approval. In no event shall BellSouth, acting on behalf of AT&T pursuant to this Agreement, provide information to AT&T local service Customers about BellSouth products or services. BellSouth agrees to provide in sufficient time for AT&T to review and provide comments, the methods and procedures, training and approaches, to be used by BellSouth to assure that BellSouth meets AT&T's branding requirement. For installation and repair services, AT&T agrees to provide BellSouth with branded material at no charge for use by BellSouth ("Leave Behind Material"). AT&T will reimburse BellSouth for the reasonable and demonstrable costs BellSouth would otherwise incur as a result of the use of the generic leave behind material. BellSouth will notify AT&T of material supply exhaust in sufficient time that material will always be available. BellSouth will not be liable for any error, mistake or omission, other than intentional acts or omissions or gross negligence, resulting from the requirements to distribute AT&T's Leave Behind Material.

20. Directory Listings Requirements

- 20.1 BellSouth shall make available to AT&T, for AT&T subscribers, non discriminatory access to its telephone number and address directory listings ("Directory Listings"), under the following terms and conditions. In no event shall AT&T subscribers receive Directory Listings that are at less favorable rates, terms or conditions than the rates, terms or conditions that BellSouth provides its subscribers.

- 20.1.1 BellSouth has delegated certain authority to its affiliate, BellSouth Advertising & Publishing Corporation ("BAPCO"), and has required BAPCO to carry out certain BellSouth obligations imposed by the Act regarding the publication of directories. AT&T and BAPCO have entered into an agreement, which is appended as Attachment 13 to this Agreement and incorporated herein by this reference, regarding BAPCO's treatment of AT&T's end users' directory listing information in directories published by BAPCO. BellSouth shall maintain the Directory Listings database, which includes AT&T's end users' directory listing information, used by BAPCO in publishing such directories in accordance with Section 20.2.1 below. Subject to execution of such agreement between AT&T and BAPCO, BAPCO shall publish directory listings as follows:
- 20.1.1.1 White Pages Basic Directory Listings. BellSouth shall publish in all BellSouth's white pages Directories at no charge to AT&T or any AT&T Customer one white pages basic Directory Listing for each AT&T Customer for all of such Customer's phone numbers located in the geographic region covered by any white pages Directory. Notwithstanding the foregoing, BellSouth shall not publish any white pages basic Directory Listing for any AT&T Customer whose Directory Listing has been identified as non-published. AT&T will be required to provide to BellSouth the names, addresses and telephone numbers of all AT&T end users that wish to be omitted from directories.
- 20.1.1.2 Enhanced White Pages Listings. Where BellSouth offers to publish, at no charge, in its white pages directory Enhanced White Pages Listings to its retail customers, BellSouth shall publish such listings, at no charge and under the same terms and conditions, for AT&T for its end users. Where BellSouth charges its retail customers for Enhanced White Pages Listings, BellSouth shall publish such listings under the same terms and conditions to AT&T for its Customers at the applicable wholesale discount set forth in Attachment 1.
- 20.1.1.3 Yellow Pages Basic Directory Listings. Where BellSouth offers to publish in its Yellow Pages Directory free Yellow Pages listings to its retail end users, BellSouth shall publish such listings, at no charge and under the same terms and conditions to AT&T for its end users. Where BellSouth charges business customers for Yellow Pages basic Directory Listings, BellSouth shall provide one Yellow Pages basic Directory Listing for each AT&T end user, who subscribes to business services, at BellSouth tariffed rates at the applicable wholesale discount set forth in Attachment 1. BellSouth shall not provide "lead" information on AT&T end users to its Yellow Pages directory publishing Affiliate without written permission from AT&T.

- 20.1.2 Treatment of Directory Listings. BellSouth shall treat all Directory Listings with the same level of confidentiality that BellSouth accords its own directory listing information, and BellSouth shall limit access to AT&T's end user proprietary confidential directory information to those BellSouth employees who are involved in the preparation of listings. Directory Listings of AT&T Customers shall be alphabetically commingled with the Directory Listings of all other telecommunications carriers, including BellSouth. All Directory Listings published by BellSouth will be as accurate and complete as BellSouth's own listings or those of its Affiliates.
- 20.1.3 Reserved Rights. AT&T reserves the right to withhold Directory Listing information from BellSouth if BellSouth charges AT&T a rate for inclusion of AT&T's unlisted numbers in the BellSouth directory databases exceeding the BellSouth retail tariffed charge for unlisted numbers.
- 20.2 Directory Listings Database
- 20.2.1 Maintenance. BellSouth shall maintain a Directory Listings database that shall include the directory listings of BellSouth, AT&T and any other carrier for whom BellSouth has agreed to publish Directory Listings. AT&T and BellSouth shall cooperate to ensure that Directory Listing information relating to AT&T end user is delivered to BellSouth and reflected in such database in a timely and accurate manner (and in no event in a manner that is less timely or accurate than the manner in which BellSouth's Directory Listings database is updated for information relating to BellSouth's end user). Data should be generated from the local service order process and other data feeds for facility-based carriers and should be subject to the same rigorous edits that are applied to BellSouth local service orders. BellSouth shall use all commercially reasonable efforts to maintain the Directory Listings database in good order. BellSouth shall advise AT&T as soon as possible, but in no event fewer than six (6) months in advance, of any changes in the maintenance of the Directory Listings database or any mechanisms or interfaces, whether industry standard or not, pursuant to which BellSouth will provide Directory Listings to AT&T.
- 20.2.2 Third Party Access to Directory Listings Database. AT&T authorizes BellSouth to provide Directory Listings of AT&T end user to third parties on terms and conditions that comport with the Communications Act and the relevant FCC rules and orders and on the same terms and conditions applicable to the release of Directory Listings of BellSouth end users to third parties. This data shall not be used for any other purpose than publishing a directory.

- 20.2.3 Co-operation. AT&T and BellSouth agree to co-operate in good faith to resolve any issue regarding a Directory Listing raised by an AT&T end user (e.g., publication of a nonpublished Directory Listing, etc.) Upon request by either party, AT&T and BellSouth will in good faith mutually develop a process for escalating and resolving such issues.

21. Insurance Requirements

- 21.1 At all times during the term of this Agreement, each Party shall maintain, at its own expense, (i) all insurance required by applicable Law including insurance and approved self insurance for statutory workers compensation coverage and (ii) commercial general liability coverage in the amount of not less than ten million dollars (\$10,000,000) or a combination of commercial general liability and excess/umbrella coverage totaling ten million dollars (\$10,000,000). Upon request from the other Party, each Party shall furnish the other Party with certificates of insurance which evidence the minimum levels of insurance set forth herein. Each Party may satisfy all or part of the coverage specified herein through self insurance. Each Party shall give the other Party at least thirty (30) days advance written notice of any cancellation or non-renewal of insurance required by this Section.

22. Costs

- 22.1 Except as otherwise specified in this Agreement, the Act, or any Commission order, each Party shall be responsible for all costs and expenses that it incurs to comply with its obligations under this Agreement.

23. Disaster Recovery

- 23.1 The Parties will negotiate within six (6) months of the Effective Date of this Agreement a Disaster Recovery Plan.

24. Miscellaneous

- 24.1 Delegation or Assignment

- 24.1.1 BellSouth may not assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of AT&T which will not be unreasonably withheld. Notwithstanding the foregoing, BellSouth may assign its rights and benefits and delegate its duties and obligations under this Agreement without the consent of AT&T to a 100 percent owned Affiliate company of BellSouth if such Affiliate provides wireline communications, provided that the performance of any such assignee is guaranteed by the assignor. Any

prohibited assignment or delegations shall be null and void. In no event shall BellSouth require that this Agreement be assigned to an Affiliate to AT&T in order for such Affiliate to order Interconnection, Network Elements or services hereunder.

24.1.2 Transfer of Exchanges

DISAGREE

AT&T PROPOSAL:

If BellSouth, through a transfer of control or by operation of law, sells, exchanges, swaps, assigns, or transfers ownership or control of a BellSouth telephone exchange (any such transaction, a "Transfer") to a third party (a "Transferee"), BellSouth shall include in the definitive document(s) consummating such Transfer, the following provisions for the Transferee to agree to for the benefit of AT&T:

that the Transferee be bound by all of BellSouth's obligations in this Agreement with respect to the BellSouth exchanges which are the subject of the Transfer, (the "Transferred Operations"), including but not limited to, any operating agreements, OSS, performance standards, or ancillary or third party arrangements relating to the provision of services under this Agreement;

a representation that the Transfer shall have no impact on the operations or functionality of any of the Services provided under this Agreement to AT&T or its end users;

if the Transferee has an existing interconnection agreement with AT&T or any other entity at the time of the Transfer (an "Existing Agreement"), to make available to AT&T the option of having all or any portion of the terms and conditions of any Existing Agreement govern the Transferee's obligations to AT&T with respect to the Transferred Operations in lieu of the corresponding terms and conditions of this Agreement;

that the Transferee waive any claim of rural exemption with respect to the Transferred Operations pursuant to Section 251(f) of the Act or other applicable law; and

that the Transferee engage in good faith negotiations with AT&T prior to the expiration of any interconnection agreement governing the Transferred Operations.

In addition, BellSouth hereby agrees that in the event of a Transfer, BellSouth shall guarantee the Transferee's performance under this Section 24.1.2.

BST PROPOSAL:

Strike entire section.

24.2 Subcontracting

24.2.1 If any Party's obligation under this Agreement is performed by a subcontractor or Affiliate, the Party subcontracting the obligation nevertheless shall remain fully responsible for the performance of this Agreement in accordance with its terms, and shall be solely responsible for payments due its subcontractors or Affiliate. In entering into any contract, subcontract or other agreement for the performance of any obligation under this Agreement, the Party shall not enter into any agreement that it would not enter into if the supplier was performing services directly for said Party.

24.3 Nonexclusive Remedies

24.3.1 Except as otherwise expressly provided in this Agreement, each of the remedies provided under this Agreement is cumulative and is in addition to any remedies that may be available at law or in equity.

24.4 No Third-Party Beneficiaries

24.4.1 Except as may be specifically set forth in this Agreement, this Agreement does not provide and shall not be construed to provide third Parties with any remedy, claim, liability, reimbursement, cause of action, or other privilege.

24.5 Referenced Documents

24.5.1 Whenever any provision of this Agreement refers to a technical reference, technical publication, AT&T Practice, BellSouth Practice, any publication of telecommunications industry administrative or technical standards, or any other document specifically incorporated into this Agreement, it will be deemed to be a reference to the most recent version or edition (including any amendments, supplements, addenda, or successors) of such document that is in effect, and will include the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document incorporated by reference in such a technical reference, technical publication, AT&T Practice, BellSouth Practice, or publication of industry standards

(unless AT&T elects otherwise). Should there be an inconsistency between or among publications or standards, the Parties shall mutually agree upon which requirement shall apply. If the Parties cannot reach agreement, the matter shall be handled pursuant to Section 16 of the General Terms and Conditions of this Agreement.

24.6 Applicable Law

24.6.1 [The validity of this Agreement, the construction and enforcement of its terms, and the interpretation of the rights and duties of the Parties shall be governed by the laws of the State of Georgia other than as to conflicts of laws, except insofar as federal law may control any aspect of this Agreement, in which case federal law shall govern such aspect. The Parties submit to personal jurisdiction in Atlanta, Georgia, and waive any objections to a Georgia venue.] [OPEN-AT&T]

24.7 Amendments or Waivers

24.7.1 Except as otherwise provided in this Agreement, no amendment or waiver of any provision of this Agreement, and no consent to any default under this Agreement, shall be effective unless the same is in writing and signed by an officer of the Party against whom such amendment, waiver or consent is claimed. In addition, no course of dealing or failure of a Party strictly to enforce any term, right or condition of this Agreement shall be construed as a waiver of such term, right or condition. By entering into this Agreement, neither Party waives any rights granted to them pursuant to the Act.

24.8 Severability

24.8.1 If any term, condition or provision of this Agreement is held to be invalid or unenforceable for any reason, such invalidity or unenforceability shall not invalidate the entire Agreement, unless such construction would be unreasonable. The Agreement shall be construed as if it did not contain the invalid or unenforceable provision or provisions, and the rights and obligations of each Party shall be construed and enforced accordingly; provided, however, that in the event such invalid or unenforceable provision or provisions are essential elements of this Agreement and substantially impair the rights or obligations of either Party, the Parties shall promptly negotiate a replacement provision or provisions.

24.9 Entire Agreement

- 24.9.1 This Agreement, which shall include the Attachments, Appendices and other documents referenced herein, constitutes the entire Agreement between the Parties concerning the subject matter hereof and supersedes any prior agreements, representations, statements, negotiations, understandings, proposals or undertakings, oral or written, with respect to the subject matter expressly set forth herein.
- 24.10 **Survival of Obligations**
- 24.10.1 Any liabilities or obligations of a Party for acts or omissions prior to the cancellation or termination of this Agreement, any obligation of a Party under the provisions regarding indemnification, Confidential Information, limitations on liability, and any other provisions of this Agreement which, by their terms, are contemplated to survive (or to be performed after) termination of this Agreement, shall survive cancellation or termination thereof.
- 24.11 **Executed in Counterparts**
- 24.11.1 This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but such counterparts shall together constitute one and the same instrument.
- 24.12 **Headings of No Force or Effect**
- 24.12.1 The headings of Articles and Sections of this Agreement are for convenience of reference only, and shall in no way define, modify or restrict the meaning or interpretation of the terms or provisions of this Agreement.
- 24.13 **Notice of Network Changes**
- 24.13.1 BellSouth shall comply with the requirements of 47 C.F.R. § 51.325, et seq., regarding notice to AT&T of any network change that will affect AT&T's performance or ability to provide service or that will affect BellSouth's interoperability with AT&T. This section shall be construed in accordance with the obligations contained within 47 C.F.R. § 51.325, et seq.
- 24.14 **Court Ordered Requests for Call Detail Records and Other Subscriber Information**
- 24.14.1 To the extent technically feasible, BellSouth maintains call detail records for AT&T end users for limited time periods and can respond to subpoenas and court ordered requests for this information. BellSouth shall maintain such information for AT&T end users for the

same length of time it maintains such information for its own end users.

24.14.2 AT&T agrees that BellSouth will respond to subpoenas and court ordered requests delivered directly to BellSouth for the purpose of providing call detail records when the targeted telephone numbers belong to AT&T end users. Billing for such requests will be generated by BellSouth and directed to the law enforcement agency initiating the request.

24.14.3 Where BellSouth is providing to AT&T telecommunications services for resale or providing to AT&T the local switching function, then AT&T agrees that in those cases where AT&T receives subpoenas or court ordered requests regarding targeted telephone numbers belonging to AT&T end users, if AT&T does not have the requested information, AT&T will advise the law enforcement agency initiating the request to redirect the subpoena or court ordered request to BellSouth. Where the request has been forwarded to BellSouth, billing for call detail information will be generated by BellSouth and directed to the law enforcement agency initiating the request.

24.14.4 In all other instances, AT&T will provide AT&T end user and/or other customer information that is available to AT&T in response to subpoenas and court orders for their own end user records. When BellSouth receives subpoenas or court ordered requests regarding targeted telephone numbers belonging to AT&T end users, BellSouth will advise the law enforcement agency initiating the request to redirect the subpoena or court ordered request to AT&T.

24.15 **Filing of Agreement**

24.15.1 Upon execution of this Agreement, it shall be filed with the appropriate state regulatory agency pursuant to the requirements of Section 252 of the Act.

24.16 **Other Proceedings**

24.16.1 Upon written request by AT&T, BellSouth agrees to negotiate rates, (if appropriate), terms and conditions to incorporate into this Agreement any obligation or commitment regarding interconnection, resale or access to Network Elements made by BellSouth to any state or federal regulatory authority or the U.S. Department of Justice ("Governmental Body") in connection with any merger or regulatory proceeding regarding BellSouth's obligations under the Act, including 47 U.S.C. § 271 thereunder. If the Parties cannot reach an agreement regarding the rates, terms and conditions, either Party may, within

sixty (60) days after receipt of the request from AT&T, petition the state regulatory commission for resolution of the issue(s). The language to be negotiated and incorporated within this Agreement will be effective consistent with the effective date of the commitment or obligation made by BellSouth to the Governmental Body. AT&T's rights pursuant to this Section 4.2 shall be cumulative with, and not in lieu of or in limitation of, any other rights provided to AT&T under this Agreement.

25. Reservation of Rights

25.1 Execution of the Interconnection Agreement by either Party does not confirm or infer that the executing Party agrees with any decision(s) issued pursuant to the Telecommunications Act of 1996 and the consequences of those decisions on specific language in this Agreement. Neither Party waives its rights to appeal or otherwise challenge any such decision(s) and each Party reserves all of its rights to pursue any and all legal and/or equitable remedies, including appeals of any such decision(s). If such appeals or challenges result in changes in the decision(s), the Parties agree that appropriate modifications to this Agreement will be made promptly to make its terms consistent with those changed decision(s).

IN WITNESS WHEREOF, the Parties have executed this Agreement through their authorized representatives.

AT&T COMMUNICATIONS OF
THE SOUTHERN STATES

BELLSOUTH
TELECOMMUNICATIONS, INC.

By: _____

Michelle Augier
Vice President
Local Services and

By: _____

Jerry D. Hendrix
Sr. Director
Wholesale Pricing Operations
Access Management

Date: _____

Date: _____

1

Attachment 1

Resale

DISAGREE:

Exhibit A

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EXHIBIT A

EXHIBIT B

EXHIBIT C

RESALE

1 Discount Rates

- 1.1 The discount applied to AT&T's purchase of BellSouth Telecommunications services for purposes of resale shall be as set forth in Exhibit A, attached hereto and incorporated herein by this reference. The discount shall be applied to the retail rate for the telecommunications service purchased by AT&T. Such discount shall reflect the costs attributable to any marketing, billing, collection and other costs avoided by BellSouth as specified in the Act, by the FCC and the appropriate state public service commission.

2 Definition of Terms

- 2.1 COMPETITIVE LOCAL EXCHANGE COMPANY ("CLEC") means a telephone company certificated by the public service commission to provide local exchange service.
- 2.2 CUSTOMER OF RECORD means the entity responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuance of service; and payment in full of charges incurred.
- 2.3 DEPOSIT means assurance provided by a Customer of Record in the form of cash, surety bond or bank letter of credit to be held by BellSouth.
- 2.4 END USER means the ultimate user of the telecommunications services.
- 2.5 NEW SERVICES means functions, features or capabilities that are not currently offered by BellSouth. This includes packaging of existing services or combining a new function, feature or capability with an existing service.
- 2.6 RESALE means an activity wherein a CLEC, such as AT&T, subscribes to the telecommunications services of BellSouth and then offers those telecommunications services to the public.

3 **General Provisions**

- 3.1 At the request of AT&T and pursuant to the requirements of the Act, AT&T may resell the telecommunications services of BellSouth that BellSouth provides at retail to subscribers who are not telecommunications carriers, subject to the terms, and conditions specifically set forth herein. Notwithstanding the foregoing, the exclusions and limitations on services available for resale will be as set forth in Exhibit B, attached hereto and incorporated herein by this reference. AT&T may purchase resale services from BellSouth for their own use in operating their business. The resale discount will apply to those services under the following conditions:
- 3.1.1 AT&T must resell services to other end users.
- 3.1.2 AT&T must order services through resale interfaces, i. e., the Local Carrier Service Center ("LCSC") and/or appropriate Resale Account Teams pursuant to Attachment 7 of this Agreement, incorporated herein by this reference.
- 3.1.3 AT&T cannot be a CLEC for the single purpose of selling to themselves.
- 3.2 The provision of services by BellSouth to AT&T does not constitute a joint undertaking for the furnishing of any service.
- 3.3 AT&T will be the Customer of Record for all telecommunications services purchased from BellSouth for the purpose of resale. Except as specified herein, BellSouth will take orders from, bill and expect payment from AT&T for said services.
- 3.4 AT&T will be BellSouth's single point of contact for all services purchased pursuant to this Attachment 1. BellSouth shall have no contact with the end user except to the extent provided for herein.
- 3.5 BellSouth will continue to bill the end user for any services that the end user specifies it wishes to receive directly from BellSouth. BellSouth will continue to directly market its own telecommunications products and services and in doing so may establish independent relationships with end users of AT&T.
- 3.6 Neither Party shall interfere with the right of any person or entity to obtain service directly from the other Party.

- 3.7 Current telephone numbers may normally be retained by end user. However, telephone numbers are the property of BellSouth and are assigned to the service furnished. AT&T has no property right to the telephone number or any other call number designation associated with services furnished by BellSouth, and no right to the continuance of service through any particular central office. BellSouth reserves the right to change such numbers, or the central office designation associated with such numbers, or both, solely in accordance with BellSouth's practices and procedures and on a non-discriminatory basis.
- 3.8 For the purpose of the resale of BellSouth's telecommunications services by AT&T, BellSouth will provide AT&T with an on line access to telephone numbers pursuant to Attachment 5, Sections 1.2 and 1.3, incorporated herein by this reference.
- 3.9 Service is furnished subject to the condition that it will not be used for any unlawful purpose.
- 3.10 BellSouth can refuse service when it has grounds to believe that service will be used in violation of the law.
- 3.11 BellSouth accepts no responsibility to any person for any unlawful act committed by AT&T or its end users as part of providing service to AT&T for purposes of resale or otherwise.
- 3.12 The characteristics and methods of operation of any circuits, facilities or equipment provided by any person or entity other than BellSouth shall not:
- 3.12.1 Interfere with or impair service over any facilities of BellSouth, its affiliates, or its connecting and concurring carriers involved in its service; or
- 3.12.2 Impair the privacy of any communications.
- 3.13 If AT&T utilizes a BellSouth resold telecommunications service in a manner other than which the service was originally intended as described in BellSouth's retail tariffs, AT&T has the responsibility to notify BellSouth. BellSouth will only provision and maintain said service consistent with the terms and conditions of the tariff describing said service.

- 3.14 Facilities and/or equipment utilized by BellSouth to provide service to AT&T remain the property of BellSouth.
- 3.15 White page directory listings will be provided in accordance with Section 20 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.
- 3.16 BellSouth provides electronic access to customer record information pursuant to Section 2 of Attachment 6, incorporated herein by this reference. Customer record information includes customer specific information in the Customer Record Information System ("CRIS") and the Regional Street Address Guide ("RSAG"). AT&T agrees not to view, copy, or otherwise obtain access to the customer record information of any end user without that end user's permission, and further agrees that AT&T will obtain access to customer record information only in strict compliance with all applicable state and federal laws, rules and regulations.
- 3.17 All costs incurred by BellSouth to develop and implement the electronic interfaces shall be recovered from CLECs who utilize the services, unless otherwise ordered by the Commission. Charges for the electronic interfaces developed and implemented to access Operational Support Systems functions ("OSS") for accessing customer record information and placing local service requirements for resale shall be as set forth in Exhibit A, attached hereto and incorporated herein by this reference.
- 3.18 Where available to BellSouth's end users, BellSouth shall provide the following telecommunications services at a discount to allow for voice mail services:
- Simplified Message Desk Interface - Enhanced ("SMDI-E")
 - Simplified Message Desk Interface ("SMDI")
 - Message Waiting Indicator ("MWI") stutter dialtone and message waiting light feature capabilities
 - Call Forward on Busy/Don't Answer ("CF-B/DA")
 - Call Forward on Busy ("CF/B")
 - Call Forward Don't Answer ("CF/DA")

- 3.19 Further, BellSouth messaging services set forth in BellSouth's Messaging Service Information Package, available on BellSouth's website, shall be made available for resale without the wholesale discount.
- 3.20 BellSouth's Inside Wire Maintenance Service Plans may be made available for resale at rates, terms and conditions as set forth by BellSouth and without the wholesale discount.
- 3.21 If AT&T requests a special assembly, AT&T agrees to pay the costs incurred by BellSouth for providing the requested special assembly. The costs will be provided to AT&T prior to providing the service. Such costs could include both recurring and non-recurring charges and shall exclude any costs attributable to any marketing, billing, collection or other costs that will be avoided by BellSouth in providing the service to AT&T.
- 3.22 Recovery of charges associated with implementing Number Portability shall be as set forth in Section 2.5 of Attachment 5, incorporated herein by this reference.
- 3.23 BellSouth agrees to notify AT&T electronically of any changes in the terms and conditions under which it offers telecommunications services to end users who are non-telecommunications carriers, including, but not limited to, the introduction or discontinuance of any features, functions, services or promotions, at least forty-five (45) days prior to the effective date of any such change, whichever is earlier. AT&T recognizes that certain revisions may occur between the time BellSouth notifies AT&T of a change pursuant to this Section and BellSouth's tariff filing of such change. BellSouth shall notify AT&T of such revisions consistent with BellSouth's internal notification process but AT&T accepts the consequences of such mid-stream changes as an uncertainty of doing business and, therefore, will not hold BellSouth responsible for any resulting inconvenience or cost incurred by AT&T unless caused by the intentional misconduct of BellSouth for the purposes of this Section. The notification given pursuant to this Section will not be used by either party to market its offering of such changed services externally in advance of BellSouth filing of any such changes. Any change requiring modifications to BellSouth's electronic interface will be as set forth in Section 1.5 of Attachment 7, incorporated herein by this reference. The notification

given pursuant to this Section will not be used by either party to market its offering of such changed services externally in advance of BellSouth filing of any such changes.

3.24 BellSouth shall provide 911/E911 for AT&T end users in the same manner that it is provided to BellSouth end users. BellSouth shall provide and validate AT&T end users information to the PSAP. BellSouth shall use its service order process to update and maintain, on the same schedule that it uses for its end users, the AT&T end users service information in the ALI/DMS data base (Automatic Location Identification/Location Information) used to support 911/E911 services.

3.25 BellSouth and AT&T shall provide local and toll dialing parity to each other with no unreasonable dialing delays. Dialing parity shall be provided for all originating telecommunications services that require dialing to route a call. BellSouth and AT&T shall permit similarly situated telephone exchange service end users to dial the same number of digits to make a local telephone call notwithstanding the identity of the end user's or the called party's telecommunications service provider.

3.26 Pursuant to 47 CFR Section 51.617, BellSouth will bill AT&T end user common line charges identical to the end user common line charges BellSouth bills its end users.

3.27 In general, BellSouth will not become involved in disputes between AT&T and AT&T's end users over resold services. If a dispute does arise that cannot be settled without the involvement of BellSouth, AT&T shall contact the designated Service Center for resolution. BellSouth will make every effort to assist in the resolution of the dispute and will work with AT&T to resolve the matter in as timely a manner as possible. AT&T may be required to submit documentation to substantiate the claim.

4 **BellSouth's Provision of Services to AT&T**

4.1 AT&T agrees that its resale of BellSouth services shall be as follows:

- 4.1.1 No terms and conditions, including use and user restrictions, shall be applicable to the resale of BellSouth's telecommunications services except for a restriction on the resale of cross-class selling and reasonable, nondiscriminatory and narrowly tailored terms, conditions and limitations in the underlying BellSouth tariffs.
- 4.1.2 Hotel and Hospital PBX services are the only telecommunications services available for resale to Hotel/Motel and Hospital customers, respectively. Similarly, Access Line Service for Customer Provided Coin Telephones is the only local service available for resale to Independent Payphone Provider ("IPP") customers. Shared Tenant Service customers can only be sold those local exchange access services available in BellSouth's A23 Shared Tenant Service Tariff in the states of Florida, Georgia, North Carolina and South Carolina, and in A27 in the states of Alabama, Kentucky, Louisiana, Mississippi and Tennessee.
- 4.1.3 BellSouth reserves the right to periodically audit services purchased by AT&T to establish compliance with the terms and conditions set forth above. Such audit shall not occur more than once in a calendar year. AT&T shall make any and all records and data available to BellSouth or BellSouth's auditors on a reasonable basis. BellSouth shall bear the cost of said audit.
- 4.1.4 Resold services are subject to the same terms and conditions as are specified for such services when furnished to an individual customer of BellSouth in the appropriate section of BellSouth's tariffs. Specific tariff features (e.g., a usage allowance per month) shall not be aggregated across multiple resold services unless specifically provided for in BellSouth's retail tariffs.
- 4.1.5 Telephone numbers transmitted via any resold service feature are intended solely for the use of the end user of the feature.
- 4.1.6 BellSouth will provide AT&T will at least the capability to provide an AT&T end user the same experience as BellSouth provides its own end users with respect to all resold services. The capability provided to AT&T by BellSouth shall be in accordance with standards or other measurements that are at least equal to the level that BellSouth provides or is required to provide by law or its own internal procedures.
- 4.2 **CLASS and Custom Features Requirements**

- 4.2.1 AT&T may purchase the entire set of CLASS and custom features and functions, or a subset of any one or any combination of such features, on an end user-specific basis, without restriction on the minimum or maximum number of lines and features that may be purchased for any one level of service to the extent such restrictions do not apply to BellSouth's retail end users.

- 4.3 **Voluntary Federal Customer Financial Assistance Programs**

- 4.3.1 Local telecommunications services provided to low-income subscribers, pursuant to requirements established by the appropriate state regulatory body, include programs such as Voluntary Federal Customer Financial Assistance Program and Link-Up America ("Voluntary Federal Customer Financial Assistance Programs"). When a BellSouth end user eligible for the Voluntary Federal Customer Financial Assistance Program, or other similar state programs, chooses to obtain local service from AT&T, BellSouth shall forward available information regarding such end user's eligibility to participate in such programs to AT&T, in electronic format in accordance with procedures to be mutually established by the Parties and applicable state and federal law.

- 4.4 **Hospitality Service**

- 4.4.1 BellSouth shall provide all blocking, screening, and all other applicable functions available for hospitality lines.

- 4.5 **Blocking Service**

- 4.5.1 BellSouth shall provide call blocking of 700, 900, and 976 services individually or in any combination upon request, including bill to third party and collect calls from AT&T on a line, trunk, or individual service basis at parity with what BellSouth provides its end users.

- 4.6 **Routing to Directory Assistance, Operator and Repair Services**

- 4.6.1 BellSouth shall make available to AT&T the ability to route calls utilizing the customized or compatible signaling protocol:

- 4.6.1.1 Local Directory Assistance calls (411, (NPA) 555-1212) dialed by AT&T end users directly to the AT&T Directory Assistance Services platform.
- 4.6.1.2 Local Operator Services calls (0+, 0-) dialed by AT&T end users directly to the AT&T Local Operator Services platform. Such traffic shall be routed over trunk groups between BellSouth end offices and the AT&T local operator services platform, using standard Operator Services dialing protocols of 0+ or 0-; and
- 4.6.1.3 Repair calls (e.g., 611) dialed by AT&T end users directly to the AT&T repair center.
- 4.6.2 All routing shall permit AT&T end users to dial the same telephone numbers for AT&T directory assistance, local operator service and repair that similarly situated BellSouth end users dial for reaching equivalent BellSouth services.
 - 4.6.2.1 BellSouth branding is the default service level.
 - 4.6.2.2 Unbranding, custom branding, and self branding require AT&T to order customized routing for each originating BellSouth end office identified by AT&T. Rates for customized routing are set forth in Exhibit C of this Attachment, incorporated herein by this reference.
 - 4.6.2.3 Customer branding and self branding require AT&T to order dedicated trunking from each BellSouth end office identified by AT&T, to either the BellSouth Traffic Operator Position System ("TOPS") or AT&T operator service provider. Rates for trunks are set forth in applicable BellSouth tariffs, or Exhibit A of Attachment 2, incorporated herein by this reference.
 - 4.6.2.4 Unbranding – Unbranded directory assistance and/or operator call processing calls ride common trunk groups provisioned by BellSouth from those end offices identified by AT&T to the BellSouth TOPS. These calls are routed to "no announcement."
- 4.7 **Busy Line Verification and Emergency Line Interrupt**
 - 4.7.1 Where BellSouth does not route operator services traffic to AT&T's platform, BellSouth shall perform BLV/ELI for AT&T on resold BellSouth lines. Where BellSouth routes operator services traffic to

AT&T's platform, BellSouth shall provide BLV/ELI services when requested by AT&T operators.

4.8 Directory Assistance and Operator Services

4.8.1 Where BellSouth provides directory assistance service on behalf of AT&T, it shall be at the same level of directory assistance service available to BellSouth end users. If requested by AT&T, BellSouth will provide AT&T Directory Assistance service under the AT&T brand. Where not technically feasible, such calls will be unbranded.

4.8.2 Where BellSouth provides operator services on behalf of AT&T, it shall be at the same level of service available to BellSouth end users. BellSouth will provide service in accordance with all applicable state requirements for operator services.

4.8.3 Upon request, BellSouth agrees to provide AT&T operator services branded as an AT&T call. Where not technically feasible, such calls will be unbranded.

4.8.4 Additionally, BellSouth warrants that such service will provide the following minimum capabilities to AT&T end users:

4.8.4.1 Instant credit on calls, as provided to BellSouth end users; and

4.8.4.2 Routing of calls to AT&T when requested via existing Operator Transfer Service ("OTS").

5 Maintenance of Services

5.1 AT&T and BellSouth will adopt and adhere to the standards contained in the applicable CLEC Work Center Operational Understanding between AT&T and BellSouth dated February 3, 1997, or as amended, incorporated herein by this reference, regarding maintenance and installation of service.

5.2 Services resold pursuant to this Attachment 1 shall be maintained by BellSouth.

5.3 AT&T or its end users may not rearrange, move, disconnect, remove or attempt to repair any facilities owned by BellSouth, other than by

connection or disconnection to any interface means used, except with the written consent of BellSouth.

5.4 BellSouth will bill AT&T for handling troubles that are found not to be in BellSouth's network pursuant to its standard time and material charges. The standard time and material charges will be no more than what BellSouth charges to its retail end users for the same services.

5.5 BellSouth reserves the right to contact AT&T's end users on AT&T's behalf, if deemed necessary, for maintenance purposes.

5.6 BellSouth shall ensure that all BellSouth representatives who receive inquiries regarding AT&T services when providing services on behalf of AT&T: (i) refer such inquiries to AT&T at a telephone number provided by AT&T; (ii) provide AT&T supplied telephone numbers to callers who inquire about AT&T services or products; (iii) do not in any way disparage or discriminate against AT&T, or its products or services; and (iv) do not provide information about BellSouth products or services.

6 **Annoyance Calls**

6.1 BellSouth will continue to process calls made to the annoyance call center and will advise AT&T when it is determined that annoyance calls are originated from one of its end user's locations. BellSouth shall be indemnified, defended and held harmless by AT&T and/or the end user against any claim, loss or damage arising from providing this information to AT&T. It is the responsibility of AT&T to take the corrective action necessary with its end users who make annoying calls. Failure to do so will result in BellSouth's disconnecting the end user's service pursuant to Attachment 6 of this Agreement, incorporated herein by this reference.

7 **Line Information Database ("LIDB")**

7.1 The Parties' agreement relating to LIDB storage is included in Exhibit A to Attachment 6 of this Agreement, incorporated herein by this reference.

8 **RAO Hosting**

8.1 The Parties' agreement relating to RAO Hosting is included in Exhibit B to Attachment 6 of this Agreement, incorporated herein by this reference.

9 **Optional Daily Usage File ("ODUF")**

9.1 The Parties' agreement relating to ODUF is included in Exhibit C to Attachment 6 of this Agreement, incorporated herein by this reference.

10 **Enhanced Optional Daily Usage File ("EODUF")**

10.1 The Parties' agreement relating to EODUF is included in Exhibit D of Attachment 6 of this Agreement, incorporated herein by this reference.

APPLICABLE DISCOUNTS

The telecommunications services available for purchase by AT&T for the purposes of resale to AT&T end users shall be available at the following discount off of the retail rate. If AT&T cancels an order for telecommunications services for the purposes of resale, any costs incurred by BellSouth in conjunction with the provisioning of that order will be recovered in accordance with the applicable sections of the General Subscriber Services Tariff and the Private Line Service Tariff.

DISCOUNT*			
STATE	RESIDENCE	BUSINESS	CSAs***
ALABAMA	16.3%	16.3%	
FLORIDA	21.83%	16.81%	
GEORGIA	20.3%	17.3%	
KENTUCKY	16.79%	15.54%	
LOUISIANA	20.72%	20.72%	9.05%
MISSISSIPPI	15.75%	15.75%	
NORTH CAROLINA	21.5%	17.6%	
SOUTH CAROLINA	14.8%	14.8%	8.98%
TENNESSEE**	16%	16%	

* When AT&T provides Resale service in a cross boundary area (areas that are part of the local serving area of another state's exchange) the rates, regulations and discounts for the tariffing state will apply. Billing will be from the serving state.

** In Tennessee, if AT&T provides its own operator services and directory services, the discount shall be 21.56%. AT&T must provide written notification to BellSouth within 30 days prior to providing its own operator services and directory services to qualify for the higher discount rate of 21.56%.

*** Unless noted in this column, the discount for Business will be the applicable discount rate for CSAs.

RATES FOR INTERFACE TO OPERATIONAL
SUPPORT SYSTEMS

BellSouth has developed and made available the following mechanized systems by which AT&T may submit LSRs electronically.

LENS	Local Exchange Navigation System
EDI	Electronic Data Interface
EDI-PC	Electronic Data Interface – Personal Computer
TAG	Telecommunications Access Gateway

LSRs submitted by means of one of these interactive interfaces will incur an electronic interface ordering charge as specified in the Table below. Such charges will not be refunded if the order is canceled. An individual LSR will be identified for billing purposes by its Purchase Order Number ("PON"). LSRs submitted by means other than one of these interactive interfaces (mail, fax, courier, etc.) will incur a manual order charge as specified in the table below:

INTERFACE RATES	<u>Electronic</u>	<u>Manual</u>
	Per LSR received from the CLEC by one of the interactive electronic interfaces	Per LSR received from the CLEC by means other than one of the interactive electronic interfaces
Electronic Interface LSR Charge	<u>DISAGREE</u> AT&T PROPOSAL: \$500 NRC per first 1,000 orders per month; \$110 for next 1,000 orders per month. BST PROPOSAL: \$3.50 per LSR	<u>DISAGREE</u> AT&T PROPOSAL: 0 BST PROPOSAL: \$22.00 per LSR
USOC	SOME C	SOMAN

Note: In addition to the electronic interface charges, applicable discounted service order and related discounted charges apply per the tariff.

DENIAL/RESTORAL ELECTRONIC INTERFACE CHARGE

In the event AT&T provides a list of customers to be denied and restored, rather than an LSR, each location on the list will require a separate PON and, therefore will be billed as one LSR per location.

Note: Supplements or clarifications to a previously billed LSR will not incur another electronic interface charge.

EXCLUSIONS AND LIMITATIONS ON SERVICES AVAILABLE FOR RESALE

Type of Service	AL		FL		GA		KY		LA	
	Resale?	Discount?	Resale?	Discount?	Resale?	Discount?	Resale?	Discount?	Resale?	Discount?
1 Grandfathered Services (Note 1)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Contract Service Arrangements (Note 2)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Promotions - > 90 Days (Note 3)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4 Promotions - < 90 Days (Note 3)	Yes	No	Yes	No	Yes	No	No	No	Yes	No
5 Lifeline/Link Up Services	Yes	Yes	Yes	Yes	Yes	Yes	Note 4	Note 4	Yes	Yes
6 911/E911 Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
7 N11 Services	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
8 AdWatch SM Svc (See Note 5)	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
9 MemoryCall [®] Service	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
10 Mobile Services	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
11 Federal Subscriber Line Charges	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
12 Non-Recurring Charges	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
13 Customer Line Charge – Number Portability	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

Type of Service	MS		NC		SC		TN	
	Resale?	Discount?	Resale?	Discount?	Resale?	Discount?	Resale?	Discount?
1 Grandfathered Services (Note 1)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Contract Service Arrangements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Promotions - > 90 Days (Note 3)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Note 6
4 Promotions - < 90 Days (Note 3)	Yes	No	Yes	No	Yes	No	No	No
5 Lifeline/Link Up Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Note 4
6 911/E911 Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
7 N11 Services	No	No	No	No	Yes	Yes	Yes	Yes
8 AdWatch SM Svc (See Note 5)	Yes	No	Yes	No	Yes	No	Yes	No
9 MemoryCall [®] Service	Yes	No	Yes	No	Yes	No	Yes	No
10 Mobile Services	Yes	No	Yes	No	Yes	No	Yes	No
11 Federal Subscriber Line Charges	Yes	No	Yes	No	Yes	No	Yes	No
12 Non-Recurring Charges	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
13 Customer Line Charge – Number Portability	Yes	No	Yes	No	Yes	No	Yes	No

Applicable Notes:

- 1 **Grandfathered services** can be resold only to existing subscribers of the grandfathered service.
- 2 (Georgia) CSAs are available for resale at the same terms and conditions offered to BellSouth's customers.
- 3 Where available for resale, **promotions** will be made available only to customers who would have qualified for the promotion had it been provided by BellSouth directly.
- 4 **Lifeline/Link Up** services may be offered only to those subscribers who meet the criteria that BellSouth currently applies to subscribers of these services. In Kentucky, AT&T is responsible for funding its own Lifeline and Link Up benefit. In Tennessee, AT&T shall purchase

BellSouth's Message Rate Service at the stated tariff rate, less the wholesale discount. AT&T must further discount the wholesale Message Rate Service to Lifeline customers with a discount which is no less than the minimum discount that BellSouth now provides. AT&T is responsible for recovering the Subscriber Line Charge from the National Exchange Carriers Association interstate toll settlement pool just as BellSouth does today. The maximum rate that AT&T may charge for Lifeline Service shall be capped at the flat retail rate offered by BellSouth.

- 5 AdWatchSM Service is tariffed as BellSouth[®] AIN Virtual Number Call Detail Service.
- 6 In Tennessee, long-term **promotions** (offered for more than ninety (90) days) may be obtained at one of the following rates: |
 - (a) the stated tariff rate, less the wholesale discount;
 - (b) the promotional rate (the promotional rate offered by BellSouth will not be discounted further by the wholesale discount rate)

Customized routing, per unique line class code, per request, per switch	USOC	AL	FL	GA	KY	LA	MS
NRC	USRCR			\$180.62			
NRC – Incremental Charge – Manual Service Order				\$18.94			

Customized routing, per unique line class code, per request, per switch	USOC	NC	SC	TN
NRC	USRCR			\$229.65
NRC – Incremental Charge – Manual Service Order				NA

2

ATTACHMENT 2

SERVICE DESCRIPTION: NETWORK ELEMENTS AND COMBINATIONS

DISAGREE:

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SERVICE DESCRIPTION:
NETWORK ELEMENTS AND COMBINATIONS

1. Introduction

1.1 This Attachment sets forth the Network Elements and Combinations that BellSouth agrees to offer to AT&T in accordance with its obligations under Section 251(c)(3) of the Act. The specific terms and conditions that apply to the Network Elements and Combinations are described below in this Attachment 2. The prices for the Network Elements and Combinations are set forth in Exhibit ____ of this Attachment 2.

1.2 BellSouth agrees to provide to AT&T access to and AT&T agrees to utilize Network Elements and Combinations in accordance with effective rules and regulations of the FCC or Commission. The Parties further agree that should such rules and regulations become vacated or stayed, that the Parties shall conform this Attachment 2 accordingly.

2. Network Elements and Combinations

2.1 Network Element is defined to mean a facility or equipment used in the provision of a telecommunications service. Such term may include, but is not limited to, features, functions, and capabilities that are provided by means of such facility or equipment, including but not limited to, subscriber numbers, databases, signaling systems, and information sufficient for billing and collection or used in the transmission, routing, or other provision of a telecommunications service. BellSouth offers access to the following Network Elements: local loops; network interface devices; subloops; switching capabilities; interoffice transmission facilities; operations support systems functions; signaling networks; access to call-related databases; and service management systems, as set forth in this Attachment 2. BellSouth shall offer operator services and directory assistance pursuant to the rates, terms and conditions contained within this Attachment.

2.2 BellSouth shall provide to AT&T for the provision of a telecommunications service, non-discriminatory access to Network Elements at any technically feasible point on terms and conditions that are just, reasonable, and non-discriminatory in accordance with the terms and conditions of the Agreement.

2.3 BellSouth will permit AT&T to interconnect AT&T's facilities or facilities provided to AT&T by an ILEC or by third parties with each of BellSouth's Network Elements at any point designated by AT&T that is

technically feasible. Any request by AT&T to interconnect at a point not previously established (i) in accordance with the terms of the Agreement or (ii) under any arrangement BellSouth may have with another telecommunications carrier, shall be subject to the process set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

2.4 BellSouth will provide Network Elements and Combinations to AT&T via a standard interface that allows the Network Elements and Combinations to operate within the appropriate technical specification unless another technically feasible interface is agreed to by the Parties. AT&T, at its option, may designate other interfaces using the process set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

2.5 AT&T may use one or more Network Elements and Combinations to provide to itself, its affiliates and to AT&T end users any feature, function, capability or service option that such Network Elements and Combinations are technically capable of providing or any feature, function, capability or service option that is described in the Telcordia and other industry standard technical references.

2.6 In addition to Combinations furnished by BellSouth to AT&T hereunder, BellSouth shall permit AT&T to combine any Network Element or Network Elements provided by BellSouth with another Network Element, other Network Elements or Access Services obtained from BellSouth or with compatible network components provided by AT&T or provided by third parties to AT&T to provide telecommunications services to AT&T, its affiliates and to AT&T end users.

2.7 Except upon request by AT&T, BellSouth shall not separate requested Network Elements that BellSouth currently combines.

2.7.1

DISAGREE

BST PROPOSAL: For the purposes of this Agreement, Network Elements shall be deemed to be currently combined in BellSouth's network when such elements are in fact combined by BellSouth to provide service to a particular end user at a particular location. The combinations listed on Exhibit B of this Attachment, incorporated herein by this reference are combinations that when currently combined may be ordered by AT&T by use of a single USOC.

AT&T PROPOSAL: Currently combined Network Elements are defined as elements that BellSouth ordinarily combines in its own

network in the manner in which they are typically combined.] AT&T may order Combinations of typically combined elements, even if the particular elements being ordered are not actually, physically connected at the time the order is placed. Combinations that meet the definition of this section 2.7.1 are identified in Exhibit B of this Attachment.

- 2.8 For each Network Element, BellSouth shall provide a demarcation point (e.g., an interconnection point at a digital signal cross connect or light guide cross connect panel or a main distribution frame) and, if necessary, access to such demarcation point, which AT&T agrees is suitable. However, where BellSouth provides Combinations to AT&T, BellSouth may provide the existing interconnections and no demarcation point shall exist between the combined Network Elements. Except upon request by AT&T, BellSouth shall not separate requested Network Elements that BellSouth currently combines.

2.9 DISAGREE

BELLSOUTH'S PROPOSAL: BellSouth shall provide Combinations that conform to the definition as set forth in section 2.7.1 of this Attachment at the rate set forth in Exhibit B of this Attachment, incorporated herein by this reference. Should a Combination conform to said definition but not conform to a Combination with a rate delineated in Exhibit B, the appropriate rate for said Combination shall be the sum of the rates of the Network Elements as set forth in Exhibit A that comprise said Combination.

AT&T PROPOSAL: BellSouth shall not charge AT&T an interconnection fee or demand other consideration for directly interconnecting any Network Element or Combination to any other Network Element or Combination provided by BellSouth to AT&T if BellSouth directly interconnects the same Network Elements or Combinations in providing any service to its own end users or a BellSouth affiliate, including the use of intermediary devices, such as a digital cross connect panel, to perform such interconnection.

2.9.1 DISAGREE

BST PROPOSAL:

AT&T may request that BellSouth provide a Combination that does not meet the definition set forth in section 2.7.1, provided

however, that the Parties have previously negotiated the rates, terms and conditions for such combinations as a separate Attachment to this Agreement. To the extent that BellSouth has previously provided the requested Combination to a third party, AT&T may adopt, pursuant to 47 U.S.C. § 252(i), the appropriate provisions of the third party's agreement with BellSouth.

AT&T PROPOSAL:

AT&T proposes to strike this language

2.10

Attachment 2 of this Agreement describes the Network Elements that AT&T and BellSouth have identified as of the Effective Date of this Agreement and are not exclusive. Either Party may identify additional or revised Network Elements as necessary to improve services to end users, to improve network or service efficiencies or to accommodate changing technologies, or end user demand. Upon BellSouth's offering of a new or revised Network Element, BellSouth shall notify AT&T of the existence of and the technical characteristics of the new or revised Network Element. Upon AT&T's identification of a new or revised Network Element, it shall make a request pursuant to Section ___ of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

2.11

Replacement of Services with UNES.

DISAGREE

AT&T PROPOSAL:

As part of its obligation to offer Network Elements to AT&T, BellSouth shall permit AT&T to substitute Network Elements and/or Combinations providing identical functionality for any telecommunications services, including but not limited to access service purchased by AT&T pursuant to either contract or tariff.

Any substitution of Network Elements and/or Combinations for services shall be subject to all of the requirements of this Attachment 2 applicable to AT&T's purchase of Network Elements and Combinations from BellSouth, and shall include without limitation the following:

When any existing service employed by AT&T is replaced with Network Elements and/or Combinations, BellSouth shall not physically disconnect, separate, alter or change in any other fashion equipment and facilities employed to provide the service being replaced, except at the request of AT&T.

Charges for the conversion of an existing service to Network Elements and/or Combinations, if any, shall be set forth in Exhibit ____ to this Attachment, and should not include charges for any other functions, including without limitation nonrecurring charges that would otherwise apply to orders for Network Elements that are newly installed.

AT&T may request the conversion of any existing service to Network Elements and/or Combinations by submitting a written or electronic notice including, if applicable, the circuit identification or other information sufficient to identify the services to be converted, and may request any number of conversions in a single notice. AT&T shall not be required to submit separate LSRs or ASRs for each service to be converted for the same end user account. BellSouth shall facilitate all conversions requested by AT&T without disruption of service.

BellSouth agrees that with respect to all Network Elements and/or Combinations substituted for telecommunications services:

Except where AT&T specifically requests that BellSouth physically disconnect, separate, alter or change the equipment and facilities employed to provide the service being replaced, the conversion order shall be deemed to have been completed effective upon receipt by BellSouth of notice from AT&T, and recurring charges set forth in Exhibit ____ of this Attachment applicable to Network Elements shall apply as of such date where AT&T specifically requests that BellSouth physically disconnect, separate, alter or change the equipment and facilities employed to provide the service being replaced, recurring charges set forth in Exhibit ____ of this Attachment applicable to Network Elements shall apply effective upon the earlier of (i) the date on which BellSouth completes the requested work or (ii) the standard interval for completing such work (in no event to exceed 30 days), regardless of whether BellSouth has in fact completed such work. BellSouth shall bill the date prior to the date on which billing at Network Element rates commences pursuant to this section.

In addition to any other performance requirements applicable pursuant to Attachment ____ of this Agreement of this Agreement, BellSouth shall provide service quality (including without limitation mean time to repair) for the Network Elements used to provide the service being replaced at a level no less favorable to AT&T than the level of service BellSouth provides for the service being replaced (or any other BellSouth service of comparable functionality.)

In recognition of the fact that AT&T's continued payments to BellSouth for use of Network Elements shall compensate BellSouth for its investment in the facilities originally used to provide services to AT&T, in the event that the termination of any service that is converted to Network Elements would otherwise affect AT&T's ability to satisfy any term or volume requirements applicable to existing services pursuant to tariff or contract, any lawful termination liabilities or other requirements shall be limited in the following ways:

For requirements based on the purchase by AT&T of specific aggregate volumes of services from BellSouth, the purchase price paid by AT&T to BellSouth for the Network Elements that replace any service shall be included in the calculation of AT&T purchases that apply toward such volume requirements.

For tariffs or contracts requiring minimum service terms for individual services ordered by AT&T, any lawful penalty for early termination shall be reduced by subtracting from the otherwise applicable lawful penalty an amount equal to (i) the otherwise applicable lawful penalty, multiplied by (ii) a fractual equal to (A) the recurring fixed or usage-based charges to be payable by AT&T for the Network Elements that replace the service following the conversion, divided by (B) the recurring fixed or usage-based charges that were payable by AT&T for the service being replaced prior to the conversion. For example, if the recurring monthly charges for an service prior to the conversion had been \$100, the recurring monthly charges for the Network Elements following the conversion will be \$60, and the otherwise applicable lawful termination penalty would be \$10, the termination penalty shall be reduced to \$4 [or $\$10 - \$10 (60/100)$].

BST PROPOSAL:

BellSouth proposes to delete this Section.

2.12 [Standards for Network Elements]

2.12.1 BellSouth shall comply with the requirements set forth in the technical references, as well as any performance or other requirements identified in this Agreement, to the extent that they are consistent with the greater of BellSouth's actual performance or applicable industry standards.] [OPEN-AT&T]

- 2.12.2 If one or more of the requirements set forth in this Agreement are in conflict, the parties shall mutually agree on which requirement shall apply. If the parties cannot reach agreement, the dispute resolution process set forth in Section ___ of the General Terms and Conditions of this Agreement, incorporated herein by this reference, shall apply.
- 2.12.3 The quality of the Network Elements as well as the quality of the access to said Network Elements that BellSouth provides to AT&T shall be, to the extent technically feasible, at least equal to that which BellSouth provides to itself. Detailed performance standards and measurements for Network Elements are set forth in Attachment ___ of this Agreement, incorporated herein by this reference.
- 2.12.4 Except as otherwise specified by law, BellSouth shall not impose any limitations, restrictions or requirements on requests for or use of Network Elements or Combinations that would impair the ability of AT&T to offer a telecommunications service in the manner AT&T intends, provided such use does not impede or impair the use of BellSouth's network by BellSouth or any other telecommunications carrier utilizing said network.

3. Local Loops

3.1 Definition

- 3.1.1 The local loop network element ("Loop(s)") is defined as a transmission facility between a distribution frame (or its equivalent) in BellSouth's central office and the loop Demarcation Point at an end user customer premises, including inside wire owned by BellSouth. The local loop network element includes all features, functions, and capabilities of such transmission facilities, including dark fiber and attached electronics (except those used for the provision of advanced services, such as Digital Subscriber Line Access Multiplexers) and line conditioning.
- 3.2 The provisioning of service to AT&T will require cross-office cabling and cross-connections within the central office to connect the loop to a local switch or to other transmission equipment in Collocation Space. These cross-connects are not considered part of the loop. The purchase of such cross-connects shall be pursuant to Attachment 4, incorporated herein by this reference.
- 3.3 Line Conditioning. The rates for line conditioning shall be as set forth in Exhibit ___ of this Attachment 2 incorporated herein by this reference. BellSouth shall condition lines required to be unbundled wherever

AT&T requests, whether or not BellSouth offers advanced services to the end user customer on that loop.

- 3.3.1 Line conditioning is defined as the removal from the loop of any devices that may diminish the capability of the loop to deliver high-speed switched wireline telecommunications capability, including xDSL service. Such devices include, but are not limited to, bridge taps, low pass filters, and range extenders.
- 3.3.2 In so far as it is technically feasible, BellSouth shall test and report trouble for all the features, functions and capabilities of conditioned lines, and may not restrict testing to voice-transmission only.
- 3.4 As a chargeable option on all loops except unbundled copper loop ("UCL"), BellSouth will offer Order Coordination Time Specific ("OC-TS"). This will allow AT&T the ability to specify the time that the coordinated conversion takes place. The OC-TS charge for orders due on the same day at the same location will be applied on a per appropriate local service request basis.
- 3.5 BellSouth will offer unbundled voice-grade loops ("UVL") Service Level Two ("SL2").
- 3.5.1 SL2 loops shall have test points, will be designed with a design layout record ("DLR") provided to AT&T, and will be provided with order coordination ("OC"). The OC feature will allow AT&T to coordinate the installation of the loop with the disconnect of an existing end user's service and/or number portability service. In these cases, BellSouth will perform the order conversion with standard order coordination at its discretion during normal work hours.
- 3.5.2 AT&T will be responsible for isolating troubles on SL2 loops. Once AT&T has isolated a trouble to the BellSouth provided loop, AT&T will issue a trouble to BellSouth on the loop. BellSouth will take the actions necessary to repair the loop if a trouble report actually exists. BellSouth will repair these loops in the same time frames that BellSouth repairs similarly situated loops to its end users.
- 3.5.3 If AT&T reports a trouble on SL2 loops and no trouble actually exists, BellSouth will charge AT&T for any dispatching and testing (outside the central office) required by BellSouth in order to confirm the loop's working status.
- 3.6 BellSouth will also offer unbundled digital loops ("UDL"). They will be designed, will be provisioned with test points (where appropriate), and will come standard with Order Coordination and a DLR.

- 3.6.1 AT&T will be responsible for isolating troubles on UDL. Once AT&T has isolated a trouble to the BellSouth provided loop, AT&T will issue a trouble report to BellSouth on the loop. BellSouth will take the actions necessary to repair the loop if a trouble actually exists. BellSouth will repair these loops in the same time frames that BellSouth repairs similarly situated loops to its end users.
- 3.6.2 If AT&T reports a trouble on a UDL and no trouble actually exists, BellSouth will charge AT&T for any dispatching and testing (outside the central office) required by BellSouth in order to confirm the loop's working status.
- 3.7 In addition to the UVLs and UDLs, BellSouth shall make available an Unbundled Copper Loop ("UCL"). The UCL will be a copper twisted pair loop that is unencumbered by any intervening equipment (e.g., filters, load coils, range extenders, digital loop carrier, or repeaters). The UCL will be offered in two versions - short and long. A short UCL (18 kft or less) will be provisioned according to Resistance Design parameters. The long UCL (beyond 18kft) will be used when AT&T wants to condition copper loops longer than 18kft by removing load coils and other intervening equipment. BST will only ensure electrical continuity and balance relative to tip and ring on UCLs.
- 3.7.1 The UCL will be a designed circuit, with or without conditioning, provisioned with a test point and come standard with a DLR. OC will be offered as a chargeable option on all UCL loops. OC-TS will not be offered on UCLs.
- 3.7.2 The UCL is a dry cooper loop and is not intended to support any particular telecommunications service. AT&T may use the UCL loop for a variety of services, including xDSL (e.g., ADSL and HDSL) services, by attaching appropriate terminal equipment of AT&T's choosing. AT&T will determine the type of service that will be provided over the loop.
- 3.7.3 DISAGREE**

BST PROPOSAL:

Because the UCL shall be an unbundled loop offering that is separate and distinct from BellSouth's ADSL and HDSL capable loop offerings, AT&T agrees that BellSouth's UCL loop will not be held to the service level and performance expectations that will apply to its ADSL and HDSL unbundled loop offerings. BellSouth shall only be obligated to maintain copper continuity and provide balance relative to tip and ring on UCL.

AT&T PROPOSAL:

AT&T proposes to strike this language.

3.7.4

The UCL shall be provided to AT&T in accordance with BellSouth's Technical Reference 73600.

3.8

Provisioning and Coordinated Cutovers

DISAGREE

BST PROPOSAL:

The following coordination procedures shall apply when BellSouth retail service is being converted to service to be provided by AT&T utilizing a SL2 local loop provided by BellSouth to AT&T; a SL2 local loop provided by BellSouth to AT&T with interim or local number portability; stand alone interim number portability ordered by AT&T; and any other Service or Element that requires project coordination as set forth in this Agreement or in the BellSouth local number portability guidelines.

AT&T shall order Services and Elements as set forth in this Attachment 2 and BellSouth shall provide a Firm Order Confirmation within the interval set forth in this Agreement. When AT&T desires to dictate a specific time for the coordinated cutover of a local loop ordered, AT&T shall do so by requesting on the Local Service Request, Order Coordination – Time Specific and paying the appropriate rate set forth in Exhibit A, incorporated herein by this reference.

Any coordinated conversion and associated translations requirements shall be performed so as to limit end user service outage. In all other instances of coordination the procedures set forth in this section shall apply.

For the purposes of coordinated cutovers, BellSouth shall contact AT&T 24 to 48 hours prior to the conversion due date. At this contact the Parties shall agree upon a conversion time. AT&T and BellSouth shall use best efforts to ensure that the actual conversion activity will occur within 30 minutes of the previously agreed upon conversion time.

BellSouth will perform the appropriate preservice testing to determine whether AT&T dial tone is being delivered to the appropriate connecting point, which may be, if appropriate, a

cross connect or tie cable between BellSouth's main distribution frame and AT&T's collocation space. The timing of the preservice testing is dependent upon the actual interval of the Service or Element being provided by BellSouth to AT&T, but in any event, will be completed within 24 hours of the agreed upon conversion time. Where a field visit is required to provision the local loop, BellSouth will test the local loop to the Network Interface Device. AT&T may request that BellSouth perform testing to the Network Interface Device when a field visit is not required for provisioning the local loop, however, AT&T shall be billed for such testing at the time and materials rate set forth in BellSouth's General Subscriber Services Tariff.

If, at the conclusion of the preservice testing, BellSouth cannot verify that AT&T dial tone is being delivered to the appropriate connecting point, it will contact AT&T and work cooperatively to determine and alleviate the cause of the failure.

BellSouth will advise AT&T at completion of the conversion or turn up of new services, in order for AT&T to accept or reject the services being provisioned.

Any billing credits waivers of service charges or billing of charges for failure to perform a coordinated cutover pursuant to the procedures set forth in this section shall be as set forth in Attachment 6, incorporated herein by this reference.

AT&T PROPOSAL:

The following coordination procedures shall apply for new unbundled Loops and the conversions (from BellSouth to AT&T) of end users with active retail service to a service configuration where AT&T employs Loop UNE (hereinafter referred to as "hot cuts"):

AT&T shall request unbundled Loops from BellSouth by delivering to BellSouth a valid Service Order using BellSouth electronic ordering platform (as cooperatively designed and implemented to meet the minimum requirements for information exchange needed to order and provision services to certified local exchange carriers and enhanced to support industry standards as developed for interconnection services) or another mutually agreed upon system. Within two (2) business days of BellSouth's receipt of a Service Order, BellSouth shall provide AT&T the firm order commitment ("FOC") date according to the applicable Performance Interval Dates set forth in Attachment __

(Performance Standards, Measurements and Penalties) of this Agreement by which the Loop(s) covered by such Service Order will be installed.

BellSouth agrees to accept from AT&T at the time the service request is submitted for scheduled conversion of hot cut unbundled Loop orders, a desired date, including but not limited to weekend dates, and time (the "Scheduled Conversion Time") in the "A.M." (12:01 midnight to 12:00 noon) or "P.M." (12:01 noon to 12:00 midnight) (as applicable, the "Conversion Window") for the hot cut. BellSouth shall promptly acknowledge receipt of AT&T's request for a Scheduled Conversion Time, and shall also promptly advise AT&T as to whether or not such Scheduled Conversion Time will be met by BellSouth. If the Scheduled Conversion Time requested by AT&T is not doable, in its response to AT&T, BellSouth shall advise as to an appropriate Scheduled Conversion Time that BellSouth will meet.

BellSouth shall test for dial tone supplied by the AT&T switch to the designated pair assignment by testing through the tie cable provisioned between BellSouth main distributing frame and the AT&T expanded interconnection. Such testing shall be completed by BellSouth no later than forty eight (48) hours prior to the Scheduled Conversion Time. No later than twenty four (24) hours prior to the Scheduled Conversion Time, BellSouth shall notify AT&T that BellSouth's test for dial tone has been completed, regardless of the result of such test. If BellSouth finds no dial tone, BellSouth shall immediately notify AT&T of this finding and promptly seek to rectify the situation so that dial tone is provided.

Either Party may contact the other Party and unilaterally designate a new Scheduled Conversion Time (the "New Conversion Time"). If the New Conversion Time is within the Conversion Window, no charges shall be assessed on or waived by either Party. If, however, the New Conversion Time is outside of the Conversion Window, the Party requesting such New Conversion Time shall be subject to the following:

If BellSouth requests the New Conversion Time, the applicable Line Connection Charge shall be waived; and

If AT&T requests the New Conversion Time, AT&T shall be assessed a records change charge if the request was made twenty four (24) hours in advance of the scheduled cut. If the requested change is within twenty four (24) hours, of the desired

conversion time, AT&T agrees to compensate BellSouth for the time it has spent readying the circuit for conversion. This charge will be calculated using BellSouth labor charges in ¼ hour increments for the time BellSouth technician was standing by to perform the conversion.

Except as otherwise agreed by the Parties, the time interval for the hot cut shall be monitored and shall conform to the performance standards and consequences for failure to meet the specified standards as reflected in Attachment (Performance Standards, Measurements and Penalties) of this Agreement. If AT&T has ordered INP with the installation of a UNE Loop, BellSouth will co-ordinate the implementation of INP with the Loop conversion during the above stated intervals at no additional charge.

When AT&T calls in an order to be tested, BellSouth's field technician shall test for dial tone to any extended demarcation point at the end user's premises that may be associated with that order. If BellSouth performs such testing for its end users, the charge to AT&T shall be the same as that which BellSouth bills its end users for extended demarcation testing service. If BellSouth does not perform such testing for its end users, the charge to AT&T shall be on a time and materials basis calculated by multiplying the hourly rate for maintenance service set forth in Attachment (Pricing) of this Agreement times each quarter-hour expended by BellSouth's field technician to perform the work requested by AT&T.

If as the result of end user actions (e.g., Customer not ready ["CNR"]), BellSouth cannot complete requested work activity when a technician has been dispatched to the site, AT&T will be assessed a non-recurring labor charge associated with this visit. This charge will be calculated using BellSouth labor charges in one quarter (¼) hour increments for the time BellSouth technician was standing by to perform the cut.

3.9 Technical Requirements

3.9.1 BellSouth shall offer Loops capable of providing the following:

3.9.1.1 2-wire analog voice grade Loop provides an effective 2-wire channel with 2-wire interfaces at each end that is suitable for the transport of analog voice grade (nominal 300 to 3300 Hz) signals and using either Loop-start or ground start signaling;

- 3.9.1.2 4-wire analog voice grade Loop provides an effective 4-wire channel with 4-wire interfaces at each end that is suitable for the transport of analog voice grade (nominal 300 to 3300 Hz) signals. The service will operate with one of the following signaling types that may be specified when the service is ordered: Loop-start, ground-start, Loop-reverse-battery, duplex. **[UCL with BellSouth shall offer a no signaling option.] [OPEN-AT&T]**
- 3.9.1.3 2-wire ISDN digital grade Loop provides a channel with 2-wire interfaces at each end that is suitable for the transport of 144 kbps digital services using the ISDN 2B1Q line code;
- 3.9.1.4 AT&T will be responsible for providing BellSouth with a Service Profile Identifier ("SPID") associated with a particular ISDN-cable loop and end user. With the SPID, BellSouth will be able to adequately test the circuit and ensure that it properly supports ISDN service;
- 3.9.1.5 ADSL/HDSL capable Loop – an ADSL/HDSL capable Loop is a basic Loop (2 or 4-wire) without any intervening equipment and is capable of permitting the transmission of communications both within the voice band and in frequency ranges above the voice band. An ADSL/HDSL capable Loop provided by BellSouth shall be designed to CSA guidelines and are expected to support ADSL and HDSL; and
- 3.9.1.6 4-wire DS-1 Loop provides a channel with 4-wire interfaces at each end. Each 4-wire channel may be equipped with DS-1 Loop repeaters suitable for the transport of 1.544 mbps digital signals simultaneously in both directions using PCM line code **[and will terminate on a smart jack.] [OPEN-BST]**
- 3.9.2 **DISAGREE**

AT&T PROPOSAL:

In those instances where the Loop facilities available to serve the end user passes through a digital Loop carrier equipment located between the end user premises and the serving network locations and such equipment prevents AT&T from deploying xDSL capabilities of equivalent quality to those offered by BellSouth or its affiliates, to the extent technically feasible BellSouth must provide AT&T with the following options:

a Loop without intervening transmission equipment that meets industry standard electrical characteristics suitable for supporting xDSL capabilities as specified by AT&T;

access to a Loop facility and appropriate collocation space in the remote terminal; and

a Loop equipped by BellSouth with all electronics, including but not limited to ATM transport, necessary to provide xDSL capabilities of equivalent quality to those deployed by BellSouth or its affiliates.

BST PROPOSAL:

BST proposes to strike this Section.

3.9.3 DISAGREE

AT&T PROPOSAL:

At the written request of either Party, the Parties shall negotiate one or more amendments to this Attachment addressing issues relating to line sharing in connection with deployment of advanced services by the Parties.

BST PROPOSAL:

The following provisions shall apply until the parties negotiate a line sharing arrangement pursuant to the effective rules and regulations of the FCC. At such time, the Parties will amend these provisions to reflect their agreement.

In cases in which AT&T has requested that BellSouth remove equipment from the BellSouth loop, BellSouth will no longer be expected to maintain and repair the loop to the standards specified for that loop type in the TR73600 and other standards referenced in this Agreement. BellSouth will only support that these loops provide electrical continuity and balance relative to tip-and-ring.

AT&T, in performance of its obligations pursuant to the preceding Section, shall maintain records that will reflect that pursuant to AT&T's request BellSouth has removed certain equipment from BellSouth provided loops and as such the loop may not perform within the technical specifications associated with that loop type. AT&T will not report to BellSouth troubles on said loops where the loops are not performing within the technical specifications of that loop type.

In addition, AT&T recognizes there may be instances where a loop modified in this manner may be subjected to normal network

configuration changes that may cause the circuit characteristics to be changed and may create an outage of the service that AT&T has placed on the loop. If this occurs, BellSouth will work cooperatively with AT&T to restore the circuit to its previous modified status as quickly as possible. AT&T will pay the Time and Materials costs associated with BellSouth's work efforts needed to bring the loop back to its previous modified status.

3.10 Integrated Digital Loop Carriers

3.10.1 If AT&T requests one or more loops served by an Integrated Digital Loop Carrier system ("IDLC"), BellSouth shall unbundle the IDLC-delivered loop, as soon as practicable, using one of the following alternative arrangements: (1) utilize existing Next Generation Digital Loop Carrier ("NGDLC") facilities; (2) utilize existing Universal Digital Loop Carrier ("UDLC"); (3) utilize existing copper facilities that serve the distribution area or allocate new copper feeder pairs to the distribution area if spare capacity is available in the feeder route or carrier serving area; (4) utilize spare capacity of existing Integrated Network Access system or other existing IDLC that is terminated on a digital cross-connect system; (5) utilize side-door/hairpin capability of switch peripheral if the serving IDLC is terminated on a peripheral with those capabilities, or if spare capacity is available on a switch peripheral; (6) activate new IDLC or NGDLC capacity to the distribution area; or (7) convert some existing IDLC capacity to UDL. These alternative arrangements will be used where available to permit AT&T to order a Loop and to provide AT&T with the capability to serve end users at the same level BellSouth provides its retail customers, to the extent technically feasible.

4. Network Interface Device ("NID")

4.1 Definition. The NID is defined as any means of interconnection of end user customer premises wiring to BellSouth's distribution plant, such as a cross-connect device used for that purpose. The NID is a single-line termination device or that portion of a multiple-line termination device required to terminate a single line or circuit at the end user's premises. The NID features two independent chambers or divisions that separate the service provider's network from the on-premises wiring. Each chamber or division contains the appropriate connection points or posts to which the service provider, and the end user each make their connections. The NID provides a protective ground connection and is capable of terminating cables such as twisted pair cable.

- 4.2 BellSouth shall permit AT&T to connect AT&T's loop facilities to on-premises wiring through BellSouth's NID or at any other technically feasible point.
- 4.3 **Access to Network Interface Device**
 - 4.3.1 Due to the wide variety of NIDs utilized by BellSouth (based on subscriber size and environmental considerations), AT&T may access the subscriber's inside wire by any of the following means:
 - 4.3.1.1 BellSouth shall allow AT&T to connect its loops directly to BellSouth's multi-line residential NID enclosures that have additional space and are not used by BellSouth or any other telecommunications carriers to provide service to the premise.
 - 4.3.1.2 Where an adequate length of on-premises wiring is present and environmental conditions permit, either Party may remove the on-premises wiring from the other Party's NID and connect that wire to that Party's own NID; or
 - 4.3.1.3 Enter the subscriber access chamber or "side" of "dual chamber" NID enclosures for the purpose of extending a connecterized or spliced jumper wire from the on-premises wiring through a suitable "punch-out" hole of such NID enclosures; or
 - 4.3.1.4 Request BellSouth to make other rearrangements to the on-premises wiring terminations or terminal enclosure on a time and materials cost basis to be charged to the requesting Party (i.e., AT&T, its agent, the building owner or the subscriber). Such charges will be billed to the requesting Party.
 - 4.3.2 In no case shall either Party remove or disconnect the other Party's loop facilities from either Party's NIDs, enclosures, or protectors without state regulatory requirements and without providing prior notice to the other Party and without properly grounding the other Party's loop. In such cases, it shall be the responsibility of the disconnecting Party to properly ground, maintain and assume full liability for its actions and for any adverse consequences of disconnecting the other Party's loop, maintaining the NID, and assuming full liability for its actions and any adverse consequences that may result.
 - 4.3.3 In no case shall either Party remove or disconnect ground wires from the other Party's NID, enclosures, or protectors.
 - 4.3.4 In no case shall either Party remove or disconnect NID modules, protectors, or terminals from the other Party's NID enclosures.

- 4.3.5 Due to the wide variety of NID enclosures and outside plant environments BellSouth will work with AT&T to develop specific procedures to establish the most effective means of implementing this section.
- 4.3.6 Technical Requirements
 - 4.3.6.1 The NID shall provide an accessible point of interconnection for the on-premise wiring, for BellSouth's facilities, for the Subloop Distribution and/or cross connect to AT&T's NID, and shall maintain a connection to ground.
 - 4.3.6.2 The NID shall be capable of transferring electrical analog or digital signals between the on-premise wiring and the Subloop Distribution and/or cross connect to AT&T's NID, consistent with the NID's function at the Effective Date of this Agreement.
 - 4.3.6.3 Where a BellSouth NID exists, it is provided in its "as is" condition. AT&T may request BellSouth do additional work to the NID at the time and materials charges set forth in the appropriate BellSouth Tariff.
 - 4.3.6.4 When AT&T deploys its own local loops with respect to multiple-line termination devices, AT&T shall specify the quantity of NID connections it requires within such device.
- 5. Subloops
 - 5.1 Definitions
 - 5.1.1 Subloop. The subloop network element is defined as any portion of the loop that is technically feasible to access at terminals in BellSouth's outside plant, including inside wire. An accessible terminal is any point on the loop where technicians can access the wire or fiber within the cable without removing a splice case to reach the wire or fiber within. Such points may include, but are not limited to, the pole or pedestal, the network interface device, ("NID") the minimum point of entry, ("MPOE") the single point of interconnection, the main distribution frame, the remote terminal, and the feeder/distribution interface ("FDI").
 - 5.1.2 Inside Wire. Inside wire is defined as all loop plant owned by BellSouth on end user customer premises as far as the point of demarcation as defined in 47 C.F.R § 68.3, including the loop plant near the end user customer premises. AT&T may access the inside wire subloop at any technically feasible point including, but not limited

to, the network interface device, the minimum point of entry, the single point of interconnection, the pedestal, or the pole.

- 5.1.3 Subloop elements include, but are not limited to, the following: Distribution, including inside wire; Concentration/Multiplexing Functionality; and Feeder.

- 5.2 **Subloop Distribution**

- 5.2.1 Definition

- 5.2.1.1 Subloop Distribution provides connectivity between the NID and the terminal block on the end user side of a FDI and can be accessed at any technically feasible point, including but not limited to, a pole or pedestal, a NID, a MPOE, or a single point of interconnection. **[The FDI is a device that terminates the Subloop Distribution and the Subloop Feeder. This termination and cross-connect field may be in the form of an outside plant distribution closure or remote terminal. House and riser cable that extends from BellSouth's point-of-entry into a building (e.g., equipment closet, terminal room, etc.) to the NID on a particular floor or office space in a multi-unit building is also classified as a portion of Subloop Distribution. Subloop Distribution will be provisioned as 2-wire or 4-wire circuits and will include a NID.] [OPEN -BST]**

- 5.2.1.2 **[Subloop Distribution will be copper twisted pair, coaxial cable, or single or multi-mode fiber optic cable. A Combination that includes two or more of these media is also possible. Where BellSouth constructs a single point of interconnection in a multiunit installation in accordance with 47 CFR 51.319(a)(2)(E), BellSouth shall provide a copper twisted pair even in instances where the Subloop Distribution for services that BellSouth offers is other than a copper facility in accordance with Section 5.2.5 of this Attachment 2. In other circumstances, BellSouth shall provide to AT&T, upon request, a copper twisted pair even in instances where the Subloop Distribution for services that BellSouth offers is other than a copper facility, and in such circumstances, the special construction process will be used to determine the cost for placing new copper facilities.] [OPEN-BST]**

- 5.2.2 **Requirements for Subloop Distribution**

- 5.2.2.1 Subloop distribution shall be capable of carrying all signaling messages or tones needed to provide telecommunications services.

- 5.2.2.2 BellSouth will provide the infrastructure necessary to provision, test, and maintain subloop distribution as set forth in Attachment 15 of this Agreement, incorporated herein by this reference.
- 5.2.2.3 BellSouth shall offer Subloop Distribution together with the NID.
- 5.2.2.4 Upon request, BellSouth shall provide line conditioning for Subloop Distribution pursuant to Section ___ of this Attachment 2 and at the rates set forth in Exhibit ___ of this Attachment 2, all incorporated herein by this reference.
- 5.2.2.5 Subloop Distribution shall be provided on an unbundled basis if technically feasible in conformance with the relevant applicable interface requirements set forth in the industry standard technical references.

5.2.3 **Single Unit & Multiunit Installation**

[OPEN-AT&T/BST]

AT&T PROPOSAL:

[In the case of BellSouth facilities serving multiple unit installations, e.g., apartments, condominiums, office buildings and office complexes, Subloop Distribution shall be furnished to AT&T, depending on the location at which AT&T intends to interconnect its facilities, in one of the following three elements, as requested by AT&T, at the appropriate rate set forth in Exhibit A to this Attachment:

Subloop Distribution. This is the entire Subloop Distribution element which includes all facilities from a terminal block on the customer side of a FDI up to and including the end user's point of demarcation; or

Intrabuilding Network Cable. This is a portion of the Subloop Distribution element that consists of those facilities form the single point of interconnection or MPOE to and including the end user's point of demarcation; or

Network Terminating Wire ("NTW"). This is a portion of the intrabuilding network cable that consists of those facilities, including house and riser cable as defined herein, extending from the BellSouth wiring closet, garden terminal or other cross-connect distribution point to the end user's point of demarcation. House and riser cable refers to those portions of NTW that are

located inside a building containing multiple end users' premises. NTW is the last segment of the field-side loop facilities which, in multi-end user configurations, represents the point at which the network last branches out to serve individual end users.]
[OPEN-AT&T]

BST PROPOSAL:

- 5.2.3.1** [In the case of BellSouth facilities serving a single unit installation, e.g., a single residence or single business location, Subloop Distribution consists of all such facilities providing connectivity between the end user's point of demarcation, including the point of demarcation, and the end user side of the feeder distribution interface ("FDI") and can be accessed at any technically feasible point.
- 5.2.3.2** In the case of BellSouth facilities serving multiple unit installations, e.g., apartments, condominiums, office buildings and office complexes, Unbundled Sub-Loop distribution may be accessed by either of the following three elements:
 - 5.2.3.2.1** The first segment is the Unbundled Sub-Loop distribution which includes the facility from a terminal block on the end user side of a FDI up to and including the end user's point of demarcation; or
 - 5.2.3.2.2** The second segment is Unbundled Sub-Loop-Intrabuilding Network Cable ("NC"), sometimes referred to as riser cable, which includes the facility inside subscriber's building or between buildings on one end-user's same premises (e.g., continuous property not separated by a public street or road). These facilities are used to distribute network access facilities to wiring closets or other distribution points on the same premises. This element will include the facility that extends from a cross-connect device in the building up to and including the end user point of demarcation; or
 - 5.2.3.2.3** The third segment is Unbundled Network Terminating Wire as defined in Section __ of this Attachment 2.
- 5.2.3.2.3.1** Network Terminating Wire ("NTW")
 - 5.2.3.2.3.1.1** NTW facilities extend from the BellSouth wiring closet or garden terminal at the point of termination of BellSouth's distribution facilities to the end users point of demarcation. It is the last segment of the field-side loop facilities which, in multi-subscriber

configurations represents the point at which the network branches out to serve individual subscribers.] [OPEN-BST]

5.2.3.2.3.2 Requirements

5.2.3.2.3.2.1 BellSouth shall be required to relinquish the first NTW pair and make it available to AT&T unless BellSouth is using the first NTW pair to concurrently serve the end user requesting service from AT&T. When BellSouth is using the first NTW pair to provide concurrent service, BellSouth will offer spare pairs that available to an end user's premises to AT&T.

5.2.3.2.3.2.2 Notwithstanding the foregoing, should BellSouth subsequently require the use of additional pair(s) to provide for the activation of additional lines in an end user's premise, in response to a request from such end user, AT&T agrees to surrender its unused spare pair(s) upon request by BellSouth.

5.2.3.2.3.2.3 If an end user of AT&T desires to receive local exchange service from a telecommunications service provider who is not a Party to this Agreement, and such third party telecommunications service provider needs access to the BellSouth NTW to provide local exchange service to the end user, then AT&T agrees to surrender the requisite number of its inactive spare pair(s) if no other spare pair is available and upon request by BellSouth.

5.2.4 Single Point of Interconnection

DISAGREE

BST PROPOSAL:

BellSouth shall provide a single point of interconnection at the garden terminal or wiring closet for AT&T to access the Network Terminating Wire. The SPOI will be provided at the rates set forth in Exhibit __ to this Attachment 2.

AT&T PROPOSAL:

BellSouth shall provide a single point of interconnection at multiunit premises that is suitable for use by multiple carriers. AT&T's employees and agents shall have direct access to the single point of interconnection without the necessity of coordinating such efforts with BellSouth's employees or agents. This obligation is in addition to BellSouth's obligation to provide nondiscriminatory access to subloops at any technically feasible point. If a single point of interconnection does not exist that can

be feasibly accessed by AT&T, BellSouth must construct a single point of interconnection that will be fully accessible and suitable for use by multiple carriers.

5.3 Subloop Concentration Multiplexing Functionality

5.3.1 Where facilities permit, BellSouth will provide to AT&T the ability to concentrate its subloops onto multiple DS1s back to the BellSouth central office.

5.3.2 Definition

5.3.2.1 The Subloop Concentration Multiplexing Functionality: (1) aggregates lower bit rate or bandwidth signals to higher bit rate or bandwidth signals (multiplexing); (2) disaggregates higher bit rate or bandwidth signals to lower bit rate or bandwidth signals (demultiplexing); (3) aggregates a specified number of signals or channels to fewer channels (concentrating); (4) performs signal conversion, including encoding of signals (e.g., analog to digital and digital to analog signal conversion); and (5) where available, performs electrical to optical (E/O) conversion.

5.3.2.2 The Subloop Concentration Multiplexing Functionality may be provided through a Digital Loop Carrier ("DLC") system, multiplexer or other equipment at which traffic is encoded and decoded, multiplexed and demultiplexed, or concentrated.

5.3.3 Technical Requirements

5.3.3.1 The Subloop Concentration Multiplexing Functionality, if deployed, is used to concentrate and or multiplex the AT&T distribution media to the BellSouth feeder media. BellSouth's feeder media can be copper, coaxial (if deployed) or fiber. To the extent unbundling involves "concentration," BellSouth and AT&T will work cooperatively to establish concentration ratios for the specific application within the technical limits that may exist with deployed equipment and facilities. If concentration ratios are established which result in reengineering of the facilities, special construction charges will apply.

5.3.3.2 When BellSouth provides a Subloop Concentration Multiplexing Functionality or Loop repeaters, BellSouth shall provide power for subloop equipment through a non-interruptible source with battery backup unless otherwise mutually agreed upon by the Parties.

- 5.3.3.3 The Subloop Concentration Multiplexing Functionality shall be provided to AT&T in accordance with applicable industry standard technical references.
- 5.3.3.4 The Subloop Concentration Multiplexing Functionality shall continuously monitor protected circuit packs and redundant common equipment in the same manner which BellSouth provides such functionality to itself.
- 5.3.3.5 The redundant common equipment shall also automatically switch to a protection circuit pack on detection of a failure or degradation of normal operation where technically feasible.
- 5.3.3.6 The Subloop Concentration Multiplexing Functionality shall be capable of performing its functions on the signals needed to provide telecommunications services capable of being transmitted through said Subloop Concentration Multiplexing Functionality.
- 5.3.3.7 BellSouth shall provide power for the Subloop Concentration Multiplexing Functionality, through a non-interruptible source if the function is performed in a central office, or from a commercial AC power source with battery backup if the equipment is located outside a central office, where BellSouth provides such functionality to itself.
- 5.3.3.8 With the Effective Date of this Agreement, Subloop Concentration Multiplexing Functionality, using the Lucent Series 5 equipment, will be offered in two different systems. System A will allow up to 96 of AT&T's subloops to be concentrated onto multiple DS1s. System B will allow an additional 96 of AT&T's subloops to be concentrated onto multiple DS1s. One System A may be supplemented with one System B and they both must be physically located in a single Series 5 dual channel bank. A minimum of two DS1s is required for each system (i.e., System A requires two DS1s and System B would require an additional two DS1s or four in total). The DS1 level facility that connects the RT site with the BSWC is known as a feeder interface. Except where the Subloop Concentration Multiplexing Functionality is currently combined with other Network Elements, all DSI Feeder... All DS1 Feeder Interfaces will terminate to AT&T's collocation space within the SWC that serves the RT where AT&T's sub-loops are connected. Subloop Concentration Multiplexing Functionality service is offered with or without concentration and with or without a protection DS1. If BellSouth deploys a different technology for Subloop Concentration Multiplexing Functionality in its network, the Parties will negotiate rates, terms and conditions for AT&T's access to such Subloop Concentration Multiplexing Functionality.

- 5.3.3.9 If technically feasible, BellSouth shall provide AT&T access to the Subloop Concentration Multiplexing Functionality in response to a specific AT&T request. Otherwise, AT&T would be required to place a cross-box, remote terminal, or other similar device and deliver a cable to the BellSouth remote terminal. This cable would be connected, by a BellSouth technician, to a cross-connect panel within the BellSouth RT/cross-box and would allow AT&T's subloops to then be placed on the Subloop Concentration Multiplexing Functionality.
- 5.3.3.10 The Subloop Concentration Multiplexing Functionality shall be provided to AT&T in accordance with applicable industry standard technical references.
- 5.3.3.11 BellSouth shall provide AT&T real time performance and alarm data that may affect AT&T's traffic, if and when technically feasible and to partition such data for AT&T where feasible.
- 5.3.3.12 At AT&T's option BellSouth shall provide AT&T with real time ability to initiate non service-affecting tests on the underlying device that provides Subloop Concentration Multiplexing Functionality.
- 5.4 Subloop Feeder**
 - 5.4.1 Definition
 - 5.4.1.1 The Subloop Feeder is the Network Element that provides connectivity between (1) a FDI associated with Subloop Distribution and a termination point appropriate for the media in a central office, or (2) a Subloop Concentration Multiplexing Functionality provided in a remote terminal and a termination point appropriate for the media in a central office. If technically feasible, BellSouth shall provide AT&T physical access to the FDI, and the right to connect the Subloop Feeder to the FDI in response to a specific AT&T request. Otherwise, BellSouth shall provide the necessary cabling between BellSouth's equipment (i.e., FDI and AT&T's equipment).
 - 5.4.1.2 The physical medium of the Subloop Feeder may be copper twisted pair, coaxial (if deployed), or single or multi-mode fiber. In certain cases, BellSouth must provide a copper twisted pair loop even in instances where the medium of the Subloop Feeder for services that BellSouth offers is other than a copper facility, and in such cases, the special construction process will be used to determine the cost of placing new copper facilities.
 - 5.4.2 Requirements for Subloop Feeder

- 5.4.2.1 The Subloop Feeder shall be capable of transmitting analog voice frequency, basic rate ISDN, digital data, or analog radio frequency signals, where available in BellSouth's network.
- 5.4.2.2 BellSouth shall provide appropriate power for all active elements in the Subloop Feeder. BellSouth will provide appropriate power from a central office source, or from a commercial AC source with rectifiers for AC to DC conversion and 8-hour battery back-up when the equipment is located in an outside plant RT, where BellSouth provides such functionality to itself.
- 5.4.3 Additional Requirements for Special Copper Subloop Feeder Medium
- 5.4.3.1 In addition to requirements set forth in Section 6.2 above, and where available in the BellSouth network, AT&T may require BellSouth to provide copper twisted pair Subloop Feeder which are unfettered by any intervening equipment (e.g. filters, load coils, and range extenders), so that AT&T can use these Subloop Feeders for a variety of services by attaching appropriate terminal equipment at the ends.
- 5.4.4 Additional Technical Requirements for DS1 Conditioned Subloop Feeder
- 5.4.4.1 In addition to the requirements set forth in Section 6.2 of this Attachment 2, and where available in the BellSouth network, AT&T may designate that the Subloop Feeder be conditioned to transport a DS1 signal. The requirements for such transport are defined in the applicable industry standard technical references.
- 5.4.5 Additional Technical Requirements for Optical Subloop Feeder
- 5.4.5.1 Where available in BellSouth's network AT&T may designate that Subloop Feeder will transport DS3 and OCn (where n is defined in the industry standard technical reference.). The requirements for such transport are defined in the applicable industry standard technical references.
- 5.4.6 Interface Requirements
- 5.4.6.1 If AT&T desires access to unbundled Subloop Feeder in a BellSouth Central Offices, the Subloop Feeder point of termination (POT) will be as follows:
 - 5.4.6.1.1 Copper twisted pairs shall terminate on the MDF;
 - 5.4.6.1.2 DS1 Subloop Feeder shall terminate on a DSX1, DCS1/0 or DCS3/1; and

- 5.4.6.1.3 Fiber Optic cable shall terminate on a LGX.

6. **Switching Capabilities**

- 6.1 BellSouth shall provide non-discriminatory access to local circuit switching capability, and local tandem switching capability, on an unbundled basis, except as set forth below in Section 6.3 of this Attachment 2, to AT&T for the provision of a telecommunications service. BellSouth shall provide non-discriminatory access to packet switching capability on an unbundled basis to AT&T for the provision of a telecommunications service only in the limited circumstance described in Section 6.6.9 of this Attachment 2.
- 6.2 Except as otherwise provided for herein, BellSouth shall not impose any restrictions on AT&T regarding the use of Switching Capabilities purchased from BellSouth provided such use does not result in demonstrable harm to either the BellSouth network or personnel or the use of BellSouth's network by BellSouth or any other telecommunications carrier.
- 6.3 Local Circuit Switching Capability, including Tandem Switching Capability.
- 6.3.1 Definition
- 6.3.1.1 Local Circuit Switching capability is defined as: (A) line-side facilities, which, include but are not limited to, the connection between a loop termination at a main distribution frame and a switch line card; (B) trunk-side facilities, which include, but are not limited to, the connection between trunk termination at a trunk-side cross-connect panel and a switch trunk card; (C) All features, functions, and capabilities of the switch, which include, but are not limited to: (1) the basic switching function of connecting lines to lines, line to trunks, trunks to lines, and trunks to trunks, as well as the same basic capabilities made available to BellSouth's end users, such as a telephone number, white page listings, and dial tone; and (2) all other features that the switch is capable of providing, including but not limited to, customer calling, custom local area signaling service features, and Centrex, as well as any technically feasible customized routing functions provided by the switch; and (D) switching provided by remote switching module functionality is included in Switching Capability. The switching capabilities used will be based on the line side features they support.
- 6.3.1.2 Notwithstanding BellSouth's general duty to unbundle local circuit switching, BellSouth shall not be required to unbundle local circuit switching for AT&T when AT&T serves end users with four (4) or more

voice-grade (DS-0) equivalents or lines in locations served by BellSouth's local circuit switches, which are in the following MSAs: Atlanta, GA; Miami, FL; Orlando, FL; Ft. Lauderdale, FL; Charlotte-Gastonia-Rock Hill, NC; Greensboro/Winston-Salem/High Point, NC; Nashville, TN; and New Orleans, LA, and BellSouth has provided non-discriminatory cost based access to the Enhanced Extended Link (EEL) throughout Density Zone 1 as determined by NECA Tariff No. 4 as in effect on January 1, 1999.

6.3.1.3 DISAGREE

AT&T PROPOSAL:

BellSouth is not required to provide local circuit switching capability with respect to the fourth and subsequent two (2) wire voice-grade loops that AT&T uses in combination with local circuit switching to provide retail local voice service to a single end user account name, at a single physical end user location (including a single tenant building or a single unit within a MDU or MTU from a BellSouth central office in the MSAs listed in Section 6.3.1.2; provided however, that AT&T shall be entitled to purchase local switching pursuant to the rates set forth in Exhibit A to this Attachment for the first, second, and third lines to provide and/or continue providing telecommunications service to a single end user despite the addition of a fourth line and subsequent lines).

BST PROPOSAL:

STRIKE PARAGRAPH

6.3.1.4 DISAGREE

AT&T PROPOSAL:

In the event that AT&T orders local circuit switching for a single end user account name at a single physical end user location with four (4) or more two (2) wire voice-grade loops from a BellSouth central office listed in Section 6.3.1.2 above, BellSouth's sole recourse shall be to charge AT&T a rate to be negotiated for use of the local circuit switching functionality for the affected facilities, or in the alternative, to charge AT&T the local services resale rate for use of all Combinations used to provide the affected facilities to AT&T.

BST PROPOSAL:

STRIKE PARAGRAPH.

- 6.3.1.5 When BellSouth provides the local circuit switching, BellSouth will provide to AT&T, upon request, customized routing (selective routing) of calls: (i) to a requested directory assistance services platform; (ii) to a requested operator services platform; [(iii) for AT&T's PIC'ed toll traffic in a two (2) PIC environment to an alternative OS/DA platform designated by AT&T] or (iv) to a repair center. [OPEN-BST] AT&T end users may use the same dialing arrangements as BellSouth end users. BellSouth shall allow AT&T to commingle local and toll OS and/or DA traffic on existing OS and/or FGD trunks. [Customized routing will include but not be limited to the customized routing of inter-switch traffic on an NPA-NXX basis to a port other than the standard routing used by BellSouth.] [OPEN-BST]
- 6.4 **[AIN Customized (Selective) Carrier Routing]**
- 6.4.1 BellSouth will provide AIN Customized Carrier Routing at the request of AT&T. AIN Customized Carrier Routing will provide AT&T with the capability of routing operator calls, 0+ and 0- and 0+ NPA (LNPA) 555-1212 directory assistance, 1+411 directory assistance and 611 repair center calls to pre-selected destinations.
- 6.4.2 AT&T shall order AIN Customized Carrier Routing through its Account Team. AIN Customized Carrier Routing must first be established regionally and then on a per central office, per state basis.
- 6.4.3 AIN Customized Carrier Routing is not available in DMS 10 switches.
- 6.4.4 Where AIN Customized Carrier Routing is utilized by AT&T, the routing of AT&T's end user calls shall be pursuant to information provided by AT&T and stored in BellSouth's AIN Customized Carrier Routing Service Control Point database. AIN Customized Carrier Routing shall utilize a set of Line Class Codes (LCCs) unique to a basic class of service assigned on an 'as needed' basis. The same LCCs will be assigned in each central office where AIN Customized Carrier Routing is established.
- 6.4.5 Upon ordering of AIN Customized Carrier Routing Regional Service, AT&T shall remit to BellSouth the Regional Service Order non-recurring charges set forth in Exhibit A of this Attachment. There shall be a non-recurring End Office Establishment Charge

per office due at the addition of each central office where AIN Customized Carrier Routing will be utilized. Said non-recurring charge shall be as set forth in Exhibit A of this Attachment. For each AT&T end user activated, there shall be a non-recurring End User Establishment charge as set forth in Exhibit A of this Attachment, payable to BellSouth pursuant to the terms of Attachment A, incorporated herein by this reference. AT&T shall pay the AIN Customized Carrier Routing Per Query Charge set forth in Exhibit A of this Attachment.

- 6.4.6 The Regional Service Order non-recurring charge will be non-refundable and will be paid with 1/2 coming up-front with the submission of all fully completed required forms, including: Regional Customized Carrier Routing Order Request-Form A, Central Office AIN Customized Carrier Routing Order Request - Form B, AIN_SCR Central Office Identification Form - Form C, AIN_SCR Routing Options Selection Form - Form D, and Routing Combinations Table - Form E. BellSouth has 30 days to respond to the client's fully completed firm order as a Regional Service Order. With the delivery of this firm order response to the client, BellSouth considers that the delivery schedule of this service commences. The remaining 1/2 of the Regional Service Order payment must be paid when at least 90% of the Central Offices listed on the original order have been turned up for the service.
- 6.4.7 The non-recurring End Office Establishment Charge will be billed to the client following our normal monthly billing cycle for this type of order.
- 6.4.8 End-User Establishment Orders will not be turned-up until the 2nd payment is received for the Regional Service Order. The non-recurring End-User Establishment Charges will be billed to the client following our normal monthly billing cycle for this type of order.
- 6.4.9 Additionally, the AIN Customized Carrier Routing Per Query Charge will be billed to the client following the normal billing cycle for per query charges.
- 6.4.10 All other network components needed, for example, unbundled switching and unbundled local transport, etc, will be billed according per contracted rates.] [OPEN- AT&T]
- 6.5 Technical Requirements

- 6.5.1 Local Switching shall be at least equal to the requirements for Local Switching set forth in the applicable industry standard technical references.
- 6.5.2 BellSouth's local switch shall maintain translations necessary to direct AIN queries for selected lines and dialing sequences to the AT&T Signaling System 7 ("SS7") network.
- 6.5.3 BellSouth's local switch shall accept mutually agreeable AIN responses from the AT&T Service Control Point ("SCP") via SS7 network interconnection then continue call handling according to instructions contained in the response.
- 6.5.4 BellSouth shall provide unbranded recorded announcements and call progress tones to alert callers of call progress and disposition.
- 6.5.5 BellSouth shall activate service for an AT&T end user or network interconnection on any of the local circuit switching interfaces. This includes provisioning changes to change an end user from BellSouth's services to AT&T's services without loss of switch feature functionality as defined in this Agreement.
- 6.5.6 BellSouth shall perform routine testing (e.g., Mechanized Loop Tests ("MLT") and test calls such as 105, 107 and 108 type calls) and fault isolation on a mutually agreed upon schedule.
- 6.5.7 BellSouth shall repair and restore any equipment or any other maintainable component that may adversely impact local circuit switching.
- 6.5.8 BellSouth shall control congestion points such as those caused by radio station call-ins, and network routing abnormalities. All traffic shall be restricted in a non-discriminatory manner.
- 6.5.9 BellSouth shall perform manual call trace and permit end user originated call trace.
- 6.5.10 For local switching used as 911 Tandems, BellSouth shall allow interconnection from AT&T local switching elements and BellSouth shall route the calls to the appropriate Public Safety Access Point ("PSAP").
- 6.5.11 Special Services provided by BellSouth will include the following:
 - 6.5.11.1 Essential service lines;
 - 6.5.11.2 Telephone Service Prioritization;

- 6.5.11.3 Related services for handicapped;
- 6.5.11.4 Soft dial tone where required by law; and
- 6.5.11.5 Any other service required by law.
- 6.5.12 BellSouth shall provide Switching Service Point ("SSP") capabilities and signaling software to interconnect the signaling links destined to the Signaling Transfer Point Switch ("STPS"). These capabilities shall adhere to the technical specifications set forth in the applicable industry standard technical references.
- 6.5.13 BellSouth shall provide interfaces to adjuncts in accordance with the technical specifications set forth in the applicable industry standard technical references. These adjuncts can include, but are not limited to, the Service Circuit Node and Automatic Call Distributors.
- 6.5.14 BellSouth shall provide performance data regarding an end user line, traffic characteristics or other measurable elements to AT&T, upon a reasonable request from AT&T. AT&T will pay BellSouth for all costs incurred to provide such performance data through the process set forth in Section 13 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.
- 6.5.15 BellSouth shall offer to AT&T all AIN triggers which are supported by BellSouth for offering AIN-based services in accordance with the technical specifications set forth in the applicable industry standard technical references. Triggers that are currently available include:
 - 6.5.15.1 Off-Hook Immediate,
 - 6.5.15.2 Off-Hook Delay,
 - 6.5.15.3 Termination Attempt,
 - 6.5.15.4 3/6/10 Public Office Dialing Plan,
 - 6.5.15.5 Feature Code Dialing,
 - 6.5.15.6 Customer Dialing Plan.
- 6.5.16 When additional triggers are supported by BellSouth, BellSouth will make these triggers available to AT&T:
 - 6.5.16.1 Private EAMF Trunk,
 - 6.5.16.2 Shared Interoffice Trunk (EAMF, SS7),

- 6.5.16.3 N11,
- 6.5.16.4 Automatic Route Selection.
- 6.5.17 If an AT&T end user subscribes to AT&T provided voice mail and messaging services, BellSouth shall redirect incoming calls to the AT&T system based upon presubscribed service arrangements (e.g., busy, don't answer, number of rings) through dedicated trunks provided by AT&T. In addition, BellSouth shall provide a Standard Message Desk Interface-Enhanced ("SMDI-E") interface to the AT&T system. BellSouth shall support the Inter-switch Voice Messaging Service ("IVMS") capability.
- 6.6 **Tandem Switching**
 - 6.6.1 Definition
 - 6.6.1.1 The Tandem Switching Capability is defined as:
 - 6.6.1.1.1 Trunk-connect facilities, which include, but are not limited to, the connection between trunk termination at a cross connect panel and switch trunk card;
 - 6.6.1.1.2 The basic switch trunk function of connecting trunks to trunks; and
 - 6.6.1.1.3 The functions that are centralized in tandem switches (as distinguished from separate end office switches), including but not limited, to call recording, the routing of calls to operator services, and signaling conversion features.
 - 6.6.1.2 BellSouth shall perform routine testing and fault isolation on the underlying switch that is providing Tandem Switching and all its interconnections. When requested by AT&T, the results and reports of the testing shall be made immediately available to AT&T.
 - 6.6.1.3 BellSouth shall maintain AT&T's trunks and interconnections associated with Tandem Switching at least at parity to its own trunks and interconnections.
 - 6.6.1.4 BellSouth shall control congestion points and network abnormalities. Congestion control provided or imposed on AT&T traffic shall be at parity with controls being provided or imposed on BellSouth traffic (e.g., BellSouth shall not block AT&T traffic and leave its traffic unaffected or less affected).
 - 6.6.1.5 Tandem Switching shall process originating toll-free traffic received from an AT&T local switch.

- 6.6.1.6 In support of AIN triggers and features, Tandem Switching shall provide SSP capabilities when these capabilities are not available from the Local Switching Network Element, to the extent such Tandem Switch has such capability.
- 6.6.1.7 The Local Switching and Tandem Switching functions may be combined in an office. If this is done, both Local Switching and Tandem switching shall provide all of the functionality required of each of those Network Elements in this Agreement.
- 6.7 **Interface Requirements**
 - 6.7.1 Tandem Switching shall provide interconnection to the E911 PSAP where the underlying Tandem is acting as the E911 Tandem.
 - 6.7.2 Tandem Switching shall interconnect, with direct trunks, to all carriers with which BellSouth interconnects.
 - 6.7.3 BellSouth shall provide all signaling necessary to provide Tandem Switching with no loss of feature functionality.
 - 6.7.4 Tandem Switching shall interconnect with AT&T's switch, using two-way trunks, for traffic that is transiting via BellSouth network to interLATA or intraLATA carriers. At AT&T's request, Tandem Switching shall record and keep records of traffic for billing.
- 6.8 **Packet Switching**
 - 6.8.1 Definition
 - 6.8.1.1 Packet Switching Capability. The packet switching capability Network Element is defined as the basic packet switching function of routing or forwarding packets, frames, cells or other data units based on address or other routing information contained in the packets, frames, cells or other data units, and the functions that are performed by Digital Subscriber Line Access Multiplexer, including but not limited to:
 - 6.8.2 The ability to terminate copper customer loops (which includes both a low band voice channel and a high-band data channel, or solely a data channel);
 - 6.8.3 The ability to forward the voice channels, if present, to a circuit switch or multiple circuit switches;
 - 6.8.4 The ability to extract data units from the data channels on the loops, and

- 6.8.5 The ability to combine data units from multiple loops onto one or more trunks connecting to a packet switch or packet switches.
- 6.8.6 BellSouth shall be required to provide nondiscriminatory access to unbundled packet switching capability only where each of the following conditions are satisfied:
 - 6.8.6.1 BellSouth has deployed digital loop carrier systems, including but not limited to, integrated digital loop carrier or universal digital loop carrier systems; or has deployed any other system in which fiber optic facilities replace copper facilities in the distribution section (e.g., end office to remote terminal, pedestal or environmentally controlled vault);
 - 6.8.6.2 There are no spare copper loops capable of supporting the xDSL services AT&T seeks to offer;
 - 6.8.6.3 BellSouth has not permitted AT&T to deploy a Digital Subscriber Line Access Multiplexer at the remote terminal, pedestal or environmentally controlled vault or other interconnection point, nor has the AT&T obtained a virtual collocation arrangement at these subloop interconnection points as defined by 47 C.F.R. § 51.319(b); and
 - 6.8.6.4 BellSouth has deployed packet switching capability for its own use.
- 6.8.7 If there is a dispute as to whether BellSouth must provide Packet Switching, such dispute will be resolved according to the dispute resolution process set forth in Section 16 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

7. Operator Service and Directory Assistance Service

7.1 DISAGREE

BST PROPOSAL:

BellSouth shall provide operator services and directory assistance on an unbundled basis at the rates set forth in Exhibit ___ only where BellSouth does not offer to AT&T customized (selective) routing or compatible signaling protocol. In cases where AT&T requests operator services and directory assistance and BellSouth offers customized (selective) routing, BellSouth and AT&T will negotiate the rates, terms and conditions of said operator services and directory assistance services.

AT&T PROPOSAL:

BellSouth shall provide operator services and directory assistance on an unbundled basis at the rates set forth in Exhibit A to this Attachment only where BellSouth does not offer to AT&T customized (selective) routing or compatible signaling protocol. In cases where AT&T requests operator services and directory assistance and BellSouth offers customized (selective) routing, BellSouth and AT&T will negotiate the rates, terms and conditions of said operator services and directory assistance services.

BellSouth and AT&T will jointly test BellSouth's capability to provide customized (selective) routing as described in this Attachment. If this test demonstrates that customized (selective) routing is not provided at parity with that routing provided by BellSouth to itself, the Parties agree to negotiate terms and conditions for BellSouth's provision to AT&T of Operator Services and Directory Assistance as Network Elements.

When BellSouth provides Operator Services and Directory Assistance as Network Elements to AT&T pursuant to Section 7.1.1 above, Sections 7.2.1 and 7.2.2 below shall apply.

7.2 [Operator Systems]

7.2.1 Definition. Operator Systems is the Network Element that provides operator and automated call handling and billing, special services, end user telephone listings and optional call completion services. The Operator Systems, Network Element provides two types of functions: Operator Service functions and Directory Assistance Service functions, each of which are described in detail below.

7.2.2 Operator Service

7.2.2.1 Definition. Operator Service provides: (1) operator handling for call completion (for example, collect, third number billing, and manual credit card calls), (2) operator or automated assistance for billing after the end user has dialed the called number (for example, credit card calls); and (3) special services including but not limited to Busy Line Verification and Emergency Line Interrupt ("ELI"), Emergency Agency Call, Operator-assisted Directory Assistance, and Rate Quotes.

7.2.2.2 Requirements

7.2.2.2.1 When AT&T requests BellSouth to provide Operator Services, the following requirements apply:

- 7.2.2.2.1.1 BellSouth shall complete 0+ and 0- dialed local calls.**
- 7.2.2.2.1.2 BellSouth shall complete 0+ intraLATA toll calls.**
- 7.2.2.2.1.3 BellSouth shall process calls that are billed to AT&T end user's calling card that can be validated by BellSouth.**
- 7.2.2.2.1.4 BellSouth shall complete person-to-person calls.**
- 7.2.2.2.1.5 BellSouth shall complete collect calls.**
- 7.2.2.2.1.6 BellSouth shall provide the capability for callers to bill to a third party and complete such calls.**
- 7.2.2.2.1.7 BellSouth shall complete station-to-station calls.**
- 7.2.2.2.1.8 BellSouth shall process emergency calls.**
- 7.2.2.2.1.9 BellSouth shall process Busy Line Verify and Emergency Line Interrupt requests.**
- 7.2.2.2.1.10 BellSouth shall process emergency call trace, as they do for their End users prior to the Effective Date. Call must originate from a 911 provider.**
- 7.2.2.2.1.11 BellSouth shall process operator-assisted directory assistance calls.**
- 7.2.2.2.1.12 BellSouth shall adhere to equal access requirements, providing AT&T local end users the same IXC access as provided to BellSouth end users.**
- 7.2.2.2.1.13 BellSouth shall exercise at least the same level of fraud control in providing Operator Service to AT&T that BellSouth provides for its own operator service.**
- 7.2.2.2.1.14 BellSouth shall perform Billed Number Screening when handling Collect, Person-to-Person, and Billed-to-Third-Party calls.**
- 7.2.2.2.1.15 BellSouth shall direct customer account and other similar inquiries to the customer service center designated by AT&T.**
- 7.2.2.2.1.16 BellSouth shall provide a feed of customer call records in "EMI" format to AT&T in accordance with CLEC ODUF standards specified in Attachment 6 of this Agreement, incorporated herein by this reference.**

- 7.2.2.3 Interface Requirements**
- 7.2.2.3.1** With respect to Operator Services for calls that originate on local switching capability provided by or on behalf of AT&T, the interface requirements shall conform to the then current established system interface specifications for the platform used to provide Operator Service and the interface shall conform to industry standards.
- 7.2.3 Directory Assistance Service**
- 7.2.3.1** Definition. Directory Assistance Service provides local end user telephone number listings with the option to complete the call at the callers direction separate and distinct from local switching.
- 7.2.3.2** Requirements. Directory Assistance Service shall provide up to two listing requests per call. If available and if requested by AT&T's end user, BellSouth shall provide caller-optional directory assistance call completion service at rates contained in this Attachment to one of the provided listings, equal to that which BellSouth provides its end users. If not available, AT&T may request such requirement pursuant to the Bona Fide Request/New Business Process as set forth in General Terms and Conditions.
- 7.2.3.3 Directory Assistance Service Updates**
- 7.2.3.3.1** BellSouth shall update end user listings changes daily. These changes include:
 - 7.2.3.3.1.1** New end user connections: BellSouth will provide service to AT&T that is equal to the service it provides to itself and its end users;
 - 7.2.3.3.1.2** End user disconnections: BellSouth will provide service to AT&T that is equal to the service it provides to itself and its end users; and
 - 7.2.3.3.1.3** End user address changes: BellSouth will provide service to AT&T that is equal to the service it provides to itself and its end users.
- 7.2.3.3.2** These updates shall also be provided for non-listed and non-published numbers for use in emergencies.
- 7.2.4 Branding for Operator Call Processing and Directory Assistance**

- 7.2.4.1** **The BellSouth Operator Systems Branding Feature provides a definable announcement to AT&T end users using Directory Assistance (DA)/Operator Call Processing (OCP) prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows AT&T to have its calls custom branded with AT&T's name on whose behalf BellSouth is providing Directory Assistance and/or Operator Call Processing. Rates for Custom Branding, Operator Call Process and Directory Assistance are set forth in this Attachment.**
- 7.2.4.2** **BellSouth offers four service levels of branding to AT&T when ordering Directory Assistance and/or Operator Call Processing.**
- 7.2.4.2.1** **Service Level 1 - BellSouth Branding**
- 7.2.4.2.2** **Service Level 2 - Unbranded**
- 7.2.4.2.3** **Service Level 3 - Custom Branding**
- 7.2.4.2.4** **Service Level 4 - Self Branding (applicable only to AT&T for Resale or use with an Unbundled Port when routing to an operator service provider other than BellSouth).**
- 7.2.5** **For Resellers and Use with an Unbundled Port**
- 7.2.5.1** **BellSouth Branding is the Default Service Level.**
- 7.2.5.2** **Unbranding, Custom Branding, and Self Branding require AT&T to order selective routing for each originating BellSouth end office identified by AT&T. Rates for Selective Routing are set forth in this Attachment.**
- 7.2.5.3** **Customer Branding and Self Branding require AT&T to order dedicated trunking from each BellSouth end office identified by AT&T, to either the BellSouth Traffic Operator Position System ("TOPS") or AT&T Operator Service Provider. Rates for trunks are set forth in applicable BellSouth tariffs.**
- 7.2.5.4** **Unbranding - Unbranded Directory Assistance and/or Operator Call Processing calls ride common trunk groups provisioned by BellSouth from those end offices identified by AT&T to the BellSouth TOPS. These calls are routed to "No Announcement."**
- 7.2.6** **For Facilities Based Carriers**
- 7.2.6.1** **All Service Levels require AT&T to order dedicated trunking from their end office(s) point of interface to the BellSouth TOPS**

Switches. Rates for trunks are set forth in applicable BellSouth tariffs.

- 7.2.6.2 Customized Branding includes charges for the recording of the branding announcement and the loading of the audio units in each TOPS Switch, IVS and NAV equipment for which AT&T requires service.**
- 7.2.7 Directory Assistance customized branding uses:**
 - 7.2.7.1 the recording of the name;**
 - 7.2.7.2 the front-end loading of the Digital Recorded Announcement Machine (DRAM) in each TOPS switch.**
- 7.2.8 Operator Call Processing customized branding uses:**
 - 7.2.8.1 the recording of the name;**
 - 7.2.8.2 the front-end loading of the DRAM in the TOPS Switch;**
 - 7.2.8.3 the back-end loading in the audio units in the Automated Alternate Billing System ("AABS") in the Interactive Voice Subsystem ("IVS");**
 - 7.2.8.4 the 0- automation loading for the audio units in the Enhanced Billing and Access Service ("EBAS") in the Network Applications Vehicle ("NAV").**
- 7.2.9 BellSouth will provide to AT&T purchasing local BellSouth switching and reselling BellSouth local exchange service, selective routing of calls to a requested directory assistance services platform or operator services platform. AT&T end users may use the same dialing arrangements as BellSouth end users, but obtain a AT&T branded service.] [OPEN-AT&T/BST]**
- 8. Interoffice Transmission Facilities**
 - 8.1 BellSouth shall:**
 - 8.1.1 Provide AT&T, upon request, exclusive use of interoffice transmission facilities dedicated to a particular end user or carrier, or use the features, functions, and capabilities of interoffice transmission facilities shared by more than one customer or carrier;**

- 8.1.2 Provide all technically feasible transmission facilities, features, functions, and capabilities that AT&T, upon request, could use to provide telecommunications services; and
- 8.1.3 Permit, to the extent technically feasible, AT&T, upon request, to connect such interoffice facilities to equipment designated by AT&T, including but not limited to, AT&T's collocated facilities.
- 8.2 Shared Transport**
 - 8.2.1 Definition
 - 8.2.1.1 Shared Transport is defined as transmission facilities shared by more than one telecommunications carrier, including BellSouth, between end office switches, between end office switches and tandem switches, and between tandem switches in BellSouth's network.
 - 8.2.2 Technical Requirements
 - 8.2.2.1 Shared Transport provided on DS1 or VT1.5 circuits, shall, at a minimum, meet the performance, availability, jitter, and delay requirements specified for central office to central office connections in accordance with the applicable industry standard technical references.
 - 8.2.2.2 Shared Transport provided on DS3 circuits, STS-1 circuits, and higher transmission bit rate circuits shall, at a minimum, meet the performance, availability, jitter, and delay requirements specified for central office to central office connections in accordance with the applicable industry standard technical references.
 - 8.2.2.3 BellSouth shall be responsible for the engineering, provisioning, and maintenance of the underlying equipment and facilities that are used to provide Shared Transport.
 - 8.2.2.4 At a minimum, Shared Transport shall meet all of the requirements set forth in the applicable industry standard technical references.
- 8.3 Dedicated Transport**
 - 8.3.1 Definition
 - 8.3.1.1 Dedicated transport is defined as BellSouth transmission facilities, including all technically feasible capacity-related services including, but not limited to, DS1, DS3 and OCn levels, dedicated to a particular customer or carrier, that provide telecommunications between wire centers owned by BellSouth or requesting telecommunications

carriers, or between switches owned by BellSouth or requesting telecommunications carriers.

- 8.3.1.2 BellSouth will, to the extent technically feasible, permit AT&T to obtain the functionality provided by BellSouth's digital cross-connect systems in the same manner that BellSouth provides such functionality to interexchange carriers.
- 8.3.1.3 **Local Channel**
- 8.3.1.3.1 The Local Channel is the dedicated transmission path between AT&T's point of presence and the BSWC.
- 8.3.1.3.2 Local Channels may be used for either switched or non-switched traffic. Rates for Local Channels are contained in Exhibit A of this Attachment 2.
- 8.3.1.4 Technical Requirements.
- 8.3.1.4.1 This Section sets forth technical requirements for all Dedicated Transport.
- 8.3.1.4.2 When BellSouth provides Dedicated Transport as a circuit or a system, the entire designated transmission circuit or system (e.g., DS1, DS3, STS-1) shall be dedicated to AT&T designated traffic.
- 8.3.1.4.3 **[BellSouth shall offer Dedicated Transport in all documented bandwidth interfaces used within BellSouth's network, including, but not limited to, DS1 and DS3 and SONET transport systems and SONET (SDH)]. [OPEN-BST]**
- 8.3.1.4.4 For DS1 or VT1.5 circuits, Dedicated Transport shall, at a minimum, meet the performance, availability, jitter, and delay requirements specified for end user interface to central office connections in the technical reference set forth in the applicable industry standard technical reference.
- 8.3.1.4.5 For DS3 circuits, STS-1 circuits, and higher rate circuits, Dedicated Transport shall, at a minimum, meet the performance, availability, jitter, and delay requirements specified for end user interface to central office connections in the technical reference set forth in the applicable industry standard technical reference.
- 8.3.1.4.6 When requested by AT&T, Dedicated Transport shall provide physical diversity. Physical diversity means that two circuits are provisioned in such a way that no single failure of facilities or equipment will cause a failure on both circuits.

- 8.3.1.4.7 When physical diversity is requested by AT&T, BellSouth shall provide the maximum feasible physical separation between intra-office and inter-office transmission paths (unless otherwise agreed by AT&T). BellSouth shall take appropriate steps to assure physical diversity continues to be provided for the duration of the period that AT&T employs or until such time that AT&T notifies BellSouth that physical diversity is no longer required.
- 8.3.1.4.8 Upon AT&T's request, BellSouth shall provide nondiscriminatory performance monitoring and alarming.
- 8.3.1.4.9 BellSouth shall offer the following interface transmission rates for Dedicated Transport:
 - 8.3.1.4.9.1 **[DS1 (Extended SuperFrame) ;] [OPEN-AT&T]**
 - 8.3.1.4.9.2 **[DS3 (signal shall be framed);] [OPEN-AT&T]**
 - 8.3.1.4.9.3 SONET standard interface rates in accordance with the applicable industry standard technical references.
 - 8.3.1.4.9.4 SDH Standard interface rates in accordance with International Telecommunications Union ("ITU") Recommendation G.707 and Plesiochronous Digital Hierarchy ("PDH") rates per ITU Recommendation G.704.
- 8.3.1.4.10 **[When Dedicated Transport is provided as a system, BellSouth shall design the system according to BellSouth's network infrastructure to allow for the termination points specified by AT&T.] [OPEN-AT&T]**
- 8.3.1.4.11 **[Upon AT&T's request, BellSouth shall provide AT&T with electronic provisioning control of AT&T rings. As system development allows, BellSouth shall provide this functionality in other transport systems (e.g. linear transport systems.))] [OPEN-BST]**
- 8.3.1.5 Technical Requirements for Dedicated Transport using SONET technology.
 - 8.3.1.5.1 This Section sets forth additional technical requirements for Dedicated Transport using SONET technology including rings, point-to-point systems, and linear add-drop systems.
 - 8.3.1.5.2 All SONET Dedicated Transport provided as a system shall:

- 8.3.1.5.2.1 Be synchronized from both a primary and secondary Stratum 1 level timing source.
- 8.3.1.5.2.2 Provide SONET standard interfaces.
- 8.3.1.5.2.3 Support the following performance requirements for each circuit (STS-1, DS1, DS3, etc.):
 - 8.3.1.5.2.3.1 No more than 10 errored seconds per day; and
 - 8.3.1.5.2.3.2 No more than 1 severely errored second per day.
- 8.3.1.5.3 All SONET rings shall:
 - 8.3.1.5.3.1 Support dual ring interworking per SONET Standards.
- 8.3.1.5.4 To the extent technically feasible, BellSouth shall provide the necessary redundancy in optics, electronics, and transmission paths (including intra-office wiring) such that no single failure will cause a service interruption.
- 8.3.1.5.5 Provide the ability to disable ring protection switching at AT&T's direction (selective protection lock-out), if BellSouth's SONET equipment provides this functionality. This requirement applies to line switched rings only.
- 8.3.1.5.6 Provide the ability to use the protection channels to carry traffic (extra traffic), if BellSouth's SONET equipment provides this functionality. This requirement applies to line switched rings only.
- 8.3.1.5.7 Provide 50 millisecond restoration unless a ring protection delay is set to accommodate dual ring interworking schemes.
- 8.3.1.5.8 Have settable ring protection switching thresholds that shall be set in accordance with AT&T's specifications.
- 8.3.1.5.9 Provide revertive protection switching with a settable wait to restore delay with a default setting of 5 minutes. This requirement applies to line switched rings only.
- 8.3.1.5.10 Provide non-revertive protection switching. This requirement applies to path switched rings only.
- 8.3.1.5.11 Adhere to the following availability requirements:
 - 8.3.1.5.11.1 **[For any circuit through the ring, no more than 3.5 minutes of unavailability per month.] [OPEN-BST/AT&T]**

8.3.1.5.11.2 [For any circuit through the ring, no more than 10 minutes of unavailability per year.] [OPEN-BST/AT&T]

- 8.3.1.5.12 At a minimum, Dedicated Transport shall meet each of the requirements set forth in the applicable industry standard technical references

8.4 DARK FIBER

- 8.4.1 Definition. Dark Fiber is optical transmission facilities without attached multiplexing, aggregation or other electronics that connects two points within BellSouth's network. Dark Fiber also includes strands of optical fiber existing in aerial or underground cable which may have lightwave repeater (regenerator or optical amplifier) equipment interspliced to it at appropriate distances, but which has no line terminating elements terminated to such strands to operationalize its transmission capabilities.
- 8.4.2 Requirements
- 8.4.2.1 BellSouth shall make available Dark Fiber where it exists in BellSouth's network and where, as a result of future building or deployment, it becomes available. If BellSouth has plans to use the fiber within a two-year planning period, there is no requirement to provide said fiber to AT&T.
- 8.4.2.2 If the requested dark fiber has any lightwave repeater equipment interspliced to it, BellSouth will remove such equipment at AT&T's request subject to time and materials charges.
- 8.4.2.3 AT&T may test the quality of the Dark Fiber to confirm its usability and performance specifications.
- 8.4.2.4 BellSouth shall use its best efforts to provide to AT&T information regarding the location, availability and performance of Dark Fiber within ten (10) business days for a records based answer and twenty (20) business days for a field based answer, after receiving a request from AT&T ("Request"). Within such time period, BellSouth shall send written confirmation of availability of the Dark Fiber ("Confirmation"). From the time of the Request to forty-five (45) days after Confirmation, BellSouth shall hold such requested Dark Fiber for AT&T's use and may not allow any other party to use such media, including BellSouth.
- 8.4.2.5 BellSouth shall use its best efforts to make Dark Fiber available to AT&T within thirty (30) business days after it receives written confirmation from AT&T that the Dark Fiber previously deemed

available by BellSouth is wanted for use by AT&T. This includes identification of appropriate connection points (e.g., Light Guide Interconnection (LGX) or splice points) to enable AT&T to connect or splice AT&T provided transmission media (e.g., optical fiber) or equipment to the Dark Fiber.

8.4.2.6 Dark fiber shall meet the manufacturers' design specifications.

8.4.2.7 AT&T may splice and test Dark Fiber obtained from BellSouth using AT&T or AT&T designated personnel. BellSouth shall provide appropriate interfaces to allow splicing and testing of Dark Fiber. BellSouth shall provide an excess cable length of 25 feet minimum (for fiber in underground conduit) to allow the uncoiled fiber to reach from the manhole to a splicing van.

9. Signaling Networks and Call-Related Databases

9.1 BellSouth shall provide AT&T access to signaling networks, call-related databases, and service management systems on an unbundled basis for the provision of a telecommunications service.

9.2 Signaling Networks

9.2.1 Signaling networks include, but are not limited to, signaling links and signaling transfer points. When AT&T purchases unbundled switching capability from BellSouth, BellSouth shall provide access to its signaling network from that switch in the same manner in which it obtains access itself. BellSouth shall provide AT&T with its own switching facilities access to BellSouth's signaling network for each of the AT&T switches. This connection shall be made in the same manner as BellSouth connects one of its own switches to a signaling transfer point.

9.2.2 Signaling Link Transport is a set of two or four dedicated 56 Kbps. transmission paths between AT&T-designated Signaling Points of Interconnection ("SPOI") and BellSouth Point of Interconnection that provides appropriate physical diversity.

9.2.3 The network termination point where this interconnection takes place is called the STP port termination.

9.3 Technical Requirements

9.3.1 Signaling Link Transport shall consist of full duplex mode 56 kbps transmission paths.

- 9.3.2 Of the various options available, Signaling Link Transport shall perform in the following two ways:
 - 9.3.2.1 As an "A-link" which is a connection between a switch or SCP and a home Signaling Transfer Point Switch ("STPS") pair and consists of two links; and
 - 9.3.2.2 As a "D/B-link" which is a connection between two STPS pairs in different company networks (e.g., between two STPS pairs for two Competitive Local Exchange Carriers ("CLECs")) and consists of four links.
- 9.3.3 A signaling link layer shall satisfy a performance objective such that:
 - 9.3.3.1 There shall be no more than two minutes down time per year for an A-link layer; and
 - 9.3.3.2 There shall be negligible (less than 2 seconds) down time per year for a B-link layer.
- 9.3.4 A signaling link layer shall satisfy interoffice and intraoffice diversity of facilities and equipment, such that:
 - 9.3.4.1 No single failure of facilities or equipment causes the failure of both links in an A-link layer (i.e., the links should be provided on a minimum of two separate physical paths end-to-end); and
 - 9.3.4.2 No two concurrent failures of facilities or equipment shall cause the failure of all four links in a D/B-link layer (i.e., the links should be provided on a minimum of three separate physical paths end-to-end).
- 9.3.5 The Signaling Point of Interconnection (SPOI) for each link shall be located at a cross-connect element, such as a DSX-1, in the central office where BellSouth STPS is located. There shall be a DS1 or higher rate transport interface at each of the SPOIs. Each signaling link shall appear as a DS0 channel within the DS1 or higher rate interface. BellSouth shall offer higher rate DS1 signaling for interconnecting AT&T local switching systems or STPSs with BellSouth STPSs as soon as these become approved ANSI standards and available capabilities of BellSouth STPSs. BellSouth and AT&T will work jointly to establish mutually acceptable SPOIs.
- 9.4 **Signaling Transfer Points**
 - 9.4.1 Definition

- 9.4.1.1 Signaling Transfer Points is a signaling network function that includes all of the capabilities provided by the STPSs and their associated signaling links which enable the exchange of SS7 messages among and between switching elements, database elements and STPS.
- 9.5 Technical Requirements
 - 9.5.1 STPs shall provide access to Network Elements connected to BellSouth SS7 network. These include:
 - 9.5.1.1 BellSouth Service Control Points/DataBases;
 - 9.5.1.2 Third-party-provided STPSs.
 - 9.5.2 The connectivity provided by STPs shall fully support the functions of all Network Elements and AT&T or other third-party switching systems and STPs connected to BellSouth's SS7 network. This explicitly includes the use of BellSouth's SS7 network to convey messages which neither originate nor terminate at a signaling end point directly connected to BellSouth's SS7 network (i.e., transient messages). When BellSouth SS7 network is used to convey transient messages, there shall be no alteration of the Integrated Services Digital Network User Part ("ISDNUP") or Transaction Capabilities Application Part ("TCAP") user data that constitutes the content of the message.
 - 9.5.3 If a BellSouth tandem switch routes calling traffic, based on dialed or translated digits, on SS7 trunks between an AT&T local switch and third party local switch, BellSouth SS7 network shall convey the TCAP messages that are necessary to provide Call Management features (Automatic Callback, Automatic Recall, and Screening List Editing) between the AT&T local STPSs and the STPSs that provide connectivity with the third party local switch, even if the third party local switch is not directly connected to BellSouth STPSs.
 - 9.5.4 STPs shall provide all functions of the MTP as defined in the applicable industry standard technical references.
 - 9.5.5 STPs shall provide on a non-discriminatory basis all functions of the Operations, Maintenance and Administration Part ("OMAP") commonly provided by STPSs. All OMAP functions will be on a "where available" basis and can include:
 - 9.5.5.1 MTP Routing Verification Test ("MRVT") and
 - 9.5.5.2 SCCP Routing Verification Test ("SRVT").

- 9.5.6 In cases where the destination signaling point is a BellSouth local or tandem switching system or database, or is an AT&T or third party local or tandem switching system directly connected to the BellSouth SS7 network, STPs shall perform MRVT and SRVT to the destination signaling point. In all other cases, STPs shall perform MRVT and SRVT to a gateway pair of STPs in an SS7 network connected with the BellSouth SS7 network. This requirement shall be superseded by the specifications for Internetwork MRVT and SRVT if and when these become approved ANSI standards and available capabilities of BellSouth STPs, and if mutually agreed upon by AT&T and BellSouth.
- 9.5.7 BellSouth STPs shall route mutually agreeable AIN responses from the AT&T SCP via SS7 network interconnect to the local switch designated in the Signaling Connection Control Part ("SCCP") called party address.
- 9.5.8 STPs shall be equal to or better than the technical specifications set forth in the applicable industry standard technical references.
- 9.6 Message Screening**
- 9.6.1 BellSouth shall set message screening parameters so as to accept messages from AT&T local or tandem switching systems destined to any signaling point in the BellSouth SS7 network or any network interconnected to the BellSouth SS7 network with which the AT&T switching system has a legitimate signaling relationship.
- 9.6.2 BellSouth shall set message screening parameters so as to accept messages destined to/from an AT&T local or tandem switching system or to/from an AT&T Service Control Point from any signaling point or network interconnected to the BellSouth SS7 network with which the AT&T switching system has a legitimate signaling relationship.
- 9.7 SS7 Advanced Intelligent Network ("AIN") Access**
- 9.7.1 SS7 AIN Access shall provide the AT&T SCP access to BellSouth local switch via interconnection of BellSouth SS7 and AT&T SS7 Networks. BellSouth shall offer SS7 access through its STPs. If BellSouth requires a mediation device on any part of its network, BellSouth must route its calls in the same manner. The interconnection arrangement shall result in the BellSouth local switch recognizing the AT&T SCP as at least at parity with BellSouth's SCP's in terms of interfaces, performance and capabilities.

9.7.2 SS7 AIN Access is the provisioning of AIN triggers in a BellSouth local switch and interconnection of the BellSouth SS7 network with the AT&T SS7 network to exchange TCAP queries and responses with an AT&T SCP.

9.8 Call-Related DataBases

9.8.1 Definition

9.8.1.1 Call-related databases are defined as databases, other than operations support systems, that are used in signaling networks for billing and collection, or the transmission, routing, or other provision of a telecommunications service. For purposes of switch query and database response through a signaling network, BellSouth shall provide access to its call-related databases, including but not limited to, the Calling Name Database, 911 Database, E911 Database, Line Information Database, Toll Free Calling Database, Advanced Intelligent Network Databases, and downstream number portability databases by means of physical access at the signaling transfer point linked to the unbundled databases. BellSouth shall not be required to unbundle the services created in the AIN platform and architecture that qualify for proprietary treatment. BellSouth shall allow AT&T when AT&T has purchased BellSouth's local switching capability to use BellSouth's service control point element in the same manner, and via the same signaling links, as BellSouth itself. BellSouth shall allow AT&T when it has deployed its own switch, and has linked that switch to BellSouth's signaling system, to gain access to BellSouth's service control point in a manner that allows AT&T to provide any call-related database-supported services to customers served by AT&T's switch. BellSouth shall provide AT&T, upon request, with access to call-related databases in a manner that complies with section 222 of the Act.

9.8.2 A Service Control Point ("SCP") is a specific type of Database functionality deployed in a Signaling System 7 ("SS7") network that executes service application logic in response to SS7 queries sent to it by a switching system also connected to the SS7 network.

9.9 Technical Requirements

9.9.1 Requirements for call-related databases within this section address storage of information, access to information (e.g. signaling protocols, response times), and administration of information (e.g., provisioning, administration, and maintenance). All call-related databases shall be provided in accordance with the following requirements:

- 9.9.1.1 BellSouth shall provide physical access to SCPs through the SS7 network and protocols, as specified in this Attachment 2, with TCAP as the application layer protocol.
- 9.9.1.2 BellSouth shall provide physical interconnection to databases via industry standard interfaces and protocols.
- 9.9.2 The reliability of interconnection options shall be consistent with requirements for diversity and survivability.

9.10 Database Availability

- 9.10.1 Call-related databases shall have a maximum unscheduled unavailability of 30 minutes per year. Unavailability due to software and hardware upgrades shall be scheduled during minimal usage periods and only be undertaken upon proper notification to providers which might be impacted. Any downtime associated with the provision of call-related databases will impact all service providers, including BellSouth, equally.
- 9.10.2 Any AT&T order for data to be added, modified or deleted from the databases shall be consistent with the ordering and provisioning requirements of this Agreement.
- 9.10.3 BellSouth shall make available call-related database functionality and complete database transactions (e.g., add, modify or delete) for AT&T customer records stored in BellSouth's databases on a basis that is equivalent to that which it provides to itself or third-party requesting telecommunications carriers.

9.11 Line Information Database ("LIDB")

- 9.11.1 AT&T acknowledges that BellSouth will store in its LIDB only records relating to service in the BellSouth region.
- 9.11.2 Definition.
 - 9.11.2.1 The Line Information Database ("LIDB") is a transaction-oriented database accessible through Common Channel Signaling (CCS) networks. It contains records associated with customer Line Numbers and Special Billing Numbers relating to service in the BellSouth region.
 - 9.11.2.2 The LIDB Storage Agreement, which contains the terms and conditions for AT&T's access to LIDB, is attached as Exhibit A to Attachment 6, incorporated herein by this reference.

9.12 Toll Free Number Database

- 9.12.1 The Toll Free Number Database is a SCP that provides functionality necessary for toll free (e.g., 800 and 888) number services by providing routing information and additional so-called vertical features during call set-up in response to queries from SSPs. BellSouth shall provide the Toll Free Number Database in accordance with the following:
 - 9.12.1.1 BellSouth shall make BellSouth Toll Free Number Database available for AT&T to query with a toll-free number and originating information.
 - 9.12.1.2 The Toll Free Number Database shall return carrier identification and, where applicable, the queried toll free number, translated numbers and instructions as it would in response to a query from a BellSouth switch.
- 9.12.2 Interface Requirements
 - 9.12.2.1 The signaling interface between the AT&T or other local switch and the Toll-Free Number database shall use the TCAP protocol and in the signaling network interface as specified in the applicable industry standard technical references.
- 9.13 **Automatic Location Identification/Data Management System (ALI/DMS)**
 - 9.13.1 The ALI/DMS Database contains end user information (including name, address, telephone information, and sometimes special information from the local service provider or customer) used to determine to which Public Safety Answering Point (PSAP) to route the call. The ALI/DMS database is used to provide more routing flexibility for E911 calls than 911. BellSouth shall provide the Emergency Services Database in accordance with the following:
 - 9.13.2 Technical Requirements
 - 9.13.2.1 BellSouth shall provide an electronic interface to the ALI/DMS database, through which AT&T or its agent may provide a daily update of AT&T Customer Information. BellSouth shall provide AT&T with record input format, consistent with the requirements imposed on BellSouth by the governmental body administering 911 services. BellSouth shall provide error reports from the ALI/DMS data base to AT&T as soon as possible, but in any event, within 24 hours after AT&T or its agents enters information into the ALI/DMS data base. The error reports may be provided electronically if AT&T purchases the capability. If an electronic interface is not available as an offering or because of a system outage for AT&T or its agents to provide daily updates to the ALI/DMS database or for BellSouth to provide error

reports from the ALI/DMS database, BellSouth shall establish a process or procedure to receive, send and process within one business day AT&T Customer Information. The error files will contain the AT&T reference date and file number of the original record sent.

- 9.13.2.2 The ALI/DMS database shall contain the following end user information:
 - 9.13.2.2.1 Name;
 - 9.13.2.2.2 Address;
 - 9.13.2.2.3 Telephone number; and
 - 9.13.2.2.4 Other information as appropriate (e.g., whether an end user is blind or deaf or has another disability).
- 9.13.2.3 When the BellSouth is responsible for administering the ALI/DMS database in its entirety, ported number NXXs entries for the ported numbers should be maintained unless AT&T requests otherwise and shall be updated if AT&T requests, provided AT&T supplies BellSouth with the updates.
- 9.13.2.4 When Remote Call Forwarding (RCF) is used to provide number portability to the local end user and a remark or other appropriate field information is available in the database, the shadow or "forwarded-to" number and an indication that the number is ported shall be added to the end user record.
- 9.13.2.5 If BellSouth is responsible for configuring PSAP features (for cases when the PSAP or BellSouth supports an ISDN interface) it shall ensure that CLASS Automatic Recall (Call Return) is not used to call back to the ported number. Although BellSouth currently does not have ISDN interface, BellSouth agrees to comply with this requirement once ISDN interfaces are in place.
- 9.13.2.6 At either Party's option, however not to exceed annually unless otherwise agreed to by the Parties, the databases of both Parties shall be compared for accuracy and uniformity. If any discrepancies are found as a result of the comparison, the Parties shall work cooperatively to correct the discrepancies within a reasonable time. The cost of the implementation of the request made other than annually shall be borne by the Party making the request.
- 9.13.2.7 Interface Requirements

- 9.13.2.7.1 The interface between the E911 Switch or Tandem and the ALI/DMS database for AT&T customers shall meet industry standards.
- 9.14 Directory Assistance Database Service ("DADS")**
- 9.14.1 Directory Assistance ("DA") database contains all customer data in the database used by BellSouth to provide its own DA service and where BellSouth is authorized to include the customer data of a telecommunications carrier in the database available to AT&T. BellSouth shall provide access to the DA database in one of two manners.
- 9.14.2 BellSouth shall make its Directory Assistance Database Service ("DADS" available solely for the express purpose of providing Directory Assistance type services to AT&T end users. Directory Assistance type service is defined as a service that allows AT&T end users to retrieve **[customer data] [OPEN-BST]** of other subscribers of telecommunications services. AT&T agrees that DADS will not be used for any purpose which violates federal or state laws, statutes, regulatory orders or tariffs. Except for the permitted use, AT&T shall not disclose DADS and shall provide due care in providing for the security and confidentiality of DADS. Further, AT&T authorizes the inclusion of AT&T's Directory Assistance listings in the BellSouth Directory Assistance products.
- 9.14.3 BellSouth shall provide AT&T initially with a base file of subscriber listings which reflect all listing change activity occurring since AT&T's most recent update via magnetic tape, and subsequently using electronic connectivity such as Network Data Mover to be developed mutually by AT&T and BellSouth. AT&T agrees to assume the costs associated with CONNECT: Direct™ connectivity, which will vary depending upon volume and mileage.
- 9.14.4 BellSouth will require approximately one month after receiving an order to prepare the base file. BellSouth will provide daily updates to AT&T which will reflect listing change activity occurring since AT&T's most recent update. BellSouth shall provide updates to AT&T on a business, residence, or combined business and residence basis. AT&T agrees that the updates shall be used solely to keep the information current. Delivery of daily updates will commence the day after AT&T receives the base file.
- 9.14.5 BellSouth is authorized to include AT&T Directory Assistance listing information in its Directory Assistance Database Service. Any other use by BellSouth of AT&T Directory Assistance listing information is

not authorized and with the exception of a request for DADS, BellSouth shall refer any request for such information to AT&T.

- 9.14.6 BellSouth shall provide to AT&T, upon request, via DADs, the names and addresses for BellSouth.
- 9.14.7 AT&T and other telecommunication carriers' subscribers that have unlisted and non-published directory listings. The data files shall contain a special indicator showing that the subscribers account is indicator showing that the subscribers' account is either unlisted or unpublished.
- 9.14.8 Rates for DADS are as set forth in Exhibit A of this Attachment 2.
- 9.14.9 Direct Access to Directory Assistance Service ("DADAS") will provide AT&T's directory assistance operators with the ability to search all available BellSouth subscriber listings using the Directory Assistance search format. Subscription to DADAS will allow AT&T to utilize its own switch, operator workstations and optional audio subsystems.
- 9.14.10 BellSouth will provide DADAS from its DA location. AT&T will access the DADAS system via BellSouth provided point of availability. AT&T has the responsibility of providing the physical links required to connect to the point of availability. These facilities may be purchased from BellSouth as rates and charges billed separately from the charges associated with this offering.
- 9.14.11 A specified interface to each AT&T subsystem will be provided by BellSouth. Interconnection between AT&T's system and a specified BellSouth location will be pursuant to the use of AT&T-owned or AT&T-leased facilities and shall be appropriately sized based upon the volume of queries being generated by AT&T.
- 9.14.12 **[The specifications for the three interfaces necessary for interconnection are available in the following documents:**
 - 9.14.12.1 **DADAS to Subscriber Operator Position System – Northern Telecom Document CSI-2300-07; Universal Gateway/Position Message Interface Format Specification;**
 - 9.14.12.2 **DADAS to Subscriber Switch – Northern Telecom Document Q210-1 Version A107; NTDMS/CCIDAS System Application Protocol; and AT&T Document 250-900-535 Operator Services Position System Listing Service and Application Call Processing Data Link Interface Specification;**

- 9.14.12.3 **DADAS to Audio Subsystem (Optional) – Directory One Call Control to Audio Response Unit system interface specifications are available through Northern Telecom as a licensed access protocol – Northern Telecom Document 355-004424 and Gateway/Interactive Voice subsystem Protocol Specification.] [OPEN-AT&T]**
- 9.14.13 Rates for DADAS are as set forth in Exhibit __ this Attachment 2.
- 9.15 **Calling Name Delivery Database Service**
 - 9.15.1 Calling Name Delivery Database Service ("CNAM") provides AT&T the ability to associate a name with the calling party number, allowing the end user subscriber (to which a call is being terminated) to view the calling party's name before the call is answered. This service also provides AT&T the opportunity to load and store its subscriber name in the BellSouth CNAM SCPs.
 - 9.15.2 CNAM Database Service Agreement is included as Exhibit C to this Attachment 2 and incorporated herein by this reference.
- 10. **Service Management System**
 - 10.1 Definition
 - 10.1.1 A Service Management System is defined as a computer database or system not part of the public switched network that, among other things: (1) interconnects to the service control point and sends to that service control point the information and call processing instructions needed for a network switch to process and complete a telephone call; and (2) provides telecommunications carriers with the capability of entering and storing data regarding the processing and completing of a telephone call. BellSouth shall provide AT&T, upon request, with access to a Service Management System in a manner that complies with section 222 of the Act.
 - 10.2 BellSouth shall provide AT&T with the information necessary to enter correctly, or format for entry, the information relevant for input into BellSouth's service management system.
 - 10.3 BellSouth shall provide AT&T the same access to design, create, test, and deploy Advanced Intelligent Network-based services at the service management system, through a service creation environment, that BellSouth provides itself.

- 10.4 BellSouth shall provide access to any and all BellSouth non-proprietary service applications resident in BellSouth's SCP. Such access may be from AT&T's switch or BellSouth's unbundled Local Switching element.
- 10.5 Service Management Systems provide operational interfaces to allow for provisioning, administration and maintenance of subscriber data and service application data stored in SCPs.
- 10.6 BellSouth's Service Creation Environment ("SCE") and Service Management System ("SMS") Advanced Intelligent Network ("AIN") Access shall provide AT&T the capability that will allow AT&T to create service applications in a BellSouth Service Creation Environment and deploy those applications in a BellSouth SMS to a BellSouth SCP. AT&T's service applications interact with AIN triggers provisioned on a BellSouth SSP. BellSouth shall provide AT&T access to the BellSouth service creation environment in a manner equal to what BellSouth provides itself or requesting telecommunications carriers.
- 10.7 BellSouth's SCE/SMS AIN Access shall provide access to SCE hardware, software, testing and technical support (e.g., help desk, system administrator) resources available to AT&T. Scheduling procedures shall provide AT&T equivalent priority to these resources.
- 10.8 BellSouth SCP shall partition and protect AT&T service logic and data from unauthorized access, execution or other types of compromise.
- 10.9 When AT&T selects SCE/SMS AIN Access, BellSouth shall provide training, documentation, and technical support to enable AT&T to use BellSouth's SCE/SMS AIN Access to create and administer applications. Training, documentation, and technical support will address use of SCE and SMS access and administrative functions, but will not include support for the creation of a specific service application.
- 10.10 When AT&T selects SCE/SMS AIN Access, BellSouth shall provide for a secure, controlled access environment in association with its internal use of AIN components.
- 10.11 When AT&T selects SCE/SMS AIN Access for providing services on AT&T's network, BellSouth and AT&T will work cooperatively to resolve technical and provisioning issues.
- 11. **Trunk Interface Requirements**
 - 11.1 If a municipality has converted to E911 service, AT&T will forward 911 calls to the appropriate E911 primary tandem, along with ANI, based

upon the current E911 end office to tandem homing arrangement as provided by BellSouth. If the primary tandem trunks are not available, AT&T will alternatively route the call to a designated 7-digit local number residing in the appropriate PSAP. This call will be transported over BellSouth's interoffice network and will not carry the ANI of the calling party, which is in parity with BellSouth's handling of 911 calls from its customers.

11.2 911/E911 Trunks

11.2.1 Local Switch and Access Tandem Trunks

11.2.1.1 BellSouth shall provide trunks groups provisioned exclusively to carry intraLATA traffic, as designated by AT&T.

11.2.1.2 BellSouth shall provide trunk groups provisioned exclusively to carry interLATA traffic, as designated by AT&T.

11.2.1.3 BellSouth shall provide SS7 trunks which provide SS7 interconnection. At AT&T's request, MF trunks may be substituted for SS7 trunks where applicable.

11.2.1.4 BellSouth shall simultaneously route calls based on dialed digits (in accordance with the standard GR-317-CORE), and Carrier Identification Code (in accordance with the standard GR-394-CORE) over a single SS7 trunk group.

11.3 911 and E911

11.3.1 If AT&T orders Services and Elements, then AT&T is also responsible for providing E911 to its end users. BellSouth agrees to offer access to the 911/E911 network pursuant to the following terms and conditions set forth in this Attachment.

11.3.2 Definition

11.3.2.1 The 911 and E911 are requirements that provide a caller access to the applicable emergency service bureau by dialing a 3-digit universal telephone number (911). 911 Arrangements are arrangements for routing 911 calls from AT&T end users to the appropriate Public Safety Answering Point (PSAP), passing certain end user information for display at the PSAP answering station based on the class of 911 service (911 or E911) deployed in the area. BellSouth shall provide 911 Arrangements to AT&T in accordance with the provisions below in areas where AT&T is authorized to provide local exchange service and BellSouth is the 911 service provider. The provisions in this Section

apply only to 911 Arrangements. The 911 functionality for Local Services Resale shall be governed by provisions in Attachment 1 of this Agreement incorporated herein by reference. In providing 911 Arrangements to AT&T, BellSouth shall comply with all laws, rules and regulations concerning emergency services. The 911 and E911 functions provided to AT&T shall be at least equal in quality and functionality with the support and services that the BellSouth provides to its own retailend users.

11.3.3 Requirements

11.3.3.1 911 Service Provisioning. For 911 service, BellSouth will provide to AT&T a list consisting of each municipality that subscribes to 911 service. The list will also provide, if known, the E911 conversion date for each municipality and, for network routing purposes, a ten-digit directory number representing the appropriate emergency answering position for each municipality subscribing to 911. AT&T will be required to arrange to accept 911 calls from its end users in municipalities that subscribe to 911 service and translate the 911 call to the appropriate 10-digit directory number as stated on the list provided by BellSouth. AT&T will be required to route that call to BellSouth at the appropriate to install dedicated facilities from its serving wire center to the appropriate BellSouth tandem or end office. When a municipality converts to E911 service, AT&T will be required to discontinue the 911 procedures and being using E911 procedures.

11.3.3.2 E911 Service Provisioning. For E911 service, AT&T will be required to install a minimum of two dedicated trunks originating from the AT&T serving wire center and terminating to the appropriate E911 tandem. The dedicated trunks shall be, at a minimum, DS-0 level trunks configured either as a 2-wire analog interface or as part of a digital (1.544 Mb/s) interface. Either configuration shall use CAMA-type signaling with multifrequency ("MF") pulsing that will deliver automatic number identification ("ANI") with the voice portion of the call. If the user interface is digital, MF pulses, as well as other AC signals, shall be encoded per the u-255 Law convention. AT&T will be required to provide BellSouth daily updates to the E911 database. AT&T will be required to forward 911 calls to the appropriate E911 tandem, along with ANI, based upon the current E911 end office to tandem homing arrangement as provided by BellSouth. If the E911 tandem trunks are not available, AT&T will be required to route the call to a designated 10-digit local number residing in the appropriate Public Service Answering Point ("PSAP"). This call will be transported over BellSouth's interoffice network and will not carry the ANI of the calling party. AT&T shall be responsible for providing BellSouth with complete

and accurate data for submission to the 911/E911 database for the purpose of providing 911/E911 to its end users.

11.3.4 Technical Requirements

11.3.4.1 At AT&T's request, BellSouth and AT&T shall establish dedicated trunk groups to route E911 calls placed by AT&T end users to the appropriate BellSouth 911 tandem or selective router. Trunks shall be established as CAMA MF trunks until SS7 connectivity is available. Thereafter, trunks shall be established with SS7 signaling.

11.3.4.2 BellSouth shall provision 911 trunks within 30 calendar days of receipt of AT&T's order, or such shorter time as may be established by law, rule, regulation or Commission or F.C.C. order. Alternatively, at its option, AT&T may provide the trunks. Regardless of which party provides the trunks, prior to placing a trunk in service BellSouth and AT&T shall cooperate in testing to assure proper functioning of the E911 system for calls delivered over the trunk.

11.3.4.3 BellSouth shall assure sufficient capacity at the 911 tandem or selective router to meet AT&T's requests for interconnection within 30 calendar days after receipt of the request. There shall be no limit on the number of trunks used by AT&T to connect to the 911 tandem or selective router. Interconnection to the 911 tandem shall be established to provide path and route diversity.

11.3.4.4 BellSouth shall provide the following information to AT&T, and shall promptly notify AT&T of any changes:

11.3.4.4.1 BellSouth processes and requirements for ordering trunks for 911 trunks and interconnection to the 911 tandem or selective router.

11.3.4.4.2 Trunk group specifications.

11.3.4.4.3 E911 tandem CLLI codes, circuit IDs, point codes, LEC order number, and IS code and address.

11.3.4.4.4 Description of BellSouth's diversity for facility routing.

11.3.4.4.5 Maintenance procedures for 911 trunk groups, including, but not limited to, contact names and numbers, escalation lists, and the hours that maintenance is available.

11.3.5 E911 Call Routing and Provision Customer Information to PSAP

11.3.5.1 BellSouth shall route E911 calls delivered by AT&T to BellSouth's 911 tandems or selective routers to PSAPs in the same manner that

BellSouth routes E911 calls from its own retail customers. BellSouth shall provide and validate AT&T customer information from the ALI/ANI database in the same manner BellSouth provides and validates information for its own retail customers.

11.3.5.2 BellSouth shall automatically update the ALI/DMS databases with respect to NPA split conversions.

11.3.6 Master Street Address Guide ("MSAG")

11.3.6.1 BellSouth shall provide AT&T access to the MSAG at least equal in quality and functionality with the access BellSouth provides to itself. BellSouth shall provide AT&T with a complete copy of the MSAG via CD Rom which is usable with personal computers, free of charge, once each year. Quarterly updates for each state are available for an additional charge. BellSouth shall cooperate with AT&T to ensure the accuracy of information about AT&T Customers in the MSAG and shall assist in resolving any errors. If BellSouth discovers an error in the MSAG, BellSouth shall notify PSAPs and AT&T of any errors in the MSAG concerning AT&T Customers.

11.3.7 Other

11.3.7.1 BellSouth shall provide AT&T with 10-digit emergency telephone numbers for operator handling of emergency calls, at least equal in quality and functionality with the provisions of such information to itself.

11.3.8 Technical References

11.3.8.1 BellSouth shall provide 911 Arrangements to AT&T based upon modified NENA 2 Recommendations.

11.3.9 Rates. Charges for 911/E911 service are borne by the municipality purchasing the service. BellSouth will impose no charge on AT&T beyond applicable charges for BellSouth trunking arrangements.

11.3.10 The 911 and E911 functions provided to AT&T shall be at least at parity with the support and services that BellSouth provides to its end users for such similar functionality.

11.3.11 Detailed Practices and Procedures. The detailed practices and procedures contained in the E911 Local Exchange Carrier Guide For Facility-Based Providers as amended from time to time during the term of this Agreement will determine the appropriate practices and procedures for BellSouth and AT&T to follow in providing 911/E911 services.

ATTACHMENT 2
BELLSOUTH'S PROPOSED RATES

**BELLSOUTH/CLC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 1

DESCRIPTION	USOC	AL	FL	GA	KY	RATES BY STATE						
						LA	MS	NC	SC	TN		
NID's												
NID (all types), per month	UNIDAX	NA	\$1.08	NA	\$1.80	NA	NA	\$0.52	NA	NA		
Installation of 2-Wire/4-Wire CLC-1 NID	UNIDAX	NA	\$70.32	NA	NA	NA	NA	NA	NA	NA		\$0.56
NRC - 1st	UNIDAX	NA	\$64.35	NA	NA	NA	NA	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$6.15	NA	NA	NA	NA	NA	NA	NA		
NID to NID Cross Connect, 2-Wire or 4-Wire, NRC	UNIDAX	NA	\$1.18	NA	NA	\$1.09	\$1.22	NA	NA	NA		
NID per 2-Wire Analog VG Loop, Per Month	UNIDAX	NA	\$1.18	NA	NA	\$1.09	\$1.22	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA		
NID per 2-Wire ISDN Digital VG Loop, Per Month	UNIDAX	NA	\$1.18	NA	NA	\$1.08	\$1.22	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA		
NID per 2-Wire Asymmetrical Dig Subscriber Line (ADSL) Loop, Per Mo.	UNIDAX	NA	\$1.18	NA	NA	\$1.09	\$1.22	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA		
NID per 2-Wire High Bit Rate Dig Subscriber Line (HDSL) Loop	UNIDAX	NA	\$1.18	NA	NA	\$1.09	\$1.22	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA		
NID per 4-Wire High Bit Rate Dig Subscriber Line (HDSL) Loop	UNIDAX	NA	\$1.30	NA	NA	\$1.21	\$1.34	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.01	\$2.84	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA		
NID per 4-Wire 56 Kbps Dig Grade Loop	UNIDAX	NA	\$1.30	NA	NA	\$1.21	\$1.34	NA	NA	NA		
NRC - 1st	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		
NRC - Add'l	UNIDAX	NA	\$1.44	NA	NA	\$2.02	\$2.84	NA	NA	NA		

**BELLSOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 2

DESCRIPTION	USOC	RATES BY STATE													
		AL	FL	GA	KY	LA	MS	NC	SC	TN					
NRC - Disconnect Charge - 1st	UNDAX	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	NA	NA					
NRC - Disconnect Charge - Add'l	UNDAX	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	NA	NA					
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.06	NA					
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA					
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	\$11.41	NA	\$11.41	\$16.06	NA	NA	NA					
MID per 4-Wire 64 Kbps Dig Grade Loop	UNDAX	\$1.30	NA	\$1.21	NA	\$1.21	\$1.34	NA	\$1.25	NA					
NRC - 1st	UNDAX	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	NA	\$1.35	NA					
NRC - Disconnect Charge - 1st	UNDAX	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	NA	\$1.35	NA					
NRC - Disconnect Charge - Add'l	UNDAX	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	NA	NA					
NRC - Incremental Charge - Manual Svc Ord - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.06	NA					
NRC - Incremental Charge - Manual Svc Ord - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA					
NRC - Incremental Charge - Manual Svc Ord - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA					
MID per 2-Wire Unbundled Copper Loop, per month	UNDAX	\$1.55	\$1.55	\$1.55	\$1.55	\$1.55	\$1.55	\$1.55	\$1.55	\$1.55					
NRC - 1st	UNDAX	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60					
NRC - Add'l	UNDAX	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60	\$5.60					
NRC - Disconnect Charge - 1st	UNDAX	NA	NA	NA	NA	NA	NA	NA	NA	NA					
NRC - Disconnect Charge - Add'l	UNDAX	NA	NA	NA	NA	NA	NA	NA	NA	NA					
NRC - Incremental Charge - Manual Svc Ord - 1st	SOMAN	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00					
NRC - Incremental Charge - Manual Svc Ord - Add'l	SOMAN	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00					
NRC - Incremental Charge - Manual Svc Ord - Disconnect	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA					
Nonrecurring Charge - customer transfer, feature additions, changes (1)		\$5.00	NA	NA	NA	NA	\$5.00	NA	NA	NA					
LOOP EXCLUDING MID															
2-Wire Analog VG Loop (Standard), per month	TBD	NA	NA	NA	\$18.20	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$86.08	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$58.57	NA	NA	NA	NA	NA					
2-Wire Analog VG Loop (Customized), per month	TBD	NA	NA	NA	\$21.41	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$236.75	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$177.10	NA	NA	NA	NA	NA					
4-Wire Analog VG Loop (Standard), per month	TBD	NA	NA	NA	\$26.38	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$457.14	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$348.83	NA	NA	NA	NA	NA					
2-Wire ISDN Digital Grade Loop (Standard), per month	TBD	NA	NA	NA	\$29.65	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$541.28	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$431.61	NA	NA	NA	NA	NA					
2-Wire ADSL Loop (Standard), per month	TBD	NA	NA	NA	\$10.63	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$713.50	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$609.44	NA	NA	NA	NA	NA					
2-Wire DSL Loop (Standard), per month	TBD	NA	NA	NA	\$7.40	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$713.50	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$609.44	NA	NA	NA	NA	NA					
4-Wire DSL Loop (Standard), per month	TBD	NA	NA	NA	\$9.70	NA	NA	NA	NA	NA					
NRC - 1st		NA	NA	NA	\$748.93	NA	NA	NA	NA	NA					
NRC - Add'l		NA	NA	NA	\$646.17	NA	NA	NA	NA	NA					
LOOP INCLUDING MID															
2-Wire Analog VG Loop, per month	UEAL2	NA	\$17.00	NA	NA	NA	NA	\$16.71	NA	\$18.00					
NRC - 1st	UEAL2	NA	\$140.00	NA	NA	NA	NA	\$86.50	NA	\$58.50					
NRC - Add'l	UEAL2	NA	\$42.00	NA	NA	NA	NA	\$27.80	NA	\$31.00					
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	\$55.00	NA	NA	NA	NA	\$55.00	NA	\$55.00					
2-Wire Analog VG Loop-SL 1, per month	UEAL2	\$19.04	\$17.00	\$16.51	NA	\$19.35	\$21.26	\$16.71	\$22.49	\$18.00					
NRC - 1st	UEAL2	\$59.03	\$80.00	\$42.54	NA	\$40.69	\$39.25	\$43.67	\$70.44	\$18.00					
NRC - Add'l	UEAL2	\$43.14	\$55.00	\$31.33	NA	\$29.96	\$43.67	\$27.80	\$44.05	\$50.98					
NRC - Disconnect Charge - 1st	UEAL2	\$15.21	NA	NA	NA	\$16.48	\$16.35	NA	NA	NA					
NRC - Disconnect Charge - Add'l	UEAL2	\$3.22	NA	NA	NA	\$3.36	\$4.06	NA	NA	NA					

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 3

DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.22	NA
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA
NRC - Loop Make-Up	UEANM	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
2-Wire Analog VG Loop-SL2 w/loop or ground start signaling, per month	UEAL2	\$22.43	\$17.00	\$19.57	NA	\$22.84	\$25.05	\$23.89	\$28.25	\$26.02
NRC - 1st	UEAL2	\$145.46	\$140.00	\$104.17	NA	\$99.69	\$144.01	\$192.64	\$178.12	\$192.97
NRC - Add1	UEAL2	\$108.40	\$42.00	\$78.10	NA	\$74.73	\$107.70	\$140.72	\$128.80	\$140.72
NRC - Disconnect Charge - 1st	UEAL2	\$40.31	NA	NA	NA	\$28.73	\$40.98	NA	NA	NA
NRC - Disconnect Charge - Add1	UEAL2	\$26.01	NA	NA	NA	\$18.87	\$26.95	NA	\$44.42	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$13.55	NA
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$26.95	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00
2-Wire Analog VG Loop-SL2 w/ reverse battery signaling, per month	UEAR2	\$22.43	\$17.00	\$19.57	NA	\$22.84	\$25.05	\$23.89	\$28.25	\$26.02
NRC - 1st	UEAR2	\$145.46	\$140.00	\$104.17	NA	\$99.69	\$144.01	\$192.64	\$178.12	\$192.97
NRC - Add1	UEAR2	\$108.40	\$42.00	\$78.10	NA	\$74.73	\$107.70	\$140.49	\$128.80	\$140.72
NRC - Disconnect Charge - 1st	UEAR2	\$40.31	NA	NA	NA	\$28.73	\$40.98	NA	NA	NA
NRC - Disconnect Charge - Add1	UEAR2	\$26.01	NA	NA	NA	\$18.87	\$26.95	NA	\$44.42	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$13.55	NA
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$26.95	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00
2-Wire Analog VG Loop (Standard), per month	UEAL2	NA	NA	NA	\$20.00	NA	NA	NA	NA	NA
NRC - 1st	UEAL2	NA	NA	NA	\$86.08	NA	NA	NA	NA	NA
NRC - Add1	UEAL2	NA	NA	NA	\$58.57	NA	NA	NA	NA	NA
NRC - Loop Make-up	UEANM	NA	NA	NA	TBD	NA	NA	NA	NA	NA
NRC - Manual Order Coordination	UEAMC	NA	NA	NA	TBD	NA	NA	NA	NA	NA
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	\$35.00	NA	NA	NA	NA	NA
2-Wire Analog VG Loop (Customized), w/ loop or ground start signaling, per month	UEAL2	NA	NA	NA	\$23.35	NA	NA	NA	NA	NA
NRC - 1st	UEAL2	NA	NA	NA	\$236.75	NA	NA	NA	NA	NA
NRC - Add1	UEAL2	NA	NA	NA	\$177.10	NA	NA	NA	NA	NA
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	\$35.00	NA	NA	NA	NA	NA
2-Wire Analog VG Loop (Customized), w/ reverse battery signaling, per month	UEAR2	NA	NA	NA	\$23.35	NA	NA	NA	NA	NA
NRC - 1st	UEAR2	NA	NA	NA	\$236.75	NA	NA	NA	NA	NA
NRC - Add1	UEAR2	NA	NA	NA	\$177.10	NA	NA	NA	NA	NA
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	\$35.00	NA	NA	NA	NA	NA
4-Wire Analog VG Loop, per month	UEAL4	\$30.00	\$30.00	\$25.86	NA	\$31.52	\$30.55	\$27.20	\$35.96	\$18.00
NRC - 1st	UEAL4	\$293.70	\$141.00	\$206.95	NA	\$198.10	\$289.06	\$86.50	\$383.39	\$58.50
NRC - Add1	UEAL4	\$241.76	\$43.00	\$170.57	NA	\$153.26	\$238.19	\$27.80	\$286.77	\$31.00
NRC - Disconnect Charge - 1st	UEAL4	\$108.96	NA	NA	NA	\$74.27	\$108.14	NA	NA	NA
NRC - Disconnect Charge - Add1	UEAL4	\$57.01	NA	NA	NA	\$39.44	\$57.28	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.06	NA
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00
4-Wire Analog VG Loop (Standard), per month	UEAL4	NA	NA	NA	\$28.78	NA	NA	NA	NA	NA
NRC - 1st	UEAL4	NA	NA	NA	\$457.14	NA	NA	NA	NA	NA
NRC - Add1	UEAL4	NA	NA	NA	\$348.83	NA	NA	NA	NA	NA
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	\$55.00	NA	NA	NA	NA	NA
2-Wire ISDN Digital Grade Loop, per month	U112X	\$29.03	\$40.00	\$25.43	NA	\$27.36	\$29.83	\$27.20	\$32.47	\$19.00
NRC - 1st	U112X	\$331.85	\$306.00	\$233.38	NA	\$223.27	\$326.38	\$276.96	\$423.04	\$58.50
NRC - Add1	U112X	\$255.87	\$283.00	\$180.35	NA	\$172.63	\$252.00	\$234.99	\$301.75	\$31.00
NRC - Disconnect Charge - 1st	U112X	\$108.95	NA	NA	NA	\$74.27	\$108.14	NA	NA	NA

BELLSOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES

AND OTHER SERVICES												
DESCRIPTION	USOC	RATES BY STATE										TN
		AL	FL	GA	KY	LA	MS	NC	SC			
NRC - Disconnect Charge - Add'l	U1L2X	\$57.01	NA	NA	NA	\$39.44	\$57.27	NA	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	\$55.00	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00	\$55.00	
2-Wire ISDN Digital Grade Loop (Standard), per month	U1L2X	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
NRC - 1st	U1L2X	NA	NA	NA	NA	NA	\$541.28	NA	NA	NA	NA	
NRC - Add'l	U1L2X	NA	NA	NA	NA	NA	\$431.61	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
2-Wire Asymmetrical Dig Subscriber Line (ADSL) Compatible Loop, per month	U1L2X	\$15.11	\$15.81	\$13.05	NA	\$15.39	\$14.83	\$17.00	\$20.81	\$18.46	\$18.46	
NRC - 1st	U1L2X	\$514.21	\$113.85	\$359.73	NA	\$343.13	\$504.82	\$280.15	\$600.61	\$640.79	\$640.79	
NRC - Add'l	U1L2X	\$464.58	\$99.61	\$325.15	NA	\$310.03	\$456.24	\$243.91	\$507.33	\$541.94	\$541.94	
NRC - Disconnect Charge - 1st	U1L2X	\$106.65	NA	NA	NA	\$72.54	\$105.86	NA	NA	NA	NA	
NRC - Disconnect Charge - Add'l	SOMAN	\$56.98	NA	NA	NA	\$39.42	\$57.25	NA	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00	\$55.00	
2-Wire ADSL Loop (Standard), per month	U1L2X	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
NRC - 1st	U1L2X	NA	NA	NA	NA	NA	\$713.50	NA	NA	NA	NA	
NRC - Add'l	U1L2X	NA	NA	NA	NA	NA	\$609.44	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
2-Wire High Bit Rate Dig Subscriber Line (HDSL) Compatible Loop, per month	U1L2X	\$11.76	\$12.12	\$9.15	NA	\$11.61	\$11.60	\$17.00	\$14.86	\$13.46	\$13.46	
NRC - 1st	U1L2X	\$514.21	\$113.85	\$359.73	NA	\$343.13	\$504.82	\$280.15	\$600.61	\$640.79	\$640.79	
NRC - Add'l	U1L2X	\$464.58	\$99.61	\$325.15	NA	\$310.03	\$456.24	\$243.91	\$507.33	\$541.94	\$541.94	
NRC - Disconnect Charge - 1st	U1L2X	\$106.65	NA	NA	NA	\$72.54	\$105.86	NA	NA	NA	NA	
NRC - Disconnect Charge - Add'l	SOMAN	\$56.98	NA	NA	NA	\$39.42	\$57.25	NA	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00	\$55.00	
2-Wire HDSL Loop (Standard), per month	U1L2X	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
NRC - 1st	U1L2X	NA	NA	NA	NA	NA	\$713.50	NA	NA	NA	NA	
NRC - Add'l	U1L2X	NA	NA	NA	NA	NA	\$609.44	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
4-Wire High Bit Rate Dig Subscriber Line (HDSL) Compatible Loop, per month	U1L4X	\$14.39	\$18.24	\$12.07	NA	\$16.39	\$14.14	\$27.20	\$19.73	\$17.91	\$17.91	
NRC - 1st	U1L4X	\$541.13	\$116.91	\$378.86	NA	\$361.45	\$531.21	\$291.43	\$625.11	\$666.70	\$666.70	
NRC - Add'l	U1L4X	\$491.50	\$101.71	\$344.28	NA	\$328.35	\$482.63	\$255.46	\$532.78	\$568.86	\$568.86	
NRC - Disconnect Charge - 1st	U1L4X	\$106.65	NA	NA	NA	\$72.54	\$105.86	NA	NA	NA	NA	
NRC - Disconnect Charge - Add'l	U1L4X	\$56.98	NA	NA	NA	\$39.42	\$57.25	NA	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	\$45.99	\$55.00	\$34.22	NA	\$32.77	\$45.27	\$55.00	\$45.43	\$55.00	\$55.00	
4-Wire HDSL Loop (Standard), per month	U1L4X	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
NRC - 1st	U1L4X	NA	NA	NA	NA	NA	\$748.93	NA	NA	NA	NA	
NRC - Add'l	U1L4X	NA	NA	NA	NA	NA	\$646.17	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
4-Wire DS1 Digital Loop, per month	U1LXX	\$64.65	\$80.00	\$64.52	\$67.96	\$72.86	\$69.59	\$151.50	\$72.55	\$72.55	TBD	
NRC - 1st	U1LXX	\$610.13	\$540.00	\$429.98	\$849.80	\$410.38	\$599.09	\$568.96	\$715.77	\$715.77	TBD	
NRC - Add'l	U1LXX	\$380.26	\$465.00	\$268.18	\$523.27	\$255.48	\$373.90	\$335.58	\$421.50	\$421.50	TBD	
NRC - Disconnect Charge - 1st	U1LXX	\$134.77	NA	NA	NA	\$92.35	\$133.53	NA	NA	NA	NA	
NRC - Disconnect Charge - Add'l	U1LXX	\$55.97	NA	NA	NA	\$38.44	\$56.25	NA	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$43.77	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$13.55	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	NA	
NRC - Incremental Charge - Order Coordination - Time Specific (per LSR)	OCOSL	\$49.18	\$55.00	\$34.52	\$55.00	\$33.05	\$48.17	NA	\$48.47	NA	NA	

Attachment 2
Exhibit C
Bates - Page 5

Version 3Q99: 10/04/99

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 6

DESCRIPTION	USOC	AL		FL	GA	KY	RATES BY STATE						
		AL	FL				LA	MS	NC	SC	TN		
DESCRIPTION													
NRC - Add'l	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN			
NRC - Incremental Charge - Manual Order Coordination - per loop	USBN4	TBN	\$92.11	TBN	TBN	TBN	TBN	TBN	TBN	TBN	TBN	TBD	
Unbundled Network Terminating Wire	USBMC	TBN	TBD	TBN	TBN	TBN	TBN	TBN	TBN	TBN	TBN	TBD	
UNITV Pair, per pair, per month	UENPP	TBN	\$0.67	\$1.56	\$1.24	NA	NA	NA	NA	NA	NA	\$1.31	
UNITV Pair, per pair, per month	UENPP	TBN	\$225.00	\$225.00	\$225.00	NA	NA	NA	NA	NA	NA	\$225.00	
Site Visit Set-Up - 1 terminal Preparation, per terminal	UENSS	TBN	\$98.00	\$98.00	\$98.00	TBN	TBN	TBN	TBN	TBN	TBN	\$98.00	
NRC - Add'l terminal	UENSS	TBN	\$65.00	\$65.00	\$65.00	TBN	TBN	TBN	TBN	TBN	TBN	\$65.00	
Access Terminal Provisioning & 1st 25 pair panel, per terminal, NRC	UEINT	TBN	\$110.00	\$110.00	\$110.00	TBN	TBN	TBN	TBN	TBN	TBN	\$110.00	
Existing Access Terminal Provisioning, 2nd 25 pair panel, per terminal, NRC	UEINT	TBN	\$35.00	\$35.00	\$35.00	TBN	TBN	TBN	TBN	TBN	TBN	\$35.00	
UNITV Pair Provisioning, per pair, NRC	UENPP	TBN	\$9.00	\$9.00	\$9.00	TBN	TBN	TBN	TBN	TBN	TBN	\$9.00	
Service Visit for Provisioning, per request, per premises, NRC	UENSV	TBN	\$35.00	\$35.00	\$35.00	TBN	TBN	TBN	TBN	TBN	TBN	\$35.00	
Manual Service Order, NRC	MOCLA	TBN	\$45.00	\$45.00	\$45.00	TBN	TBN	TBN	TBN	TBN	TBN	\$45.00	
Sub-Loop Concentration - Channelization Sys (Outside CO)													
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	TBD	\$18.94	TBD	BFR	BFR	BFR	BFR	BFR	TBD		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	TBD	\$4.42	TBD	BFR	BFR	BFR	BFR	BFR	TBD		
TR008 - System A (96 channel capacity - channels 1-96), per month	UC18A	NA	\$792.49	\$724.79	\$757.00	NA	NA	NA	NA	NA	NA	\$683.78	
NRC - 1st	UC18A	NA	\$640.93	\$632.36	\$633.94	NA	NA	NA	NA	NA	NA	\$634.31	
NRC - Add'l	UC18A	NA	\$315.03	\$310.82	\$311.60	NA	NA	NA	NA	NA	NA	\$311.78	
TR008 - System B (96 channel capacity - channels 97-192), per month	UC18B	NA	\$155.32	\$92.91	\$95.60	NA	NA	NA	NA	NA	NA	\$102.12	
NRC - 1st	UC18B	NA	\$640.93	\$632.36	\$633.94	NA	NA	NA	NA	NA	NA	\$634.31	
NRC - Add'l	UC18B	NA	\$315.03	\$310.82	\$311.60	NA	NA	NA	NA	NA	NA	\$311.78	
TR303 - System A (96 channel capacity - channels 1-96), per month	UC13A	NA	\$835.72	\$764.42	\$799.95	NA	NA	NA	NA	NA	NA	\$728.87	
NRC - 1st	UC13A	NA	\$640.93	\$632.36	\$633.94	NA	NA	NA	NA	NA	NA	\$634.31	
NRC - Add'l	UC13A	NA	\$315.03	\$310.82	\$311.60	NA	NA	NA	NA	NA	NA	\$311.78	
TR303 - System B (96 channel capacity - channels 97-192), per month	UC13B	NA	\$198.55	\$132.54	\$138.55	NA	NA	NA	NA	NA	NA	\$145.21	
NRC - 1st	UC13B	NA	\$640.93	\$632.36	\$633.94	NA	NA	NA	NA	NA	NA	\$634.31	
NRC - Add'l	UC13B	NA	\$315.03	\$310.82	\$311.60	NA	NA	NA	NA	NA	NA	\$311.78	
DS1 Feeder Interface, per month	UC1FS	NA	\$78.43	\$72.12	\$77.02	NA	NA	NA	NA	NA	NA	\$76.73	
NRC - 1st	UC1FS	NA	\$422.74	\$425.74	\$418.13	NA	NA	NA	NA	NA	NA	\$418.37	
NRC - Add'l	UC1FS	NA	\$200.74	\$198.06	\$198.56	NA	NA	NA	NA	NA	NA	\$198.67	
Channel Interface - 2 Wire Voice - Loop Start, per month	TBD	NA	\$2.62	\$2.38	\$2.68	NA	NA	NA	NA	NA	NA	\$2.61	
NRC - 1st	TBD	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	TBD	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Channel Interface - 2 Wire ISDN, per month	UICC1	NA	\$10.49	\$9.53	\$10.72	NA	NA	NA	NA	NA	NA	\$10.43	
NRC - 1st	UICC1	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	UICC1	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Channel Interface - 2 Wire Voice - Ground Start or Reverse Battery, per month	TBD	NA	\$15.59	\$14.17	\$15.94	NA	NA	NA	NA	NA	NA	\$15.51	
NRC - 1st	TBD	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	TBD	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Channel Interface - 4 Wire Voice, per month	UICC4	NA	\$9.30	\$8.45	\$9.50	NA	NA	NA	NA	NA	NA	\$9.26	
NRC - 1st	UICC4	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	UICC4	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Test Circuit, per month	UCC1C	NA	\$45.46	\$41.30	\$46.44	NA	NA	NA	NA	NA	NA	\$45.22	
NRC - 1st	UCC1C	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	UCC1C	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Channel Interface - Digital 56Kbps, per month	UCC5	NA	\$13.78	\$12.51	\$14.08	NA	NA	NA	NA	NA	NA	\$13.71	
NRC - 1st	UCC5	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	UCC5	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Channel Interface - Digital 64Kbps, per month	UCC6	NA	\$13.78	\$12.51	\$14.08	NA	NA	NA	NA	NA	NA	\$13.71	
NRC - 1st	UCC6	NA	\$42.39	\$41.82	\$41.92	NA	NA	NA	NA	NA	NA	\$41.95	
NRC - Add'l	UCC6	NA	\$42.15	\$41.58	\$41.69	NA	NA	NA	NA	NA	NA	\$41.71	
Loop Concentration System (Inside CO)													
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	TBD	\$18.94	TBD	\$25.52	TBD	\$44.06	TBD				
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	TBD	\$4.42	TBD	\$11.34	TBD	\$39.21	TBD				
TR008 - System A (96 channel capacity - channels 1-96), per month	UC18A	\$327.44	\$400.33	\$316.63	\$394.00	\$308.74	\$454.79	\$375.96	\$399.21	\$380.06			
NRC - 1st	UC18A	\$1,115.10	\$1,128.75	\$1,111.95	\$1,116.15	\$1,117.20	\$1,115.10	\$1,113.00	\$1,119.30	\$1,114.05			

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 7

DESCRIPTION	USOC	RATES BY STATE									
		AL	FL	GA	KY	LA	MS	NC	SC	TN	
NRC - Add'l	USOC	NA	FL	GA	KY	LA	MS	NC	SC	TN	
TR008 - System B (96 channel capacity - channels 97-192), per month	UCT8A	\$67.41	\$70.48	\$65.27	\$72.21	\$76.58	\$73.30	\$65.98	\$71.91	\$68.71	
NRC - 1st	UCT8B	\$464.57	\$470.41	\$463.37	\$465.11	\$465.64	\$464.71	\$463.74	\$466.38	\$464.21	
NRC - Add'l	UCT8B	NA	NA	NA	NA	NA	NA	NA	NA	NA	
TR303 - System A (96 channel capacity - channels 1-96), per month	UCT3A	\$375.18	\$450.24	\$362.87	\$445.14	\$385.97	\$506.70	\$422.68	\$450.13	\$428.73	
NRC - 1st	UCT3A	\$1,115.10	\$1,128.75	\$1,111.95	\$1,116.15	\$1,117.20	\$1,115.10	\$1,113.00	\$1,119.30	\$1,114.05	
NRC - Add'l	UCT3A	NA	NA	NA	NA	NA	NA	NA	NA	NA	
TR303 - System B (96 channel capacity - channels 97-192), per month	UCT3B	\$111.30	\$118.76	\$110.02	\$121.45	\$129.05	\$123.52	\$111.17	\$121.16	\$115.79	
NRC - 1st	UCT3B	\$464.57	\$470.41	\$463.37	\$465.11	\$465.64	\$464.71	\$463.74	\$466.38	\$464.21	
NRC - Add'l	UCT3B	NA	NA	NA	NA	NA	NA	NA	NA	NA	
DS1 Interface, per month	UCTCO	\$6.42	\$6.47	\$6.15	\$403.20	\$7.35	\$6.99	\$6.27	\$6.79	\$6.49	
NRC - 1st	UCTCO	\$367.70	\$372.32	\$366.72	\$132.18	\$368.54	\$367.80	\$367.04	\$369.13	\$367.41	
NRC - Add'l	UCTCO	\$132.03	\$133.69	\$130.63	\$132.18	\$132.33	\$132.07	\$131.79	\$132.54	\$131.92	
Channel Interface - 2 Wire Voice - Loop Start, per month	TBD	\$2.55	\$2.66	\$2.44	\$2.79	\$2.91	\$2.77	\$2.48	\$2.69	\$2.58	
NRC - 1st	TBD	\$35.77	\$36.23	\$35.68	\$35.82	\$35.86	\$35.78	\$35.71	\$35.91	\$35.74	
NRC - Add'l	TBD	\$35.55	\$36.02	\$35.48	\$35.62	\$35.66	\$35.37	\$35.51	\$35.71	\$35.54	
Channel Interface - 2 Wire ISDN, per month	UCC1	\$10.19	\$10.67	\$9.76	\$11.18	\$11.66	\$11.10	\$9.95	\$10.76	\$10.30	
NRC - 1st	UCC1	\$35.77	\$36.23	\$35.68	\$35.82	\$35.86	\$35.78	\$35.71	\$35.91	\$35.74	
NRC - Add'l	UCC1	\$35.55	\$36.02	\$35.48	\$35.62	\$35.66	\$35.37	\$35.51	\$35.71	\$35.54	
Channel Interface - 2 Wire Voice - Ground Start or Reverse Battery, per month	TBD	\$15.15	\$15.85	\$14.51	\$16.82	\$17.33	\$16.46	\$14.80	\$16.01	\$15.32	
NRC - 1st	TBD	\$35.77	\$36.23	\$35.68	\$35.82	\$35.86	\$35.78	\$35.71	\$35.91	\$35.74	
NRC - Add'l	TBD	\$35.55	\$36.02	\$35.48	\$35.62	\$35.66	\$35.37	\$35.51	\$35.71	\$35.54	
Channel Interface - 4 Wire Voice, per month	UCC4	\$9.04	\$9.44	\$8.65	\$9.91	\$10.34	\$9.83	\$8.82	\$9.55	\$9.13	
NRC - 1st	UCC4	\$35.77	\$36.23	\$35.68	\$35.82	\$35.86	\$35.78	\$35.71	\$35.91	\$35.74	
NRC - Add'l	UCC4	\$35.55	\$36.02	\$35.48	\$35.62	\$35.66	\$35.37	\$35.51	\$35.71	\$35.54	
Test Circuit, per month	UCTTC	\$44.16	\$46.14	\$42.30	\$48.43	\$50.53	\$47.86	\$43.13	\$46.66	\$44.65	
NRC - 1st	UCTTC	\$35.77	\$36.23	\$35.68	\$35.82	\$35.86	\$35.78	\$35.71	\$35.91	\$35.74	
NRC - Add'l	UCTTC	\$35.55	\$36.02	\$35.48	\$35.62	\$35.66	\$35.37	\$35.51	\$35.71	\$35.54	
Channel Interface - Digital 56Kbps, per month	UCC5	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
NRC - 1st	UCC5	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
NRC - Add'l	UCC5	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
Channel Interface - Digital 64Kbps, per month	UCC6	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
NRC - 1st	UCC6	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
NRC - Add'l	UCC6	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
DARK FIBER											
Per four fiber strands, per route mile or fraction thereof, per month	UBMAX	\$59.84	\$55.35	\$44.22	\$64.04	\$65.29	\$70.35	\$49.88	\$72.45	\$52.67	
NRC - Per each four-fiber dry fiber arrangement - 1st	UBMAX	\$2,518.66	\$1,715.61	\$1,355.29	\$2,304.00	\$1,685.19	\$2,389.99	\$2,277.00	\$2,406.00	\$1,672.44	
NRC - Per each four-fiber dry fiber arrangement - Add'l	UBMAX	\$835.08	\$622.68	\$273.69	\$740.93	\$580.11	\$804.32	\$733.08	\$765.30	\$509.09	
LOCAL EXCHANGE SWITCHING (PORTS)											
2-Wire Analog Line Port (Res., Bus.), per month	(++) Bus = INPBL Res = INPRL	\$2.07	\$2.00	\$1.85	\$2.61	\$2.20	\$2.11	\$2.00	\$2.35	\$1.90	
NRC - 1st (Residence)	UEPRL	\$21.93	\$38.00	\$17.16	\$37.78	\$16.43	\$22.98	\$24.04	\$24.98	BST GSSST A4.3.1	
NRC - Add'l (Residence)	UEPRL	\$21.93	\$15.00	\$17.16	\$37.78	\$16.43	\$22.98	\$9.08	\$24.98	BST GSSST A4.3.2	
NRC - 1st (Business)	UEPBL	\$21.93	\$38.00	\$17.16	\$37.55	\$16.43	\$22.98	\$24.04	\$24.98	BST GSSST A4.3.3	
NRC - Add'l (Business)	UEPBL	\$21.93	\$15.00	\$17.16	\$37.55	\$16.43	\$22.98	\$9.08	\$24.98	BST GSSST A4.3.4	
NRC - Add'l (Business)	UEPBL	\$21.93	\$15.00	\$17.16	\$37.55	\$16.43	\$22.98	\$9.08	\$24.98	BST GSSST A4.3.4	
NRC - Disconnect Charge - 1st	UEPBL	\$5.21	NA	NA	NA	NA	\$4.38	NA	NA	NA	
NRC - Disconnect Charge - Add'l	UEPBL	\$5.21	NA	NA	NA	NA	\$4.38	NA	NA	NA	

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 8

DESCRIPTION		RATES BY STATE										TN
		AL	FL	GA	KY	LA	MS	NC	SC			
NRC - Incremental Charge - Manual Service Order - 1st	USOC	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$14.63	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$17.77	NA	NA	NA	\$10.39	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$1.44	NA	NA	NA	NA	NA	NA	NA	NA		
2-Wire Analog Line Port (Res. Bus.) Including all available features, per month												
NRC - 1st (all types)	UEP++	\$46.65	NA	NA	NA	NA	\$44.40	NA	\$61.22	NA		
NRC - Add'l (all types)	UEP++	\$46.65	NA	NA	NA	NA	\$44.40	NA	\$61.22	NA		
NRC - Disconnect Charge - 1st	UEP++	\$18.41	NA	NA	NA	NA	\$19.68	NA	NA	NA		
NRC - Disconnect Charge - Add'l	SOMAN	\$27.37	NA	NA	NA	NA	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$12.97	NA	NA	NA	NA	\$11.34	NA	\$14.63	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$17.77	NA	NA	NA	NA	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$1.44	NA	NA	NA	NA	NA	NA	NA	NA		
2-Wire Analog Line Port (Res. Bus.) Including three available features, per month												
NRC - 1st (all types)	UEP++	NA	NA	NA	NA	NA	\$5.42	NA	\$5.38	NA		
NRC - Add'l (all types)	UEP++	NA	NA	NA	NA	NA	\$26.04	NA	\$29.51	NA		
NRC - Disconnect Charge - 1st	UEP++	NA	NA	NA	NA	NA	\$8.20	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UEP++	NA	NA	NA	NA	NA	\$8.20	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	\$25.52	NA	\$44.42	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	NA	NA	NA	NA	NA	\$11.34	NA	\$14.63	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	NA	NA	NA	NA	NA	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA		
4-Wire Analog VG Port, per month												
NRC - 1st	UEP4A	NA	\$9.14	\$8.47	NA	\$10.13	\$9.60	\$3.15	\$2.28	NA		
NRC - Add'l	UEP4A	NA	\$5.86	\$7.16	NA	\$16.43	\$22.98	\$24.17	\$3.50	NA		
NRC - Disconnect Charge - 1st	UEP4A	NA	\$5.86	\$17.16	NA	\$16.43	\$22.98	\$9.63	\$3.50	NA		
NRC - Disconnect Charge - Add'l	BFR	NA	NA	NA	NA	\$3.77	\$6.56	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	NA	NA	\$8.42	NA	\$8.06	\$11.34	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	NA	NA	NA	NA	\$8.94	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	UEP2	\$12.08	TBD	\$11.35	NA	\$13.12	\$14.63	\$12.68	\$12.08	\$12.68		
2-Wire DND Port, per month												
NRC - 1st	UEP2	\$50.00	TBD	\$61.91	NA	\$59.28	\$83.09	\$50.00	\$50.00	BS1 GSST A4.3.1		
NRC - Add'l	UEP2	\$18.00	TBD	\$61.91	NA	\$59.28	\$83.09	\$18.00	\$50.00	BS1 GSST A4.3.1		
NRC - Disconnect Charge - 1st	UEP2	NA	NA	NA	NA	\$9.20	\$13.48	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UEP2	NA	NA	NA	NA	\$9.20	\$13.48	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	NA	NA	\$8.42	NA	\$8.06	\$11.34	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	NA	NA	NA	NA	\$10.39	\$16.07	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	UEP2	\$130.23	\$125.00	\$120.80	NA	\$149.27	\$146.46	\$120.00	\$130.23	\$120.00		
4-Wire DS1 Port w/DND capability, per month												
NRC - 1st	UEP2	\$50.00	\$112.00	\$89.44	NA	\$85.63	\$117.81	\$145.00	\$60.00	To be negotiated		
NRC - Add'l	UEP2	\$18.00	\$91.00	\$52.46	NA	\$50.23	\$71.18	\$126.09	\$60.00	To be negotiated		
NRC - Disconnect Charge - 1st	UEP2	NA	NA	NA	NA	\$8.82	\$12.94	NA	NA	NA		
NRC - Disconnect Charge - Add'l	UEP2	NA	NA	NA	NA	\$8.82	\$12.94	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	NA	NA	\$8.42	NA	\$8.06	\$11.34	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	NA	NA	NA	NA	\$10.39	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	UIPMA	\$16.42	\$13.00	\$13.47	\$12.33	\$23.33	\$51.91	\$12.50	\$33.74	\$1.90		
2-Wire ISDN Port(2/3), per month												
NRC - 1st	UIPMA	\$63.24	\$88.00	\$47.37	\$90.48	\$45.35	\$63.59	\$75.81	\$65.79	BS1 GSST A4.3.1		
NRC - Add'l	UIPMA	\$63.24	\$66.00	\$47.37	\$84.53	\$45.35	\$63.59	\$56.91	\$65.79	BS1 GSST A4.3.1		

**BELL SOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 9

RATES BY STATE												
DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN		
NRC - Disconnect Charge - 1st	UIPMA	\$5.69	NA	NA	NA	\$4.31	\$7.04	NA	NA	NA		
NRC - Disconnect Charge - Add1	UIPMA	\$5.69	NA	NA	NA	\$4.31	\$7.04	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$56.19	NA	\$39.98	NA	\$38.29	\$53.87	NA	\$67.52	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$56.19	NA	\$39.98	NA	\$38.29	\$53.87	NA	\$67.52	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$12.97	NA	NA	NA	\$6.65	\$11.34	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add1	SOMAN	\$12.97	NA	NA	NA	\$6.65	\$11.34	NA	NA	NA		
NRC - User Profile per B Channel (4)	UIPMA	NA	NA	NA	\$5.61	NA	NA	NA	NA	NA		
2-Wire ISDN Port(2) (3) including all available features, per month	UIPMA	NA	NA	NA	NA	NA	NA	NA	\$38.68	NA		
NRC - 1st	UIPMA	NA	NA	NA	NA	NA	NA	NA	\$106.40	NA		
NRC - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$106.40	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$67.52	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$67.52	NA		
2-Wire ISDN Port(2) (3) including three available features, per month	UIPMA	NA	NA	NA	NA	NA	NA	NA	\$38.01	NA		
NRC - 1st	UIPMA	NA	NA	NA	NA	NA	NA	NA	\$70.32	NA		
NRC - Add1	UIPMA	NA	NA	NA	NA	NA	NA	NA	\$70.32	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$67.52	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$67.52	NA		
4-Wire ISDN DS1 Port, per month	UEPEX	\$186.02	NA	\$163.16	NA	\$194.72	\$213.21	\$246.00	\$214.79	\$308.00		
NRC - 1st	UEPEX	\$244.85	NA	\$186.80	NA	\$181.89	\$244.12	\$113.86	\$278.37	To be negotiated		
NRC - Add1	UEPEX	\$244.85	NA	\$186.80	NA	\$181.89	\$244.12	\$95.80	\$278.37	To be negotiated		
NRC - Disconnect Charge - 1st	UEPEX	\$51.19	NA	NA	NA	\$27.11	\$53.32	NA	NA	NA		
NRC - Disconnect Charge - Add1	UEPEX	\$51.19	NA	NA	NA	\$27.11	\$53.32	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$54.75	NA	\$37.88	NA	\$33.18	\$51.03	NA	\$65.48	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$54.75	NA	\$37.88	NA	\$33.18	\$51.03	NA	\$65.48	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$11.53	NA	NA	NA	\$7.73	\$8.51	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add1	SOMAN	\$11.53	NA	NA	NA	\$7.73	\$8.51	NA	NA	NA		
4-Wire ISDN DS1 Port including all available features, per month	UEPEX	NA	NA	NA	\$275.48	NA	NA	NA	\$251.00	NA		
NRC - 1st	UEPEX	NA	NA	NA	\$181.27	NA	NA	NA	\$311.73	NA		
NRC - Add1	UEPEX	NA	NA	NA	\$116.42	NA	NA	NA	\$311.73	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$65.48	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$65.48	NA		
2-Wire Analog Line Port (PBX), per month	UEPPC	\$27.07	\$38.00	\$17.16	\$36.47	\$16.43	\$22.80	\$24.04	\$24.36	NA		
NRC - 1st	UEPPC	\$21.93	\$15.00	\$17.16	\$36.47	\$16.43	\$22.98	\$9.05	\$24.36	NA		
NRC - Add1	UEPPC	\$5.21	NA	NA	NA	\$3.77	\$6.56	NA	NA	NA		
NRC - Disconnect Charge - 1st	UEPPC	\$5.21	NA	NA	NA	\$3.77	\$6.56	NA	NA	NA		
NRC - Disconnect Charge - Add1	UEPPC	\$5.21	NA	NA	NA	\$3.77	\$6.56	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$41.86	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$12.97	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$14.46	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$17.77	NA	NA	NA	\$8.94	\$16.06	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add1	SOMAN	\$0.48	NA	NA	NA	NA	NA	NA	NA	NA		
2-Wire Analog Line Port (PBX) including all available features, per month	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$8.67	NA		
NRC - 1st	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$60.60	NA		
NRC - Add1	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$60.60	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$41.86	NA		
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$41.86	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$5.38	NA		
NRC - Incremental Charge - Manual Service Order - Disconnect - Add1	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$28.89	NA		
2-Wire Analog Line Port (PBX) including three available features, per month	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$28.89	NA		
NRC - 1st	UEPPC	NA	NA	NA	NA	NA	NA	NA	\$41.86	NA		
NRC - Add1	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$41.86	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$14.46	NA		
NRC - Incremental Charge - Manual Service Order - Add1	HTGUX	See features	NA	NA	\$0.29	NA	See features	NA	See features	NA		
2-Wire Analog Hunting, per line per month	HTGUX	See features	NA	NA	\$2.14	NA	See features	NA	See features	NA		
NRC - 1st	HTGUX	See features	NA	NA	NA	NA	See features	NA	See features	NA		

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 10

DESCRIPTION		USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
NRC - Add'l		See features	NA	NA	NA	\$2.14	NA	See features	NA	See features	NA
Coin Port, per month		\$2.34	NA	NA	\$2.05	\$3.04	\$2.50	\$2.32	NA	\$2.77	\$1.90
NRC - 1st		\$21.93	NA	NA	\$17.16	\$40.71	\$16.43	\$22.98	NA	\$24.75	BS1 GSST M4.3.1
NRC - Add'l		\$21.93	NA	NA	\$17.16	\$40.71	\$16.43	\$22.98	NA	\$24.75	BS1 GSST M4.3.1
NRC - Disconnect Charge - 1st		\$5.21	NA	NA	NA	NA	\$4.15	\$6.56	NA	NA	NA
NRC - Disconnect Charge - Add'l		\$5.21	NA	NA	NA	NA	\$4.15	\$6.56	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$25.93	NA	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$43.48	NA
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$12.97	NA	NA	\$8.42	NA	\$8.06	\$11.34	NA	\$14.57	NA
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$16.33	NA	NA	NA	NA	\$9.86	\$16.06	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$0.48	NA	NA	NA	NA	NA	NA	NA	NA	NA
VERTICAL FEATURES											
Local Switching Features offered with Port, Per month (5)											
Three-Way Calling, per month		NA	No add'l charge	NA	NA	No add'l charge	\$8.28	NA	NA	See above	NA
NRC		\$1.12	NA	NA	NA	NA	NA	\$1.32	NA	\$1.10	NA
NRC - Disconnect		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Customer Chargeable Speed Calling, per month		\$0.08	NA	NA	NA	NA	NA	\$0.0755	NA	\$0.1247	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Call Waiting		\$0.03	NA	NA	NA	NA	NA	\$0.033	NA	\$0.0665	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Remote Activation of Call Forwarding, per month		\$0.18	NA	NA	NA	NA	NA	\$0.4859	NA	\$0.3743	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Cancel Call Waiting, per month		\$0.01	NA	NA	NA	NA	NA	\$0.0082	NA	\$0.0099	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Automatic Callback, per month		\$0.29	NA	NA	NA	NA	NA	\$0.9977	NA	\$0.8015	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Automatic Recall, per month		\$0.28	NA	NA	NA	NA	NA	\$0.3164	NA	\$0.3102	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Calling Number Delivery, per month		\$0.22	NA	NA	NA	NA	NA	\$0.1817	NA	\$0.3272	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Calling Number Delivery Blocking, per month		\$1.17	NA	NA	NA	NA	NA	\$0.9913	NA	\$0.3684	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Customer Originated Trace, per month		\$0.14	NA	NA	NA	NA	NA	\$0.1918	NA	\$0.1402	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Selective Call Rejection, per month		\$0.13	NA	NA	NA	NA	NA	\$0.1721	NA	\$0.1528	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Selective Call Forwarding, per month		\$0.05	NA	NA	NA	NA	NA	\$0.1020	NA	\$0.1287	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Selective Call Acceptance, per month		\$0.29	NA	NA	NA	NA	NA	\$0.4010	NA	\$0.3283	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA
Multiline Hunt Service (Rotary)											
Service per line, (in addition to port), per month		\$0.11	NA	NA	NA	NA	NA	\$0.1271	NA	\$0.1301	NA
NRC		\$1.03	NA	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA
NRC - Disconnect		\$0.55	NA	NA	NA	NA	NA	\$0.5466	NA	NA	NA

**BELLSOUTHLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 11

DESCRIPTION	USOC	RATES BY STATE									
		AL	FL	GA	KY	LA	MS	NC	SC	TN	
Call Forwarding Variable, per month		\$0.05	NA	NA	NA	NA	\$0.0474	NA	\$0.0768	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Call Forwarding Busy Line, per month		\$0.03	NA	NA	NA	NA	\$0.0279	NA	\$0.0603	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Call Forwarding Don't Answer All Calls, per month		\$0.03	NA	NA	NA	NA	\$0.0308	NA	\$0.0655	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Remote Call Forwarding, per month		\$1.36	NA	NA	NA	NA	\$1.47	NA	\$1.41	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Call Transfer, per month		\$0.12	NA	NA	NA	NA	\$0.1404	NA	\$0.1392	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Toll Restricted Service, per month		\$0.04	NA	NA	NA	NA	\$0.0387	NA	\$0.0743	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Message Waiting Indicator - Stutter Dial Tone, per month		\$0.03	NA	NA	NA	NA	\$0.0356	NA	\$0.0318	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Anonymous Call Rejection, per month		\$0.93	NA	NA	NA	NA	\$0.9519	NA	\$1.13	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Shared Call Appearances of a DN, per month		\$0.41	NA	NA	NA	NA	\$0.5015	NA	\$0.3513	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.47	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Multiple Call Appearances, per month		\$0.09	NA	NA	NA	NA	\$0.0932	NA	\$0.0891	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.47	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
ISDN Bridged Call Exclusion, per month		\$0.00	NA	NA	NA	NA	\$0.0013	NA	\$0.0013	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.47	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Call By Call Access, per month		\$28.29	NA	NA	NA	NA	\$50.89	NA	\$0.3621	NA	
NRC		\$28.94	NA	NA	NA	NA	\$28.61	NA	\$33.36	NA	
NRC - Disconnect		\$5.22	NA	NA	NA	NA	\$5.16	NA	NA	NA	
Privacy Release, per month		\$0.01	NA	NA	NA	NA	\$0.0030	NA	\$0.0116	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Multi Appearance Directory Number Calls, per month		\$0.10	NA	NA	NA	NA	\$0.1115	NA	\$0.1048	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Make Set Busy, per month		\$0.01	NA	NA	NA	NA	\$0.0013	NA	\$0.0101	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Teen Service (Res. Dist. Alerting Service), per month		\$0.15	NA	NA	NA	NA	\$0.1071	NA	\$0.2149	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Code Restriction and Diversion, per month		\$0.04	NA	NA	NA	NA	\$0.0464	NA	\$0.0708	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	
Call Park, per month		\$0.04	NA	NA	NA	NA	\$0.0443	NA	\$0.0694	NA	
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA	
NRC - Disconnect		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA	

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 12

DESCRIPTION	USOC	RATES BY STATE											
		AL	FL	GA	KY	LA	MS	NC	SC	TN			
Automatic Line, per month		\$0.09	NA	NA	NA	NA	\$0.111	NA	\$0.1179	NA			
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA			
NRC - Disconnected		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA			
ISDN Message Waiting Indication-Lamp, per month		\$0.01	NA	NA	NA	NA	\$0.0105	NA	\$0.0138	NA			
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.47	NA			
NRC - Disconnected		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA			
ISDN Feature Function Buttons		NA	NA	NA	NA	NA	NA	NA	NA	NA			
NRC		\$1.03	NA	NA	NA	NA	\$1.02	NA	\$1.51	NA			
NRC - Disconnected		\$0.55	NA	NA	NA	NA	\$0.5466	NA	NA	NA			
Subsequent Ordering Charge - (per order, per line)		NA	NA	NA	NA	NA	NA	NA	NA	NA			
NRC - Electronic - 1st		\$2.88	NA	NA	NA	NA	\$2.84	NA	\$1.36	NA			
NRC - Manual - Add'l		\$0.96	NA	NA	NA	NA	\$0.95	NA	\$0.71	NA			
NRC - Manual - 1st		\$4.80	NA	NA	NA	NA	\$4.73	NA	\$7.35	NA			
NRC - Manual - Add'l		\$0.96	NA	NA	NA	NA	\$0.95	NA	\$0.95	NA			
NRC - Disconnected		\$2.88	NA	NA	NA	NA	\$2.84	NA	NA	NA			
End Office Switching (Port Usage)													
End Office Switching Function, add'l mou (6)	NA	\$0.0018	\$0.0175	\$0.0016333	\$0.002562	\$0.0021	\$0.0023771	\$0.004	\$0.019295	\$0.0019			
End Office Switching Function, add'l mou (6)	NA	NA	\$0.005	NA	NA	NA	NA	NA	NA	NA			
End Office Interoffice Trunk Port - Shared, per mou	NA	\$0.0002	NA	\$0.0001564	NA	\$0.0002	\$0.0001927	NA	\$0.0002581	NA			
Tandem Switching (Port Usage) (Local or Access Tandem)													
Tandem Switching Function per mou	NA	\$0.00063	\$0.00029	\$0.0006757	\$0.001096	\$0.0008	\$0.0007834	\$0.0015	\$0.0006843	\$0.000676			
Tandem Interoffice Trunk Port - Shared per mou	NA	\$0.00033	NA	\$0.0002126	NA	\$0.0003	\$0.0002834	NA	\$0.0004034	NA			
INTEROFFICE TRANSPORT													
Common (Shared) Transport													
Common (Shared) Transport per mile per mou	NA	\$0.00001	\$0.000012	\$0.000008	\$0.0000049	\$0.0000083	\$0.0000091	\$0.00004	\$0.0000121	\$0.00004			
Common (Shared) Transport Facilities Termination per mou	NA	\$0.00045	\$0.0005	\$0.0004152	\$0.000426	\$0.00047	\$0.0004281	\$0.00036	\$0.0004672	\$0.00036			
Interoffice Transport - Dedicated - VG													
Interoffice Transport - Dedicated - 2-Wire VG - per mile	1LSXX	\$0.03390	NA	\$0.0222	\$0.03	\$0.0384	\$0.0323	\$0.03	\$0.0373	\$0.0173			
Interoffice Transport - Dedicated - 2-Wire VG - facilities termination per month	1LSXX	\$18.49	NA	\$17.07	\$27.66	\$19.10	\$21.33	\$18.01	\$21.42	\$18.33			
Interoffice Transport - Dedicated - 2-Wire VG - facilities termination per month	1LSXX	\$144.27	NA	\$79.61	\$142.31	\$104.23	\$144.77	\$138.19	\$136.44	\$83.35			
NRC - 1st													

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 13

DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
Interface Transport - Dedicated - DS0 - 56Kbps										
NRC - Add'l	1LSXX	\$24.15	NA	\$36.08	\$36.21	\$39.91	\$56.06	\$52.85	\$51.37	\$20.86
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$40.34	NA	\$18.94	\$37.21	\$36.63	\$36.86	\$176.31	\$39.63	\$30.15
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$40.54	NA	\$18.94	\$37.21	\$36.20	\$36.86	\$90.97	\$39.63	\$31.63
Interface Transport - Dedicated - DS0 - 56Kbps										
Interface Transport - Dedicated - DS0 - per mile per month	1LSXX	\$0.0339	\$0.0262	\$0.0222	\$0.03	\$0.0364	\$0.0323	\$0.03	\$0.0373	\$0.17
Interface Transport - Dedicated - DS0 - facilities termination per month	1LSXX	\$17.81	\$21.33	\$16.64	\$26.95	\$18.37	\$20.64	\$17.40	\$20.71	\$17.74
NRC - 1st	1LSXX	\$144.27	\$137.15	\$19.61	\$142.31	\$104.23	\$144.77	\$138.19	\$136.44	\$63.35
NRC - Add'l	1LSXX	\$64.15	\$64.45	\$36.08	\$56.21	\$39.91	\$56.06	\$52.85	\$51.37	\$20.88
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$40.34	NA	\$18.94	\$37.21	\$36.20	\$36.86	\$176.31	\$39.63	\$30.15
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$40.54	NA	\$18.94	\$37.21	\$36.20	\$36.86	\$90.97	\$39.63	\$31.63
Interface Transport - Dedicated - DS1										
Interface Transport - Dedicated - DS1 - per mile per month	1LSXX	\$0.69	\$0.6013	\$0.4523	\$0.45	\$0.7831	\$0.6598	\$0.5759	\$0.7598	\$0.3255
Interface Transport - Dedicated - DS1 - facilities termination per month	UTTF1	\$79.69	\$99.79	\$78.47	\$55.05	\$83.40	\$74.40	\$71.32	\$94.98	\$75.83
NRC - 1st	UTTF1	\$223.59	\$45.91	\$147.07	\$298.18	\$160.49	\$222.81	\$218.28	\$216.27	\$164.53
NRC - Add'l	UTTF1	\$168.60	\$44.18	\$111.75	\$231.23	\$123.03	\$168.92	\$164.55	\$162.70	\$124.84
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$40.34	NA	\$18.94	NA	\$36.20	\$36.83	\$38.12	\$39.63	\$30.15
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$40.54	NA	\$18.94	NA	\$36.20	\$36.86	\$38.12	\$39.63	\$31.63
Interface Transport - Dedicated - DS3										
Interface Transport - Dedicated - DS3 - per mile per month	1LSXX	\$1.93	\$10.25	\$7.07	\$12.06	\$16.15	\$15.02	\$11.62	\$19.14	\$6.88
Interface Transport - Dedicated - DS3 - facilities termination per month	UTTF3	\$736.60	\$994.83	\$743.41	\$1,112.02	\$1,131.09	\$744.38	\$815.01	\$904.49	\$840.61
NRC - 1st	UTTF3	\$877.36	\$894.71	\$878.95	\$858.75	\$883.62	\$812.30	\$854.47	\$856.96	\$877.70
NRC - Add'l	UTTF3	\$540.46	\$552.81	\$542.61	\$524.95	\$545.50	\$596.55	\$521.23	\$522.20	\$540.32
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$101.69	NA	\$98.49	\$94.57	\$99.02	\$92.05	\$97.23	\$99.09	\$102.75
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$101.69	NA	\$98.49	\$94.57	\$101.69	\$92.05	\$97.23	\$99.09	\$102.75
Local Channel - Dedicated - 2-Wire VG										
Monthly Recurring	NA	\$14.61	\$18.02	\$13.91	\$22.26	\$14.94	\$17.83	\$14.83	\$16.83	\$19.02
NRC - 1st	NA	\$372.46	\$477.33	\$382.95	\$597.14	\$401.17	\$565.31	\$556.57	\$554.00	\$254.14
NRC - Add'l	NA	\$92.07	\$124.32	\$62.40	\$110.52	\$66.35	\$93.30	\$80.19	\$88.58	\$28.96
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$45.12	NA	\$18.94	\$41.46	\$19.46	\$41.57	\$598.80	\$43.75	\$33.65
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$18.73	NA	\$8.42	NA	\$19.46	\$27.39	\$102.94	\$13.55	\$23.84
Local Channel - Dedicated - 4-Wire VG										
Monthly Recurring	NA	\$15.77	\$19.01	\$14.99	\$23.38	\$16.21	\$19.03	\$15.88	\$18.05	\$20.14
NRC - 1st	NA	\$581.14	\$77.33	\$368.44	\$585.15	\$407.11	\$573.83	\$565.05	\$562.46	\$257.05
NRC - Add'l	NA	\$95.21	\$124.32	\$64.05	\$98.53	\$68.61	\$96.40	\$93.16	\$91.57	\$30.34
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$45.12	NA	\$18.94	\$98.53	\$29.54	\$41.57	\$607.28	\$43.64	\$33.65
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	\$18.73	NA	\$8.42	\$11.99	\$19.46	\$27.39	\$105.94	\$13.55	\$23.84
Local Channel - Dedicated - DS1										
Monthly Recurring	TMECS	\$35.52	\$44.35	\$38.36	\$43.80	\$43.80	\$38.91	\$35.69	\$37.20	\$40.27
NRC - 1st	TMECS	\$549.85	\$246.50	\$336.15	\$538.95	\$336.86	\$508.53	\$537.66	\$534.81	\$334.71
NRC - Add'l	TMECS	\$475.02	\$230.49	\$312.89	\$464.94	\$342.92	\$501.32	\$465.45	\$462.81	\$277.86
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$91.22	NA	\$44.22	\$87.71	\$61.82	\$81.30	\$623.92	\$87.99	\$23.51
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	NA	NA	NA	NA	NA	NA	\$467.22	\$3.11	\$21.75
Local Channel - Dedicated - DS3										
Monthly Recurring	TMECS	NA	NA	NA	NA	NA	\$533.33	NA	NA	NA
NRC - 1st	TMECS	NA	NA	NA	NA	NA	\$569.08	NA	NA	NA
NRC - Add'l	TMECS	NA	NA	NA	NA	NA	\$534.58	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	NA	NA	NA	NA	NA	\$56.84	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAC	NA	NA	NA	NA	NA	\$56.84	NA	NA	NA
DARK FIBER										
Per four fiber strands, per route mile or fraction thereof, per month	UBNAX	\$59.64	\$55.35	\$44.22	\$64.64	\$65.29	\$70.35	\$49.88	\$72.45	\$52.67
NRC - Per each four-fiber dry fiber arrangement - 1st	UBNAX	\$2,518.66	\$1,715.61	\$1,355.29	\$2,304.00	\$1,685.19	\$2,389.99	\$2,777.00	\$2,406.00	\$1,672.44
NRC - Per each four-fiber dry fiber arrangement - Add'l	UBNAX	\$835.08	\$622.68	\$273.69	\$740.93	\$580.11	\$804.32	\$733.08	\$765.30	\$509.09
SWA 8XX Toll Free Dialing Ten Digit Screening Service (7)										
8XX Access Ten Digit Screening (all types), per call (8)	NA	\$0.0005	TBD	\$0.0004688	NA	\$0.0005305	\$0.0005321	NA	\$0.0005227	NA
8XX Access Ten Digit Screening Svc. W/8XX No. Delivery										

**BELLSOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 14

DESCRIPTION	RATES BY STATE									
	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TM
per query	N/A	NA	NA	NA	\$0.0010	NA	NA	\$0.00365	NA	\$0.004
for 8XX Numbers, with Optional Complex Features, per query	N/A	NA	NA	NA	\$0.0011	NA	NA	\$0.00431	NA	\$0.004
8XX Access Ten Digit Screening Svc. W/POT'S No. Delivery										
per query	N/A	NA	NA	NA	\$0.0010	NA	NA	\$0.00383	NA	\$0.004
with Optional Complex Features, per query	N/A	NA	NA	NA	\$0.0011	NA	NA	\$0.00431	NA	\$0.004

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 15

DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
DESCRIPTION										
BXX Access Ten Digit Screening Svc. W/800 No. Delivery										
per message	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA
for BXX Numbers, w/Optional Complex Features, per message	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA
BXX Access Ten Digit Screening Svc. W/POTS No. Delivery										
per message	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA
with Optional Complex Features, per message	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA
Reservation Charge per BXX number reserved										
NRC - 1st	NBRTX	\$7.13	NA	\$6.57	\$10.05	\$6.29	\$8.46	\$27.00	\$6.38	\$30.00
NRC - Addtl	NBRTX	\$0.97	NA	\$0.76	\$1.19	\$0.73	\$0.96	\$0.50	\$0.9583	\$0.50
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$27.84	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
Per BXX # Established w/o POTS (w/BXX No.) Translations										
NRC - 1st	N/A	\$15.88	NA	\$12.81	\$30.59	\$12.27	\$17.04	\$61.00	\$22.63	\$67.50
NRC - Addtl	N/A	\$1.97	NA	\$1.45	\$3.22	\$1.39	\$1.93	\$1.50	\$2.73	\$1.50
NRC - Disconnect Charge - 1st	N/A	\$10.04	NA	NA	NA	\$8.30	\$11.32	NA	\$42.95	NA
NRC - Disconnect Charge - Addtl	N/A	\$0.97	NA	NA	NA	\$0.73	\$0.96	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.75	NA	NA	NA	\$11.40	\$16.05	NA	NA	NA
Per BXX # Established with POTS Translations										
NRC - 1st	NBRTX	\$15.88	NA	\$12.81	\$30.59	\$12.27	\$17.04	\$61.00	\$22.63	\$67.50
NRC - Addtl	NBRTX	\$1.97	NA	\$1.45	\$3.22	\$1.39	\$1.93	\$1.50	\$2.73	\$1.50
NRC - Disconnect Charge - 1st	NBRTX	\$10.04	NA	NA	NA	\$8.30	\$11.32	NA	\$42.95	NA
NRC - Disconnect Charge - Addtl	NBRTX	\$0.97	NA	NA	NA	\$0.73	\$0.96	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$17.75	NA	NA	NA	\$11.40	\$16.05	NA	NA	NA
Customized Area of Service per BXX Number										
NRC - 1st	NBFCX	\$5.69	NA	\$4.46	\$6.97	\$4.27	\$5.63	\$3.00	\$5.64	\$3.00
NRC - Addtl	NBFCX	\$2.85	NA	\$2.23	\$3.49	\$2.14	\$2.81	\$1.50	\$2.82	\$1.50
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
Multiple Line LATA Carrier Routing per Carrier Requested per BXX #										
NRC - 1st	NBFCX	\$6.66	NA	\$5.22	\$8.16	\$5.00	\$6.59	\$3.50	\$6.60	\$3.50
NRC - Addtl	NBFCX	\$3.81	NA	\$2.99	\$4.67	\$2.86	\$3.77	\$2.00	\$3.78	\$2.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
Change Charge per request										
NRC - 1st	NBFCX	\$8.10	NA	\$7.33	\$11.24	\$7.01	\$9.42	\$41.00	\$7.34	\$48.50
NRC - Addtl	NBFCX	\$0.97	NA	\$0.76	\$1.19	\$0.73	\$0.96	\$0.50	\$0.9583	\$0.50
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$27.84	NA
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	NA	NA
Call Handling and Destination Features										
NRC - 1st	NBFDX	\$5.69	NA	\$4.72	\$6.97	\$4.27	\$5.63	\$3.00	\$5.64	\$3.00
NRC - Addtl	NBFDX	NA	NA	\$4.46	\$6.97	\$4.27	\$5.63	\$3.00	\$5.64	\$3.00
LINE INFORMATION DATABASE ACCESS (LDB)										
LDB Common Transport per query										
OOI	OOI	\$0.0004	\$0.0003	\$0.000338	\$0.0006	\$0.000418	\$0.000446	\$0.0003	\$0.000442	\$0.0003
LDB Validation per query										
OOI	OOI	\$0.041003	\$0.041003	\$0.0105974	\$0.00938	\$0.0103774	\$0.0142132	\$0.041003	\$0.0141003	\$0.041003
LDB Originating Point Code Establishment or Change - NRC										
N/A	N/A	\$54.36	NA	\$50.30	\$107.60	\$48.17	\$63.63	\$91.00	\$61.62	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$25.93	NA	\$18.94	NA	\$18.14	\$25.52	NA	\$27.84	\$91.00
NRC - Incremental Charge - Manual Service Order - Addtl	SOMAN	NA	NA	NA	NA	NA	NA	NA	\$27.84	NA
CCS7 SIGNALING TRANSPORT SERVICE										

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 16

DESCRIPTION	USOC	RATES BY STATE									
		AL	FL	GA	KY	LA	MS	NC	SC	TN	
CCS7 Signaling Connection, per link (A link) per month		\$18.79	\$5.00	\$17.05	\$16.31	\$19.48	\$21.58	\$155.00	\$21.79	\$155.00	
NRC		\$171.98	\$400.00	\$131.96	\$354.95	\$126.34	\$169.72	\$510.00	\$277.07	\$510.00	
NRC - Disconnect		\$135.70	NA	NA	NA	\$101.10	\$134.08	NA	\$42.95	NA	
NRC - Incremental Charge - Manual Service Order	SOMAN	\$25.93	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$16.31	NA	NA	NA	\$11.40	\$16.05	NA	NA	NA	
CCS7 Signaling Connection, per link (B link) (also known as D link) per month		\$18.79	\$5.00	\$17.05	\$16.31	\$19.48	\$21.58	\$155.00	\$21.79	Not available	
NRC		\$171.98	\$400.00	\$131.96	\$354.95	\$126.34	\$169.72	\$510.00	\$277.07	pending	

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 17

DESCRIPTION	USOC	RATES BY STATE												
		AL	FL	GA	KY	LA	MS	NC	SC	TN				
NRC - Disconnect		\$135.70	NA	NA	NA	\$101.10	\$134.08	NA	\$42.95	NA				
NRC - Incremental Charge - Manual Service Order	SOMAN	\$25.93	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA				
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$16.31	NA	NA	NA	\$11.40	\$16.05	NA	NA	NA				
CCST Signaling Termination, per STP port per month		\$148.72	\$113.00	\$133.99	\$174.08	\$161.99	\$161.12	\$355.00	\$156.33	\$355.00				
CCST Signaling Usage, per ISUP message		\$0.00004	\$0.00001	\$0.0000354	\$0.000037893	\$0.0000430	\$0.0000456	NA	\$0.0000452	\$0.000023				
(Applicable when measurement and billing capability exists.)														
CCST Signaling Usage, per TCAP message		\$0.0001	\$0.00004	\$0.0000870	\$0.000102042	\$0.0001052	\$0.0001115	NA	\$0.0001108	\$0.00005				
(Applicable when measurement and billing capability exists.)														
CCST Signaling Usage Surrogate, per link per LATA per mo (9)		\$376.12	\$64.00	\$340.67	\$329.98	\$406.71	\$406.53	NA	\$396.55	\$395.00				
CCST Signaling Point Code, Establishment or Change, per STP affected		\$62.00	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00				
NRC														
OPERATOR CALL PROCESSING														
Operator Provided Call Handling per min - Using BST LIDB	N/A	\$1.21	\$1.00	\$0.9680296	\$1.6016	\$0.91	\$1.19	\$1.06	\$1.21	NA				
Call Completion Access Termination Charge per call attempt	N/A	\$0.08	NA	NA	NA	NA	NA	NA	\$0.08	NA				
Operator Provided Call Handling per min - Using Foreign LIDB	N/A	\$1.25	\$1.00	\$1.02	\$1.6249	\$0.96	\$1.24	\$1.06	\$1.25	NA				
Call Completion Access Termination Charge per call attempt	N/A	\$0.08	NA	NA	NA	NA	NA	NA	\$0.08	NA				
Operator Provided Call Handling, per call	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA				
Fully Automated Call Handling per call - Using BST LIDB	N/A	\$0.11	\$0.10	\$0.076409	\$0.0856	\$0.10	\$0.1072884	\$0.09	\$0.115808	\$0.15				
Fully Automated Call Handling per call - Using Foreign LIDB	N/A	\$0.13	\$0.10	\$0.0976984	\$0.1071	\$0.12	\$0.1253666	\$0.09	\$0.1293459	\$0.15				

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 18

DESCRIPTION	RATES BY STATE									
	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
Professional recording of name (OCP alone)	USOD1	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00
Professional recording of name (DA and OCP alone)	USOD1	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00
DRAM or front-end loading, per TOPS switch	USOD2	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
AABS or back-end loading, per IVS	USOD2	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00
EBAS or 0-automation loading, per NAV shelf	USOD2	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00
Recording Charge per Branded Announcement - Initial	N/A	\$9.61	NA	NA	NA	NA	NA	NA	NA	NA
Recording Charge per Branded Announcement - Disconnect - Subsequent	N/A	\$9.61	NA	NA	NA	NA	NA	NA	NA	NA
INWARD OPERATOR SERVICES										
Verification, per minute	N/A	\$1.16	NA	\$0.921083	NA	\$0.86	\$1.14	NA	\$1.15	NA
Verification, and Emergency Interrupt, per minute	N/A	\$1.16	NA	\$0.921083	NA	\$0.86	\$1.14	NA	\$1.15	NA
Verification, per call	VIL	NA	\$0.80	NA	\$1.00	NA	NA	\$0.54	NA	\$0.90
Verification and Emergency Interrupt, per call	N/A	NA	\$1.00	NA	\$1.11	NA	NA	\$0.65	NA	\$1.95
DIRECTORY ASSISTANCE SERVICES										
Directory Assist Call Completion Access Svc (DACC), per call attempt	N/A	\$0.0598	\$0.03	\$0.0348712	\$0.058	\$0.04	\$0.0425585	\$0.036	\$0.0638883	\$0.12
Call Completion Access Term charge per completed call	N/A	NA	NA	NA	NA	NA	NA	NA	\$0.08	NA
Number Services Intercept per query	N/A	\$0.0235	\$0.01	\$0.0097497	\$0.0086	\$0.02	\$0.0188268	\$0.0077	\$0.0124036	\$0.15
Number Services Intercept per Intercept Query Update	N/A	NA	NA	NA	\$0.0055	NA	NA	NA	NA	NA
Directory Assistance Access Service Calls, per call	N/A	\$0.26	\$0.25	\$0.2124568	\$0.3136	\$0.20	\$0.2617159	\$0.271744	\$0.2619983	NA
Professional recording of name (DA alone)	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00
Professional recording of name (DA and OCP alone)	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00	\$4,500.00
DRAM or front-end loading, per TOPS switch	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
AABS or back-end loading, per IVS	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00
EBAS or 0-automation loading, per NAV shelf	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00	\$270.00
Recording Charge per Branded Announcement - Disconnect - Initial	N/A	\$9.61	NA	NA	NA	NA	NA	NA	NA	NA
Recording Charge per Branded Announcement - Disconnect - Subsequent	N/A	\$9.61	NA	NA	NA	NA	NA	NA	NA	NA
Directory Transport										
Directory Transport - Local Channel DS1, per month	N/A	\$35.52	\$43.64	\$38.36	\$36.32	\$43.83	\$38.91	BS1's FCC 1 Sec 9	\$37.20	\$133.81
NRC - 1st	N/A	\$503.57	\$242.45	\$356.15	\$637.46	\$339.69	\$494.83	BS1's FCC 1 Sec 9	\$534.81	\$868.97
NRC - Add1	N/A	\$442.64	\$226.44	\$312.89	\$546.94	\$298.29	\$435.28	BS1's FCC 1 Sec 9	\$462.81	\$486.83
NRC - Disconnect Charge - 1st	N/A	\$46.28	NA	NA	NA	\$33.02	\$46.85	NA	NA	NA
NRC - Disconnect Charge - Add1	N/A	\$32.18	NA	NA	NA	\$23.32	\$33.02	NA	NA	NA
NRC - Incremental Charge-Manual Svc Order - NRC	SOMAN	\$61.99	NA	\$44.22	NA	\$42.34	\$59.58	BS1's FCC 1 Sec 9	\$87.99	NA
NRC - Incremental Charge-Manual Svc Order - NRC-Disconnect	SOMAN	\$29.27	NA	NA	NA	\$19.48	\$27.41	NA	\$3.11	NA
Directory Transport - Dedicated DS1 Level Interface per mile per mo	N/A	\$0.6923	\$0.6013	\$0.4523	\$0.45	\$0.78	\$0.6598	BS1's FCC 1 Sec 9	\$0.7598	\$23.00
Directory Transport - Dedicated DS1 Level Interface per facility termination per mo	N/A	\$79.69	\$99.79	\$78.47	\$55.05	\$93.40	\$74.40	BS1's FCC 1 Sec 9	\$94.98	\$90.00
NRC - 1st	N/A	\$198.15	\$45.91	\$147.07	\$298.18	\$140.49	\$196.28	BS1's FCC 1 Sec 9	\$216.27	\$100.49
NRC - Add1	N/A	\$148.18	\$44.18	\$111.75	\$231.18	\$106.69	\$147.31	BS1's FCC 1 Sec 9	\$162.70	\$100.49
NRC - Disconnect Charge - 1st	N/A	\$25.44	NA	NA	NA	\$20.00	\$26.56	NA	NA	NA
NRC - Disconnect Charge - Add1	N/A	\$20.42	NA	NA	NA	\$16.34	\$21.61	BS1's FCC 1 Sec 9	NA	NA
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	BS1's FCC 1 Sec 9	\$39.63	NA
NRC - Incremental Charge - Manual Service Order - Add1	SOMAN	\$27.37	NA	NA	NA	\$18.14	\$25.52	Sec 9	\$39.63	NA
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$12.97	NA	NA	NA	\$8.06	\$11.34	NA	NA	NA
NRC - Incremental Charge - Manual Service Order - Disconnect - Add1	SOMAN	\$12.97	NA	NA	NA	\$8.06	\$11.34	NA	NA	NA
Switched Common Transport per DA Access Service per call	N/A	\$0.0003	\$0.0003	\$0.0002906	\$0.000175	\$0.0003274	\$0.0002997	BS1's FCC 1 Sec 9	\$0.000327	NA
Switched Common Transport per DA Access Service per call per mile	N/A	\$0.00003	\$0.00001	\$0.0000186	\$0.000004	\$0.0000175	\$0.0000202	BS1's FCC 1 Sec 9	\$0.0000303	NA

BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS

Attachment 2
Exhibit C
Rates - Page 19

DESCRIPTION	USOC	AND OTHER SERVICES									
		RATES BY STATE									
		AL	FL	GA	KY	LA	MS	NC	SC	TN	
Access Tandem Switching per DA Access Service per call	N/A	\$0.0023	\$0.00055	\$0.0019152	\$0.000783	\$0.0025257	\$0.0023713	BS1's FCC 1 Sec 9	\$0.0024809	NA	
DA Interconnection, per DA Access Service Call	N/A	\$0.00269	NA	\$0.00269	NA	NA	NA	BS1's FCC 1 Sec 9	\$0.000269	NA	
Directory Transport-Installation NRC, per trunk or signaling connection	N/A										

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 20

RATES BY STATE												
DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN		
NRC - 1st	N/A	\$260.69	\$206.06	\$204.23	\$501.98	\$195.54	\$257.73	BS1's FCC 1 Sec 9	\$407.81	NA		
NRC - Add'l	N/A	\$5.95	\$4.71	\$4.42	\$13.32	\$4.23	\$5.85	BS1's FCC 1 Sec 9	\$11.00	NA		
NRC - Disconnect Charge - 1st	N/A	\$173.46	NA	NA	NA	NA	NA	NA	NA	NA		
NRC - Disconnect Charge - Add'l	N/A	\$5.95	NA	NA	NA	NA	NA	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	NA	NA	\$44.22	NA	\$130.05	\$171.49	NA	NA	NA		
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	NA	NA	NA	NA	\$4.23	\$5.85	NA	NA	NA		
Directory Assistance Database Service (DADS)	N/A	\$0.0446	\$0.0071	\$0.0445	\$0.0193	\$0.0443	\$0.0447	\$0.00072	\$0.0444	NA		
Directory Assistance Database Service charge per listing	DBSOE	\$128.55	\$100.00	\$95.50	\$120.76	\$90.54	\$126.17	\$97.39	\$127.23	NA		
Directory Assistance Database Service, per month	DBSDS	\$7,055.00	\$5,000.00	\$5,254.00	\$7,235.01	\$4,982.00	\$6,926.00	\$5,000.00	\$6,983.00	NA		
Direct Access to Directory Assistance Service (DADAS)	DBSDA	\$0.0472885	\$0.01	\$0.0469016	\$0.0052	\$0.0460	\$0.0461336	\$0.023	\$0.0468212	NA		
Direct Access to Directory Assistance Service, per month	DBSDE	\$1,118.00	\$820.00	\$788.24	\$1,186.94	\$786.82	\$1,097.00	\$1,000.00	\$1,173.00	NA		
Direct Access to Directory Assistance Service, per query	DBSDE	\$81.83	NA	NA	NA	NA	NA	NA	NA	NA		
Direct Access to Directory Assistance Service, svc estab charge	SOMAN	NA	NA	NA	NA	\$57.23	\$80.52	NA	NA	NA		
NRC										NA		
NRC - Disconnect										NA		
NRC - Incremental Charge Manual Service Order - 1st										TBD		
AIN (10)			\$0.00004 (Interim)	NA	NA	NA	NA	NA	NA	NA		
AIN, per message	CAM	NA		NA	NA	NA	NA	NA	NA	NA		
AIN - BellSouth AIN SMS Access Service	CAM									NA		
Service Establishment Charge, per state, initial set-up	CAMSE	\$197.49	NA	\$90.25	NA	\$153.31	\$174.03	NA	\$296.16	NA		
NRC	CAMSE	\$114.22	NA	NA	NA	\$78.06	\$135.96	NA	NA	NA		
Port Connection - Dial/Shared Access	CAMPD	\$64.05	NA	\$29.66	NA	\$50.07	\$53.47	NA	\$87.29	NA		
NRC	CAMPD	\$27.04	NA	NA	NA	\$18.61	\$37.70	NA	NA	NA		
Port Connection - ISDN Access	CAMPD	\$64.05	NA	\$29.66	NA	\$50.07	\$53.47	NA	\$87.29	NA		
NRC	CAMPD	\$27.04	NA	NA	NA	\$18.61	\$37.70	NA	NA	NA		
User ID Codes - per User ID Code	CAMAU	\$141.84	NA	\$84.43	NA	\$104.95	\$129.83	NA	\$202.08	NA		
NRC	CAMAU	\$70.05	NA	NA	NA	\$48.95	\$79.91	NA	NA	NA		
Security Card per User ID Code, initial or replacement	CAMRC	\$142.13	NA	\$35.44	NA	\$125.33	\$131.54	NA	\$172.26	NA		
NRC	CAMRC	\$35.26	NA	NA	NA	\$24.40	\$45.77	NA	NA	NA		
Storage, per unit (100Kb)	N/A	\$0.0026	NA	\$0.0023	NA	\$0.0029	\$0.0029	NA	\$0.0028	NA		
Session per minute	N/A	\$0.0892	NA	\$0.0795604	NA	\$0.10	\$0.097565c	NA	\$0.0942966	NA		
CO, Performed Session, per minute	N/A	\$2.08	NA	\$2.08	NA	\$1.97	\$2.09	NA	\$2.07	NA		
AIN - BellSouth AIN Toolkit Service										NA		
AIN, Service Creation Tools	CAMBP	NA	TBD	NA	NA	NA	NA	NA	NA	NA		
Service Establishment Charge, per state, initial set-up	BAPSC	\$192.69	NA	\$86.74	NA	\$153.25	\$169.31	NA	\$291.41	NA		
NRC	BAPSC	\$114.22	NA	NA	NA	\$78.05	\$135.96	NA	NA	NA		
Training Session, per customer	BAPVX	\$8,363.00	NA	\$8,348.00	NA	\$8,315.00	\$8,379.00	NA	\$8,333.00	NA		
NRC	BAPVX	NA	NA	NA	NA	NA	NA	NA	NA	NA		
NRC - Disconnect										NA		
Trigger Access Charge, per trigger, per DN, Term, Attempt	BAPTT	\$49.64	NA	\$19.13	NA	\$41.08	\$39.30	NA	\$73.02	NA		
NRC	BAPTT	\$27.04	NA	NA	NA	\$18.60	\$37.70	NA	NA	NA		
NRC - Disconnect										NA		

**BELLSOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 21

RATES BY STATE										
DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN
Trigger Access Charge, per trigger per DN, Off-Hook Delay	BAPTD	\$49.64	NA	\$114.80	NA	\$41.08	\$39.30	NA	\$73.02	NA
NRC - Disconnect	BAPTD	\$27.04	NA	NA	NA	\$18.60	\$37.70	NA	NA	NA
Trigger Access Charge, per trigger, per DN, Off-Hook Immediate	BAPTM	\$49.64	NA	\$19.13	NA	\$41.08	\$39.30	NA	\$73.02	NA
NRC - Disconnect	BAPTM	\$27.04	NA	NA	NA	\$18.60	\$37.70	NA	NA	NA
Trigger Access Charge, per trigger, per DN, 10-Digit PDDP	BAPTO	\$117.98	NA	\$70.06	NA	\$82.99	\$106.90	NA	\$150.25	NA
NRC - Disconnect	BAPTO	\$37.90	NA	NA	NA	\$26.73	\$48.44	NA	NA	NA
Trigger Access Charge, per trigger, per DN, CDP	BAPTC	\$117.98	NA	\$70.06	NA	\$82.99	\$106.90	NA	\$150.25	NA
NRC - Disconnect	BAPTC	\$37.90	NA	NA	NA	\$26.73	\$48.44	NA	NA	NA
Trigger Access Charge, per trigger, per DN, Feature Code	BAPTF	\$117.98	NA	\$70.06	NA	\$82.99	\$106.90	NA	\$150.25	NA
NRC - Disconnect	BAPTF	\$37.90	NA	NA	NA	\$26.73	\$48.44	NA	NA	NA
Query Charge, per query	NA	\$0.024	NA	\$0.0209223	NA	\$0.03	\$0.0256138	NA	\$0.0250662	NA
Type 1 Node Charge, per AIN Toolkit Subscription, per node, per query	NA	\$0.006	NA	\$0.0053137	NA	\$0.0065	\$0.0065161	NA	\$0.0062979	NA
SCP Storage Charge, per SMS Access Acct, per 100 Kb	NA	\$1.63	NA	\$1.46	NA	\$1.79	\$1.79	NA	\$1.73	NA
Monthly Report - per AIN Toolkit Service Subscription	BAPMS	\$16.00	NA	\$15.96	NA	\$15.89	\$16.01	NA	\$15.93	NA
NRC - Disconnect	BAPMS	\$44.56	NA	\$22.64	NA	\$34.61	\$44.02	NA	\$72.15	NA
Special Study - per AIN Toolkit Service Subscription	BAPMS	\$31.84	NA	NA	NA	\$21.97	\$31.28	NA	NA	NA
NRC - Disconnect	BAPMS	\$0.10	NA	\$0.0861109	NA	\$0.08	\$0.0810536	NA	\$0.0872769	NA
Call Event Report - per AIN Toolkit Service Subscription	BAPLS	\$47.74	NA	\$22.64	NA	\$37.77	\$47.21	NA	\$47.35	NA
NRC - Disconnect	BAPLS	\$15.90	NA	NA	NA	NA	NA	NA	NA	NA
Call Event Report - per AIN Toolkit Service Subscription	BAPDS	\$15.90	NA	\$15.87	NA	\$15.81	\$15.93	NA	\$15.84	NA
NRC - Disconnect	BAPDS	\$44.56	NA	\$22.64	NA	\$34.61	\$44.02	NA	\$72.15	NA
Call Event Special Study - per AIN Toolkit Service Subscription	BAPES	\$31.84	NA	NA	NA	\$21.97	\$31.28	NA	NA	NA
NRC - Disconnect	BAPES	\$47.74	NA	\$22.64	NA	\$37.77	\$47.21	NA	\$47.35	NA
NRC - Disconnect	BAPES	\$15.90	NA	NA	NA	\$15.81	\$15.93	NA	\$17.15	NA
CALLING NAME (CNAM) QUERY SERVICE										
CNAM (Database Owner), Per Query	NA	\$0.016	\$0.016	\$0.016	\$0.016	\$0.016	\$0.016	\$0.016	\$0.016	\$0.016
CNAM (Non-Database Owner), Per Query *	NA	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01	\$0.01
NRC - applicable when CLEC-1 uses the Character Based User Interface (CHUI) method to transmit the names to the BellSouth CNAM database	NA	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00
* Volume and term arrangements are also available.										
SELECTIVE ROUTING (11)										
Per Line or PBX Trunk, each	NA	NA	NA	NA	\$10.00 (Interim Rate)	NA	NA	NA	NA	TBD
NRC	NA	NA	NA	NA	NA	NA	NA	NA	NA	TBD

**BELLSOUTH/LEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 22

		RATES BY STATE										
DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN		
Customized routing per unique line class code, per request, per switch												
NRC	USRCR	\$230.60	\$229.65	\$180.62	\$229.65	NA	NA	NA	\$226.22	\$229.65		
NRC - Incremental Charge - Manual Service Order												
		\$25.93	NA	\$18.94	NA	NA	\$253.51	NA	\$27.84	NA		
VIRTUAL COLLOCATION												
2-wire Cross-Connect												
RC	UEAC2	\$0.28	\$0.524	\$0.30	\$0.31	\$0.26	\$0.3996	\$0.30	\$0.3648	\$0.30		
NRC - 1st	UEAC2	\$30.76	\$11.57	\$12.60	\$54.21	\$23.04	\$30.93	\$19.20	\$41.50	\$19.20		
NRC - Add'l	UEAC2	\$29.40	\$11.57	\$12.60	\$51.07	\$22.11	\$29.59	\$19.20	\$38.94	\$19.20		
NRC - Disconnect - 1st	UEAC2	\$12.75	NA	NA	NA	\$9.48	\$12.76	NA	NA	NA		
NRC - Disconnect - Add'l	UEAC2	\$11.38	NA	NA	NA	\$8.54	\$11.43	NA	NA	NA		
4-wire Cross-Connect												
RC	UEAC4	\$0.56	\$0.524	\$0.50	\$0.62	\$0.52	\$0.7992	\$0.50	\$0.7297	\$0.50		

**BELLSOUTH/CLEC-1 RATES
NETWORK ELEMENTS
AND OTHER SERVICES**

Attachment 2
Exhibit C
Rates - Page 23

DESCRIPTION	RATES BY STATE											
	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN		
NRC - 1st	UEAC4	\$66.71	\$11.57	\$12.60	\$54.23	\$23.23	\$31.17	\$19.20	\$41.56	\$19.20		
NRC - Add1	UEAC4	\$50.43	\$11.57	\$12.60	\$50.96	\$22.24	\$29.77	\$19.20	\$38.90	\$19.20		
NRC - Disconnect - 1st	UEAC4	\$12.82	NA	NA	NA	\$9.53	\$12.83	NA	NA	NA		
NRC - Disconnect - Add1	UEAC4	\$11.39	NA	NA	NA	\$8.55	\$11.43	NA	NA	NA		
2-fiber Cross-Connect												
RC	CNC2F	\$12.10	NA	\$15.64	\$15.64	\$19.13	\$15.64	\$15.99	\$15.06	\$15.64		
NRC - 1st	CNC2F	\$55.46	NA	\$41.56	\$41.56	\$41.07	\$41.56	\$67.24	\$69.28	\$41.56		
NRC - Add1	CNC2F	\$39.18	NA	\$29.82	\$29.82	\$29.63	\$29.82	\$48.55	\$48.89	\$29.82		
NRC - Disconnect - 1st	CNC2F	\$16.83	NA	NA	NA	\$12.84	\$12.96	NA	NA	NA		
NRC - Disconnect - Add1	CNC2F	\$13.27	NA	NA	NA	\$10.29	\$10.34	NA	NA	NA		
4-fiber Cross-Connect												
RC	CNC4F	\$21.75	NA	\$28.11	\$28.11	\$34.38	\$28.11	\$28.74	\$27.08	\$28.11		
NRC - 1st	CNC4F	\$66.71	NA	\$50.53	\$50.53	\$49.81	\$50.53	\$62.35	\$64.07	\$50.53		
NRC - Add1	CNC4F	\$50.43	NA	\$38.78	\$38.78	\$38.37	\$38.78	\$63.56	\$63.68	\$38.78		
NRC - Disconnect - 1st	CNC4F	\$21.86	NA	NA	NA	\$16.75	\$16.97	NA	NA	NA		
NRC - Disconnect - Add1	CNC4F	\$18.31	NA	NA	NA	\$14.20	\$14.35	NA	NA	NA		

NOTES:
If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the parties upon request by either party.

1	In states where a specific NRC for customer transfer, feature additions and changes is not stated, the applicable NRC from the appropriate tariff applies.											
2	Transmission/usage charges associated with POTS circuit switched usage will also apply to circuit switched voice and/or circuit switched data transmission by B-Channels associated with 2-wire ISDN ports.											
3	Access to B Channel or D Channel Pseud capabilities will be available only through BFR/New Business Request Process. Rates for the pseud capabilities will be determined via the Bona Fide Request/New Business Request Process.											
4	This rate element is for those states which have a specific rate for User Profile per B Channel.											
5	When CLEC buys the switch at the network element rate it will receive vertical services at no additional charge, but when it buys combinations of elements to produce a BellSouth retail service, and thus comes under the resale pricing provisions, it must also pay the wholesale rate for vertical services, if those services are in the retail tariff on the effective date of the agreement. Vertical services which are not in the retail tariff but which can be provided by the switch will be available at no additional charges. (NC)											
6	This rate element is for use in those states with a different rate for additional minutes of use											
7	BellSouth and CLEC shall negotiate rates for this offering. If agreement is not reached within sixty (60) days of the Effective Date, either party may petition the Florida PSC to settle the disputed charge or charges. (FL)											
8	This rate element is for those states who separate rates for 800 calls with 800 No. Delivery vs. POTS No. Delivery and calls with Optional Complex Features vs. w/o Optional Complex Features.											
9	This charge is only applicable where signaling usage measurement or billing capability does not exist.											
10	Pricing for AN to be determined upon development of mediation device. (TN)											
11	Price for Line Class Codes for Selective Routing shall be determined by the TRA. (TN)											

ATTACHMENT 2
AT&T'S PROPOSED RATES

**TENNESSEE
RATES FOR
NETWORK ELEMENTS**

Attachment 2
Exhibit A
Page 1

DESCRIPTION	USOC	AT&T PROPOSED
NIDs		
NID per 2-Wire Analog VG Loop, Per Month	UNDAX	\$1.15
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 4-Wire Analog VG Loop, Per Month	UNDAX	\$1.27
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 2-Wire ISDN Digital VG Loop, Per Month	UNDAX	\$1.15
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 2-Wire Asymmetrical Dig Subscriber Line (ADSL) Loop, Per Mo.	UNDAX	\$1.15
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 2-Wire High Bit Rate Dig Subscriber Line (HDSL) Loop	UNDAX	\$1.15
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 4-Wire High Bit Rate Dig Subscriber Line (HDSL) Loop	UNDAX	\$1.27
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 4-Wire 56 Kbps Dig Grade Loop	UNDAX	\$1.27
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$10.54
NID per 4-Wire 64 Kbps Dig Grade Loop	UNDAX	\$1.27
NRC - 1st	UNDAX	\$0.74
NRC - Add'l	UNDAX	\$0.00
NRC - Incremental Charge - Manual Svc Ord - 1st	SOMAN	\$21.09
NRC - Incremental Charge - Manual Svc Ord - Add'l	SOMAN	\$10.54
LOOP, INCLUDING NID (1)		
Line Conditioning - NRC - per request		\$0.00
2-Wire Unbundled Copper Loop, per month		
Zone 1		
Zone 2		
Zone 3		
NRC - 1st	UEAL2	
NRC - Add'l	UEAL2	
NRC - Disconnect Charge - 1st	UEAL2	
NRC - Disconnect Charge - Add'l	UEAL2	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	
2-Wire Analog VG Loop (SL1), per month	UEAL4	\$14.92
Zone 1		\$10.63
Zone 2		\$12.62
Zone 3		\$18.44

**TENNESSEE
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DESCRIPTION	USOC	AT&T PROPOSED
NRC - 1st	UEAL4	\$31.99
NRC - Add'l	UEAL4	\$20.02
NRC - Disconnect Charge - 1st	UEAL4	\$10.65
NRC - Disconnect Charge - Add'l	UEAL4	\$1.41
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$52.34
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$30.56
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$23.97
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$1.41
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
2-Wire Analog VG Loop (SL2), per month	UEAL2	\$18.73
Zone 1		\$13.35
Zone 2		\$15.84
Zone 3		\$23.15
NRC - 1st	UEAL2	\$75.06
NRC - Add'l	UEAL2	\$48.20
NRC - Disconnect Charge - 1st	UEAL2	\$28.70
NRC - Disconnect Charge - Add'l	UEAL2	\$17.64
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$95.41
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$58.74
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$42.02
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$17.64
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
4-Wire Analog VG Loop, per month	UEAL4	\$27.82
Zone 1		\$19.83
Zone 2		\$23.52
Zone 3		\$34.38
NRC - 1st	UEAL4	\$122.76
NRC - Add'l	UEAL4	\$85.57
NRC - Disconnect Charge - 1st	UEAL4	\$76.35
NRC - Disconnect Charge - Add'l	UEAL4	\$39.16
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$143.11
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$96.11
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$89.67
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$39.16
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
2-Wire ISDN Digital Grade Loop, per month	U1L2X	\$25.13
Zone 1		\$17.91
Zone 2		\$21.25
Zone 3		\$31.05
NRC - 1st	U1L2X	\$142.76
NRC - Add'l	U1L2X	\$88.88
NRC - Disconnect Charge - 1st	U1L2X	\$76.35
NRC - Disconnect Charge - Add'l	U1L2X	\$39.16
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$163.11
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$99.42
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$89.67
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$39.16
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
2-Wire Dig Subscriber Line (xDSL) Compatible Loop, per month		
Zone 1		
Zone 2		
Zone 3		
NRC - 1st		
NRC - Add'l		
NRC - Disconnect Charge - 1st		

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DESCRIPTION	USOC	AT&T PROPOSED
NRC - Disconnect Charge - Add'l		
NRC - Incremental Charge - Manual Service Order - 1st		
NRC - Incremental Charge - Manual Service Order - Add'l		
NRC - Incremental Charge - Manual Service Order - 1st Disconnect		
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect		
NRC - Incremental Charge - Order Coordination - Time Specific (per order)		
2-Wire Asymmetrical Dig Subscriber Line (ADSL) Compatible Loop, per month	UAL2X	\$15.63
Zone 1		\$11.14
Zone 2		\$13.22
Zone 3		\$19.31
NRC - 1st	UAL2X	\$270.01
NRC - Add'l	UAL2X	\$234.63
NRC - Disconnect Charge - 1st	UAL2X	\$74.54
NRC - Disconnect Charge - Add'l	SOMAN	\$39.14
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$290.36
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$245.17
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$87.86
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$39.14
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
2-Wire High Bit Rate Dig Subscriber Line (HDSL) Compatible Loop, per month	UHL2X	\$12.25
Zone 1		\$8.73
Zone 2		\$10.36
Zone 3		\$15.14
NRC - 1st	UHL2X	\$270.01
NRC - Add'l	UHL2X	\$234.63
NRC - Disconnect Charge - 1st	UHL2X	\$74.54
NRC - Disconnect Charge - Add'l	UHL2X	\$39.14
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$290.36
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$245.17
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$87.86
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$39.14
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
4-Wire Dig Subscriber Line (xDSL) Compatible Loop, per month		
Zone 1		
Zone 2		
Zone 3		
NRC - 1st		
NRC - Add'l		
NRC - Disconnect Charge - 1st		
NRC - Disconnect Charge - Add'l		
NRC - Incremental Charge - Manual Service Order - 1st		
NRC - Incremental Charge - Manual Service Order - Add'l		
NRC - Incremental Charge - Manual Service Order - 1st Disconnect		
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect		
NRC - Incremental Charge - Order Coordination - Time Specific (per order)		
4-Wire High Bit Rate Dig Subscriber Line (HDSL) Compatible Loop, per month	UHL4X	\$15.64
Zone 1		\$11.15
Zone 2		\$13.22
Zone 3		\$19.33
NRC - 1st	UHL4X	\$279.60
NRC - Add'l	UHL4X	\$244.22
NRC - Disconnect Charge - 1st	UHL4X	\$74.54
NRC - Disconnect Charge - Add'l	UHL4X	\$39.14
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$299.95
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$254.76
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$87.86
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$39.14
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
4-Wire DS1 Digital Loop, per month	USLXX	\$65.10
Zone 1		\$46.40
Zone 2		\$55.04

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DESCRIPTION	USOC	AT&T PROPOSED
Zone 3		\$80.41
NRC - 1st		
NRC - Add'l	USLXX	\$313.08
NRC - Disconnect Charge - 1st	USLXX	\$219.72
NRC - Disconnect Charge - Add'l	USLXX	\$96.86
NRC - Incremental Charge - Manual Service Order - 1st	USLXX	\$40.45
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$332.06
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$228.15
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$108.81
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	SOMAN	\$40.45
4-Wire 56 or 64 Kbps Dig Grade Loop, per month	OCOSL	\$34.59
UDL56		\$35.05
Zone 1		\$24.98
Zone 2		\$29.64
Zone 3		\$43.31
NRC - 1st	UDL56	\$207.01
NRC - Add'l	UDL56	\$141.38
NRC - Disconnect Charge - 1st	UDL56	\$90.70
NRC - Disconnect Charge - Add'l	UDL56	\$44.18
NRC - Incremental Charge - Manual Service Order - 1st	UDL56	\$227.36
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$151.92
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$104.02
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$44.18
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
DS3 Dig Grade Loop, per month		\$84.63
Zone 1		\$60.32
Zone 2		\$71.56
Zone 3		\$104.58
NRC - 1st		\$30.00
NRC - Add'l		\$30.00
NRC - Disconnect Charge - 1st		\$15.00
NRC - Disconnect Charge - Add'l		\$15.00
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$227.36
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$151.92
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$104.02
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
SUB-LOOPS		
Loop Feeder per 2-Wire Analog VG Loop, per month		\$11.86
NRC - 1st		\$122.24
NRC - Add'l		\$85.05
NRC - Disconnect Charge - 1st		\$76.35
NRC - Disconnect Charge - Add'l		\$39.16
NRC - Incremental Charge - Manual Service Order - 1st		\$142.59
NRC - Incremental Charge - Manual Service Order - Add'l		\$95.59
NRC - Incremental Charge - Manual Service Order - 1st Disconnect		\$89.67
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect		\$39.16
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
Loop Distribution per 2-Wire Analog VG Loop (Including NID), per month	USBN2	\$10.02
NRC - 1st	USBN2	\$148.84
NRC - Add'l	USBN2	\$112.34
NRC - Disconnect Charge - 1st	USBN2	\$73.14
NRC - Disconnect Charge - Add'l	USBN2	\$36.65
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$169.19
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$122.88
NRC - Incremental Charge - Manual Service Order - 1st Disconnect	SOMAN	\$86.46
NRC - Incremental Charge - Manual Service Order - Add'l Disconnect	SOMAN	\$36.65
NRC - Incremental Charge - Order Coordination - Time Specific (per order)	OCOSL	\$34.29
Unbundled Network Terminating Wire		
UNTW Pair, per request, per pair, per month	UENPP	\$1.31
Site Visit Survey, per MDU/MTU Complex, NRC	UENVS	\$225.00
Site Visit Set-Up - Terminal Preparation, per terminal		
NRC - 1st terminal	UENSS	\$98.00

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DESCRIPTION	USOC	AT&T PROPOSED
NRC - Add'l terminal	UENSS	\$65.00
Access Terminal Provisioning & 1st 25 pair panel, per terminal, NRC	UEN1T	\$110.00
Existing Access Terminal Provisioning, 2nd 25 pair panel, per terminal, NRC	UEN2T	\$35.00
UNTW Pair Provisioning, per request, per pair, NRC	UENPP	\$9.00
Service Visit for Provisioning, per request, per premises, NRC	UENSV	\$55.00
Manual Service Order, NRC	MOCLA	\$45.00
Sub-Loop Concentration - Channelization Sys (Outside CO)		RVSD SECTION
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$18.94
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$8.42
TR008 - System A (96 channel capacity - channels 1-96), per month	UCT8A	\$683.78
NRC - 1st	UCT8A	\$634.31
NRC - Add'l	UCT8A	\$311.78
TR008 - System B (96 channel capacity - channels 97-192), per month	UCT8B	\$102.12
NRC - 1st	UCT8B	\$634.31
NRC - Add'l	UCT8B	\$311.78
TR303 - System A (96 channel capacity - channels 1-96), per month	UCT3A	\$726.87
NRC - 1st	UCT3A	\$634.31
NRC - Add'l	UCT3A	\$311.78
TR303 - System B (96 channel capacity - channels 97-192), per month	UCT3B	\$145.21
NRC - 1st	UCT3B	\$634.31
NRC - Add'l	UCT3B	\$311.78
DS1 Feeder Interface, per month	UCTFS	\$76.73
NRC 1st	UCTFS	\$418.37
NRC Add'l	UCTFS	\$198.67
Channel Interface - 2 Wire Voice - Loop Start , per month		\$2.61
NRC 1st		\$41.95
NRC Add'l		\$41.71
Channel Interface - 2 Wire ISDN, per month	ULCC1	\$10.43
NRC 1st	ULCC1	\$41.95
NRC Add'l	ULCC1	\$41.71
Channel Interface - 2 Wire Voice - Ground Start or Reverse Battery, per month		\$15.51
NRC 1st		\$41.95
NRC Add'l		\$41.71
Channel Interface - 4 Wire Voice, per month	ULCC4	\$9.26
NRC 1st	ULCC4	\$41.95
NRC Add'l	ULCC4	\$41.71
Test Circuit, per month	UCTTC	\$45.22
NRC 1st	UCTTC	\$41.95
NRC Add'l	UCTTC	\$41.71
Channel Interface - Digital 56Kbps, per month	ULCC5	\$13.71
NRC 1st	ULCC5	\$41.95
NRC Add'l	ULCC5	\$41.71
Channel Interface - Digital 64Kbps, per month	ULCC6	\$13.71
NRC 1st	ULCC6	\$41.95
NRC Add'l	ULCC6	\$41.71
Loop Concentration System (Inside C.O.)		RVSD SECTION
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
TR008 -System A (96 channel capacity - channels 1-96), per month	UCT8A	\$380.06
NRC - 1st	UCT8A	\$1,114.05
NRC - Add'l	UCT8A	
TR008 -System B (96 channel capacity - channels 97-192), per month	UCT8B	\$68.71
NRC - 1st	UCT8B	\$464.21
NRC - Add'l	UCT8B	
TR303 - System A (96 channel capacity - channels 1-96), per month	UCT3A	\$428.73
NRC - 1st	UCT3A	\$1,114.05
NRC - Add'l	UCT3A	
TR303 - System B (96 channel capacity - channels 97-192), per month	UCT3B	\$115.79
NRC - 1st	UCT3B	\$464.21
NRC - Add'l	UCT3B	
DS1 Interface, per month	UCTCO	\$6.49

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DESCRIPTION		USOC	AT&T PROPOSED
	NRC 1st	UCTCO	\$367.4
	NRC Add'l	UCTCO	\$131.92
	Channel Interface - 2 Wire Voice - Loop Start , per month	TBD	\$2.58
	NRC 1st	TBD	\$35.74
	NRC Add'l	TBD	\$35.54
	Channel Interface - 2 Wire ISDN, per month	ULCC1	\$10.30
	NRC 1st	ULCC1	\$35.74
	NRC Add'l	ULCC1	\$35.54
	Channel Interface - 2 Wire Voice - Ground Start or Reverse Battery, per month	TBD	\$15.32
	NRC 1st	TBD	\$35.74
	NRC Add'l	TBD	\$35.54
	Channel Interface - 4 Wire Voice, per month	ULCC4	\$9.13
	NRC 1st	ULCC4	\$35.74
	NRC Add'l	ULCC4	\$35.54
	Test Circuit, per month	UCTTC	\$44.65
	NRC 1st	UCTTC	\$35.74
	NRC Add'l	UCTTC	\$35.54
	Channel Interface - Digital 56Kbps, per month	ULCC5	
	NRC 1st	ULCC5	
	NRC Add'l	ULCC5	
	Channel Interface - Digital 64Kbps, per month	ULCC6	
	NRC 1st	ULCC6	
	NRC Add'l	ULCC6	
LOCAL EXCHANGE SWITCHING (PORTS)			
	2-Wire Analog Line Port (Res., Bus.) including all available features, per month	UEP++	\$1.90
	NRC - 1st (all types)	UEP++	\$9.93
	NRC - Add'l (all types)	UEP++	\$9.10
	NRC - Disconnect Charge - 1st	UEP++	\$3.6
	NRC - Disconnect Charge - Add'l	UEP++	\$2.92
	NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$30.28
	NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$19.73
	NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$16.98
	NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$4.32
	4-Wire Analog VG Port, per month	UEP4A	\$8.08
	NRC - 1st	UEP4A	\$9.93
	NRC - Add'l	UEP4A	\$9.19
	NRC - Disconnect Charge - 1st	BFR	\$3.66
	NRC - Disconnect Charge - Add'l	BFR	\$2.92
	NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$30.28
	NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$19.73
	NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$16.98
	NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$4.32
	2-Wire DID Port, per month	UEPP2	\$8.78
	NRC - 1st	UEPP2	\$47.75
	NRC - Add'l	UEPP2	\$47.01
	NRC - Disconnect Charge - 1st	UEPP2	\$9.21
	NRC - Disconnect Charge - Add'l	UEPP2	\$8.47
	NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$68.10
	NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$57.55
	NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$22.53
	NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$9.87
	4-Wire DS1 Port w/DID capability, per month	UEPDD	\$35.52
	NRC - 1st	UEPDD	\$75.93
	NRC - Add'l	UEPDD	\$38.10
	NRC - Disconnect Charge - 1st	UEPDD	\$8.77

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DESCRIPTION	USOC	AT&T PROPOSED
NRC - Disconnect Charge - Add'l	UEPDD	\$8.04
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$96.28
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$48.69
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$22.09
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$9.44
2-Wire ISDN Port(2) (3) including all available features, per month	U1PMA	\$16.07
NRC - 1st	U1PMA	\$30.23
NRC - Add'l	U1PMA	\$29.49
NRC - Disconnect Charge - 1st	U1PMA	\$4.10
NRC - Disconnect Charge - Add'l	U1PMA	\$4.10
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$71.66
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$13.90
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$13.90
NRC - User Profile per B Channel (4)	U1UMA	NA
4-Wire ISDN DS1 Port, per month	UEPEX	\$74.85
NRC - 1st	UEPEX	\$148.66
NRC - Add'l	UEPEX	\$147.18
NRC - Disconnect Charge - 1st	UEPEX	\$38.46
NRC - Disconnect Charge - Add'l	UEPEX	\$36.98
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$189.35
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	\$189.35
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	\$47.53
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	\$47.52
2-Wire Analog Line Port (PBX) including all available features, per month	UEPPC	\$1.60
NRC - 1st	UEPPC	\$9.93
NRC - Add'l	UEPPC	\$9.19
NRC - Disconnect Charge - 1st	UEPPC	\$3.66
NRC - Disconnect Charge - Add'l	UEPPC	\$2.92
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$30.28
2-Wire Analog Hunting, per line per month	HTGUX	
NRC - 1st	HTGUX	
NRC - Add'l	HTGUX	
Coin Port, per month		\$1.92
NRC - 1st		\$9.93
NRC - Add'l		\$9.19
NRC - Disconnect Charge - 1st		\$3.66
NRC - Disconnect Charge - Add'l		\$2.92
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$30.28
NRC - Manual - 1st		
NRC - Manual - Add'l		
End Office Switching (Port Usage)		
End Office Switching Function, per mou		\$0.0008041
End Office Interoffice Trunk Port—Shared, per mou		
Tandem Switching (Port Usage) (Local or Access Tandem)		
Tandem Switching Function per mou		\$0.0009780
Tandem Interoffice Trunk Port - Shared per mou		
INTEROFFICE TRANSMISSION		
Common (Shared) Transport		
Common (Shared) Transport per mile per mou		\$0.0000064
Common (Shared) Transport Facilities Termination per mou		\$0.0003871
Interoffice Transport - All Dedicated Interoffice Transport NRC - Tariff Service to UNE		\$1.46
Interoffice Transport - Dedicated - VG		
Interoffice Transport - Dedicated - 2-Wire VG - per mile	1L5XX	\$0.0174
Interoffice Transport - Dedicated - 2-Wire VG - facilities termination per month	1L5XX	\$18.58
NRC - 1st	1L5XX	\$55.39

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DESCRIPTION	USOC	AT&T PROPOSED
NRC - Add'l	1L5XX	\$17.3
NRC - Disconnect Charge - 1st	1L5XX	\$27.96
NRC - Disconnect Charge - Add'l	1L5XX	\$3.51
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$75.74
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$38.46
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$37.76
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$14.05
Interoffice Transport - Dedicated - DS0 - 56/64 KBPS		
Interoffice Transport - Dedicated - DS0 - per mile per month	1L5XX	\$0.0174
Interoffice Transport - Dedicated - DS0 - facilities termination per month	1L5XX	\$17.98
NRC - 1st	1L5XX	\$55.39
NRC - Add'l	1L5XX	\$17.37
NRC - Disconnect Charge - 1st	1L5XX	\$27.96
NRC - Disconnect Charge - Add'l	1L5XX	\$3.51
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$75.74
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$38.46
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$37.76
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$14.05
Interoffice Transport - Dedicated - DS1		
Interoffice Transport - Dedicated - DS1 - per mile per month	1L5XX	\$0.3562
Interoffice Transport - Dedicated - DS1 - facilities termination per month	1L5XX	\$77.86
NRC - 1st	1L5XX	\$112.40
NRC - Add'l	1L5XX	\$76.27
NRC - Disconnect Charge - 1st	1L5XX	\$19.55
NRC - Disconnect Charge - Add'l	1L5XX	\$14.99
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$132.75
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$97.36
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$29.35
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$25.53
NRC - Interoffice Transport - Subsequent Trunk Activation		\$1.4
Interoffice Transport - Dedicated - DS3		
Interoffice Transport - Dedicated - DS3 - per mile per month	1L5XX	\$6.46
Interoffice Transport - Dedicated - DS3 - facilities termination per month	1L5XX	\$717.60
NRC - 1st	1L5XX	\$664.73
NRC - Add'l	1L5XX	\$331.48
NRC - Disconnect Charge - 1st	1L5XX	\$111.07
NRC - Disconnect Charge - Add'l	1L5XX	\$108.14
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$54.54
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$54.64
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$22.77
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$22.77
Local Channel - Dedicated		
Local Channel - All Dedicated Local Channels - NRC - Tariff Service to UNE		
		\$1.46
Local Channel - Dedicated - 2-Wire VG		
		\$19.24
NRC - 1st		\$199.33
NRC - Add'l		\$24.16
NRC - Disconnect Charge - 1st		\$54.81
NRC - Disconnect Charge - Add'l		\$4.80
NRC - Incremental Charge - Manual Service Order - 1st		\$219.68
NRC - Incremental Charge - Manual Service Order - Add'l		\$34.70
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$68.11
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$4.80
Local Channel - Dedicated - 4-Wire VG		
		\$20.37
NRC - 1st		\$201.53
NRC - Add'l		\$24.83
NRC - Disconnect Charge - 1st		\$55.52
NRC - Disconnect Charge - Add'l		\$5.51
NRC - Incremental Charge - Manual Service Order - 1st		\$221.88
NRC - Incremental Charge - Manual Service Order - Add'l		\$35.3
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$68.82
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$5.51

**TENNESSEE
RATES FOR
NETWORK ELEMENTS**

Attachment 2
Exhibit A
Page 9

DESCRIPTION	USOC	AT&T PROPOSED
Local Channel - Dedicated - DS1		
NRC - 1st		\$40.80
NRC - Add'l		\$277.35
NRC - Disconnect Charge - 1st		\$233.26
NRC - Disconnect Charge - Add'l		\$33.18
NRC - Incremental Charge - Manual Service Order - 1st		\$22.30
NRC - Incremental Charge - Manual Service Order - Add'l		\$323.03
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$235.02
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$54.93
		\$24.06
Local Channel - Dedicated - DS3		\$1,142.40
NRC - 1st		\$277.35
NRC - Add'l		\$233.26
NRC - Disconnect Charge - 1st		\$33.18
NRC - Disconnect Charge - Add'l		\$22.30
NRC - Incremental Charge - Manual Service Order - 1st		\$323.03
NRC - Incremental Charge - Manual Service Order - Add'l		\$235.02
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$54.93
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$24.06
DIGITAL CROSS CONNECT SYSTEM		
DS0/DS1 Multiplexer		\$18.23
NRC		\$47.70
NRC - Disconnect Charge		
NRC - Incremental Charge - Manual Service Order		
NRC - Incremental Charge - Manual Service Order - Disconnect		
Dedicated DS1 System - 2-Wire Voice Grade Plug-in		\$2.20
Dedicated DS1 System - 4-Wire Voice Grade Plug-in		\$2.67
Dedicated DS1 System - 4-Wire 56 or 64 Kbps Plug-in		\$1.06
NRC		\$10.96
NRC - Disconnect Charge		\$10.60
NRC - Incremental Charge - Manual Service Order		
NRC - Incremental Charge - Manual Service Order - Disconnect		
DS1/DS3 Multiplexer		\$202.91
NRC		\$341.32
NRC - Disconnect Charge		
NRC - Incremental Charge - Manual Service Order		
NRC - Incremental Charge - Manual Service Order - Disconnect		
Dedicated DS3 System - DS1 Card or W-DCS port		\$0.67
NRC		\$10.96
NRC - Disconnect Charge		\$10.60
NRC - Incremental Charge - Manual Service Order		
NRC - Incremental Charge - Manual Service Order - Disconnect		
800 ACCESS TEN DIGIT SCREENING SERVICE		
800 Access Ten Digit Screening (all types), per call		\$0.0005192
LINE INFORMATION DATABASE ACCESS (LIDB)		
LIDB Common Transport per query	OQT	\$0.0000354
LIDB Validation per query	OQU	\$0.0117403
LIDB Originating Point Code Establishment or Change - NRC	N/A	\$49.03
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	\$69.38
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
CCS7 SIGNALING TRANSPORT SERVICE		
CCS7 Signaling Connection, per link (A link) per month		\$17.84
NRC		\$130.84
NRC - Disconnect		\$104.43
NRC - Incremental Charge - Manual Service Order	SOMAN	\$151.19
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$117.73
CCS7 Signaling Connection, per link (B link) (also known as D link) per month	NEW SECTION	\$17.84
NRC		\$130.84

**TENNESSEE
RATES FOR
NETWORK ELEMENTS**

Attachment 2
Exhibit A
Page 10

DESCRIPTION	USOC	AT&T PROPOSED
NRC - Disconnect		\$104.41
NRC - Incremental Charge - Manual Service Order	SOMAN	\$151.19
NRC - Incremental Charge - Manual Service Order - Disconnect	SOMAN	\$117.73
CCS7 Signaling Termination, per STP port per month		\$138.41
CCS7 Signaling Usage, per ISUP message		\$0.0000373
(applicable when measurement and billing capability exists.)		
CCS7 Signaling Usage, per TCAP message		\$0.0000916
(applicable when measurement and billing capability exists.)		
CCS7 Signaling Usage Surrogate, per link per LATA per mo (2)		\$352.30
CCS7 Signaling Point Code, Establishment or Change, per STP affected		
NRC	NEW RATE	\$62.00
OPERATOR CALL PROCESSING		
Operator Provided Call Handling per min - Using BST LIDB		\$1.08
Operator Provided Call Handling per min - Using Foreign LIDB		\$1.13
Operator Provided Call Handling, per call		
Fully Automated Call Handling per call - Using BST LIDB		\$0.1010353
Fully Automated Call Handling per call - Using Foreign LIDB		\$0.1228180
Professional recording of name (OCP alone)	USOD1	\$1,555.00
Professional recording of name (DA and OCP alone)	USOD1	\$1,553.00
DRAM or front-end loading, per TOPS switch	USOD2	\$240.71
AABS or back-end loading, per IVS	USOD2	\$240.71
EBAS or 0- automation loading, per NAV shelf	USOD2	\$240.71
Recording Charge per Branded Announcement - Disconnect - Initial		\$7.03
Recording Charge per Branded Announcement - Disconnect - Subsequent		\$7.03
INWARD OPERATOR SERVICES		
Verification, per minute		\$1.03
Verification and Emergency Interrupt, per minute		\$1.03
Verification, per call	VIL	
Verification and Emergency Interrupt, per call		
DIRECTORY ASSISTANCE SERVICES		
Directory Assist Call Completion Access Svc (DACC), per call attempt		\$0.0364771
Number Services Intercept per query		\$0.0177930
Directory Assistance Access Service Calls, per call		\$0.2286787
Professional recording of name (DA alone)		\$1,555.00
Professional recording of name (DA and OCP alone)		\$1,553.00
DRAM or front-end loading, per TOPS switch		\$240.71
AABS or back-end loading, per IVS		\$240.71
Directory Transport-Installation NRC, per trunk or signaling connection		
NRC - 1st		\$204.62
NRC - Add'l		\$4.43
NRC - Disconnect Charge - 1st		\$136.09
NRC - Disconnect Charge - Add'l		\$4.43
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
Directory Assistance Database Service (DADS)		
Directory Assistance Database Service charge per listing		
Directory Assistance Database Service, per month	DBSOF	
Directory Assistance Database Service, initial tape	DBSOF	\$52.75
Directory Assistance Database Service, daily feed	DBSOF	\$0.0000339
Direct Access to Directory Assistance Service (DADAS)		
Direct Access to Directory Assistance Service, per month	DBSDS	\$5,729.00
Direct Access to Directory Assistance Service, per query	DBSDA	\$0.0493769
Direct Access to Directory Assistance Service, svc estab charge	DBSDE	
NRC	DBSDE	\$789.74
NRC - Disconnect	DBSDE	\$59.88
AIN		
AIN - BellSouth AIN SMS Access Service	CAM	
Service Establishment Charge, per state, initial set-up		
NRC	CAMSE	\$135.51
NRC - Disconnect	CAMSE	\$102.45
Port Connection - Dial/Shared Access		

**TENNESSEE
RATES FOR
NETWORK ELEMENTS**

Attachment 2
Exhibit A
Page 11

DESCRIPTION	USOC	AT&T PROPOSED
NRC	CAMDP	\$41.75
NRC - Disconnect	CAMDP	\$29.70
Port Connection - ISDN Access		
NRC	CAM1P	\$41.75
NRC - Disconnect	CAM1P	\$29.70
User ID Codes - per User ID Code		
NRC	CAMAU	\$96.63
NRC - Disconnect	CAMAU	\$60.04
Security Card per User ID Code, initial or replacement		
NRC	CAMRC	\$113.67
NRC - Disconnect	CAMRC	\$35.50
Storage, per unit (100Kb)		\$0.0024000
Session per minute		\$0.0820123
C0. Performed Session, per minute		\$2.27
AIN - BellSouth AIN Toolkit Service		
AIN, Service Creation Tools	CAMBP	
Service Establishment Charge, per state, initial set-up		
NRC	BAPSC	\$132.04
NRC - Disconnect	BAPSC	\$102.45
Training Session, per customer		
NRC	BAPVX	\$7,915.00
NRC - Disconnect	BAPVX	\$0.0000000
Trigger Access Charge, per trigger, per DN, Term. Attempt		
NRC	BAPTT	\$31.21
NRC - Disconnect	BAPTT	\$29.70
Trigger Access Charge, per trigger per DN, Off-Hook Delay		
NRC	BAPTD	\$31.21
NRC - Disconnect	BAPTD	\$29.70
Trigger Access Charge, per trigger, per DN, Off-Hook Immediate		
NRC	BAPTM	\$31.21
NRC - Disconnect	BAPTM	\$29.70
Trigger Access Charge, per trigger, per DN, 10-Digit PODP		
NRC	BAPTO	\$85.24
NRC - Disconnect	BAPTO	\$38.21
Trigger Access Charge, per trigger, per DN, CDP		
NRC	BAPTC	\$85.24
NRC - Disconnect	BAPTC	\$38.21
Trigger Access Charge, per trigger, per DN, Feature Code		
NRC	BAPTF	\$85.24
NRC - Disconnect	BAPTF	\$38.21
Query Charge, per query	N/A	\$0.0211882
Type 1 Node Charge, per AIN Toolkit Subscription, per node, per query	N/A	\$0.0054774
SCP Storage Charge, per SMS Access Acct, per 100 Kb	N/A	\$1.50
Monthly Report - per AIN Toolkit Service Subscription	BAPMS	\$17.39
NRC	BAPMS	\$33.52
NRC - Disconnect	BAPMS	\$22.68
Special Study - per AIN Toolkit Service Subscription	BAPLS	\$0.1321116
NRC	BAPLS	\$36.23
NRC - Disconnect	BAPLS	\$0.00
Call Event Report - per AIN Toolkit Service Subscription	BAPDS	\$17.35
NRC	BAPDS	\$33.52
NRC - Disconnect	BAPDS	\$22.68
Call Event special Study - per AIN Toolkit Service Subscription	BAPES	\$0.0511434
NRC	BAPES	\$36.23
NRC - Disconnect	BAPES	\$0.0000000
CALLING NAME (CNAM) QUERY SERVICE		
CNAM (Database Owner), Per Query		
CNAM (Non-Database Owner), Per Query *		
NRC, applicable when CLEC-1 uses the Character Based User Interface (CHUI) method to transmit the names to the BellSouth CNAM database		
* Volume and term arrangements are also available.		

**TENNESSEE
RATES FOR
NETWORK ELEMENTS**

Attachment 2
Exhibit A
Page 12

DESCRIPTION		USOC	AT&T PROPOSED
DARK FIBER			
Per four fiber strands, per route mile or fraction thereof, per month		UBNAX	\$53.23
☐	NRC - 1st	UBNAX	\$1,219.22
☐	NRC - Add'l	UBNAX	
☐	NRC - Disconnect - 1st	UBNAX	
☐	NRC - Disconnect - Add'l	UBNAX	
SELECTIVE ROUTING			
Customized routing via AIN			
☐	NRC		
☐	NRC - Incremental Charge - Manual Service Order		
Customized routing per unique line class code, per request, per switch			
☐	NRC		\$179.60
☐	NRC - Incremental Charge - Manual Service Order		\$199.95

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be as negotiated by the parties upon request by either party.

**TENNESSEE
RATES FOR
COMBINATIONS OF NETWORK ELEMENTS**

Attachment 2
Exhibit B
Page 1

DESCRIPTION	AT&T PROPOSED
2-Wire VG Loop with 2-Wire Line Port - Platform (1)	
2-Wire VG Loop	\$11.05
Exchange Port - 2-Wire Line Port	\$9.26
Zone 1 - Platform	\$1.79
Zone 2 - Platform	\$8.39
Zone 3 - Platform	\$9.62
NRC	\$13.23
NRC - Add'l	\$2.01
NRC - Incremental Charge - Manual Service Order - 1st	\$0.31
NRC - Incremental Charge - Manual Service Order - Add'l	\$33.67
	\$7.86
2-Wire VG Loop with DS1 Interoffice Transport	
2-Wire VG Loop	\$13.89
Zone 1 - Deaverage Loop	\$11.96
Zone 2 - Deaverage Loop	\$13.81
Zone 3 - Deaverage Loop	\$21.94
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
Interoffice Transport - Dedicated DS1 System	\$18.23
Interoffice Transport - Voice Grade Plug-in	\$2.20
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
4-Wire VG Loop with DS1 Interoffice Transport	
4-Wire VG Loop	\$26.58
Zone 1 - Deaverage Loop	\$22.88
Zone 2 - Deaverage Loop	\$26.42
Zone 3 - Deaverage Loop	\$41.99
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
Interoffice Transport - Dedicated DS1 System	\$18.23
Interoffice Transport - Voice Grade Plug-in	\$2.67
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
4-Wire 56 or 64 Kbps Loop with DS1 Interoffice Transport	
4-Wire 56 or 64 Kbps Loop	\$30.72
Zone 1 - Deaverage Loop	\$26.44
Zone 2 - Deaverage Loop	\$30.53
Zone 3 - Deaverage Loop	\$48.53
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
Interoffice Transport - Dedicated DS1 System	\$18.23
Interoffice Transport - Voice Grade Plug-in	\$1.06
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72

**TENNESSEE
RATES FOR
COMBINATIONS OF NETWORK ELEMENTS**

Attachment 2
Exhibit B
Page 2

DESCRIPTION	AT&T PROPOSED
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
4-Wire DS1 Digital Loop with DS1 Interoffice Transport	
4-Wire DS1 Digital Loop	\$60.88
Zone 1 - Deaverage Loop	\$52.40
Zone 2 - Deaverage Loop	\$60.51
Zone 3 - Deaverage Loop	\$96.18
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
4-Wire DS1 Digital Loop with DS3 Interoffice Transport	
4-Wire DS1 Digital Loop	\$60.88
Zone 1 - Deaverage Loop	\$52.40
Zone 2 - Deaverage Loop	\$60.51
Zone 3 - Deaverage Loop	\$96.18
Interoffice Transport - Dedicated - DS3 - per mile	\$6.46
Interoffice Transport - Dedicated - DS3 - per facility termination	\$717.60
Interoffice Transport - Dedicated DS3 System	\$202.91
Interoffice Transport - DS1 Card or W-DCS port	\$0.667
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
DS3 Digital Loop with DS3 Interoffice Transport	
DS3 Digital Loop	\$79.14
Zone 1 - Deaverage Loop	\$68.12
Zone 2 - Deaverage Loop	\$78.66
Zone 3 - Deaverage Loop	\$125.03
Interoffice Transport - Dedicated - DS3 - per mile	\$6.46
Interoffice Transport - Dedicated - DS3 - per facility termination	\$717.60
Interoffice Transport - Dedicated DS3 System	\$202.91
Interoffice Transport - DS1 Card or W-DCS port	\$0.667
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61

NOTES:

- 1 The 2-Wire Line Port includes all features and functionality of the switch.
If no rate is identified in the contract, the rate for the specific service or function will
- 2 be as negotiated by the parties upon request by either party.

BellSouth Interconnection Services
5/24/99

CALLING NAME DELIVERY (CNAM) DATABASE SERVICES CONTRACT

Per Query Rate

Effective: December 15, 1999

This contract between BellSouth Telecommunications, Inc., a corporation under the laws of the state of Georgia (herein called BellSouth), and AT&T Corp., a corporation under the laws of the state of New York, (herein called the Customer) is entered into this 15 day of December, 1999, and sets forth the terms and conditions under which Calling Name Delivery (CNAM) Database Services will be provided by BellSouth to the Customer.

1.00 DEFINITIONS

For the purpose of this Contract and its Exhibits, the following terms shall be defined as:

CALLING NAME DELIVERY DATABASE SERVICE (CNAM) - The ability to associate a name with the calling party number, allowing the subscriber (to which a call is being terminated) to view the calling party's name before the call is answered. This service also provides the Customer the opportunity to load and store its subscriber names in the BellSouth CNAM SCPs.

CALLING PARTY NUMBER (CPN) - The number of the calling party that is delivered to the terminating switch using common channel signaling system 7 (SS7) technology, and that is contained in the Initial Address Message (IAM) portion of the SS7 call setup.

COMMON CHANNEL SIGNALING SYSTEM 7 (CCS7) - A network signaling technology in which all signaling information between two or more nodes is transmitted over high-speed data links, rather than over voice circuits.

SERVICE CONTROL POINTs (SCPs) - The real-time data base systems that contain the names to be provided in response to queries received from CNAM SSPs.

SERVICE MANAGEMENT SYSTEM (SMS) - The main operations support system of CNAM DATABASE SERVICE. CNAM records are loaded into the SMS, which in turn downloads into the CNAM SCP.

BellSouth Interconnection Services
5/24/99

SERVICE SWITCHING POINTs (SSPs) - Features of computerized switches in the telephone network that determine that a terminating line has subscribed to CNAM service, and then communicate with CNAM SCPs in order to provide the name associated with the calling party number.

SUBSYSTEM NUMBER (SSN) - The address used in the Signaling Connection Control Part (SCCP) layer of the SS7 protocol to designate an application at an end signaling point. A SSN for CNAM at the end office designates the CNAM application within the end office. BellSouth uses the CNAM SSN of 232.

2.00 SCOPE OF CONTRACT

2.01 This contract will cover the terms and conditions and the various scenarios for which BellSouth will provide to the Customer access to the BellSouth CNAM SCP for query or record storage purposes.

2.02 The language of this Section 2.02 pertains only to the query of, and record storage in, the BellSouth CNAM SCP for purposes of providing telecommunications services to end user customers located within the 9 state territory currently served by BellSouth (the Region) and is not applicable to end user customers located outside of the Region.

2.021. This contract is intended to bind the Parties for a minimum of a 2 year term for queries and end user names that are outside of the 9 state BellSouth region; provided however, it is understood between the Parties that this Contract is an interim contractual arrangement only as to queries and end user names within the 9 state BellSouth region. By entering into this interim contractual arrangement for queries and end user names within the 9 state BellSouth region, the Customer does not waive any right that it may have to obtain access to the BellSouth CNAM SCP or store its records in said SCP for in region queries and end user names through any existing or future 47 U.S.C. §252 interconnection agreement executed between the parties. Additionally, the Customer does not waive any right to negotiate, and to arbitrate access to the BellSouth CNAM SCP for in region queries and end user names, if necessary, in accordance with Sections 251 and 252 of the Telecommunications Act of 1996, to obtain said data as either a service available for resale or as an unbundled network element.

BellSouth Interconnection Services
5/24/99**3.00 PHYSICAL CONNECTION AND COMPENSATION**

- 3.01 BellSouth's provision of CNAM Database Services to the Customer requires interconnection from the Customer's SSP (s) to BellSouth's SS7 Network for access to BellSouth's CNAM Service Control Points (SCPs). Such interconnections shall be established by mutual agreement between BellSouth and the Customer.
- 3.02 The appropriate charge for access to, and use of, the BellSouth CNAM Database service shall be as set forth in Exhibit A hereto.
- 3.03 In order to formulate a CNAM query to be sent to the BellSouth CNAM SCP, the Customer must provide its own CNAM SSP. The Customer CNAM SSPs must be compliant with TR-NWT-001188, "CLASS Calling Name Delivery Generic Requirements".
- 3.04 **In-Region Customers**
If the Customer elects to query the BellSouth CNAM SCP for the purposes of providing the CNAM data to an end user customer located within the Region via a third party SS7 transport provider, the third party SS7 provider shall interconnect with the BellSouth SS7 network according to BellSouth's Common Channel Signaling Interconnection Guidelines and Bellcore's CCS Network Interface Specification document, TR-TSV-000905. In addition, the third party provider shall establish SS7 interconnection at one or more of the BellSouth Gateway Signal Transfer Points (STPs).
- 3.05 **Out-Of-Region Customers**
If the customer queries the BellSouth CNAM SCP for the purposes of providing the CNAM data to an end user customer located outside of the BellSouth region via a third party national SS7 transport provider, the third party SS7 provider shall interconnect with the BellSouth CCS7 network according to BellSouth's Common Channel Signaling Interconnection Guidelines and Bellcore's CCS Network Interface Specification document, TR-TSV-000905. In addition, the third party provider shall establish SS7 interconnection at one or more of the BellSouth Gateway Signal Transfer Points (STPs). The payment of all costs associated with the transport of SS7 signals via a third party will be established by mutual agreement of the parties and writing shall, by this reference become an integral part of this Contract.

4.00 CNAM RECORD INITIAL LOAD AND UPDATES

- 4.01 The mechanism to be used by the Customer for initial CNAM record load and/or updates shall be determined in accordance with the specifications set forth in the

BellSouth Interconnection Services
5/24/99

technical section of the CNAM Starter Kit, provided to Customer by BellSouth after the effective date of this Contract. The initial load and all updates shall be provided by the Customer in the BellSouth specified format and shall contain records for every working telephone number that can originate phone calls. It is the responsibility of the Customer to provide accurate information to BellSouth on a current basis.

- 4.02 Updates to the SMS shall occur no less than once a week, reflect service order activity affecting either name or telephone number, and involve only record additions, deletions or changes.

5.00 MODIFICATION AND COMPLIANCE

- 5.01 Neither this Contract nor its Exhibits, Supplements or Attachments may be modified except by written agreement signed by authorized officials of both parties.
- 5.02 No course of dealing or failure of either party to enforce any provision of this Contract, or any of its Exhibits, shall be construed as a waiver of such provision or any other rights under this Contract or any of its Exhibits.

6.00 TERM AND TERMINATION PROVISIONS

- 6.01 Subject to the terms and conditions of this Contract, BellSouth shall provide CNAM Database Access Services to the Customer on the service activation date agreed to by the parties the service activation date is shown below in Exhibit A.
- 6.02 This Contract shall be in effect for the term specified in Exhibit A, beginning on the service activation date. If no term is specified the term shall be one year from the service activation date of the Contract. Either party may terminate this Contract at the end of the initial term by giving written notice of termination at least ninety (90) days prior to the expiration of said term. If Customer terminates before the initial term is complete Customer shall pay as a termination charge an amount equal to the following:

[Number of months left in initial term x the minimum determined guaranty of queries x the determined rate x 10%].

- 6.03 After the initial term, the term and price shall be reestablished between the Customer and BellSouth in writing. Otherwise, this Contract shall continue in full force and effect at the one-year term rate of \$.01 per query until either party

BellSouth Interconnection Services
5/24/99

gives the other party written notice to terminate at least ninety (90) days prior to the termination date.

7.00 PROTECTION OF PROPRIETARY INFORMATION

- 7.01 Each party agrees to protect the proprietary information entrusted to it by the other party. Such proprietary information shall include this Contract and its Exhibits, Supplements and Attachments, and shall be held in confidence by the receiving party and only be disclosed to those employees, contractors or agents who have a need for it in order to provide telecommunications services required to fulfill this Agreement and its Exhibits. BellSouth agrees to use the customer names and numbers provided by the Customer for the purposes CNAM Delivery Database Services only.
- 7.02 Any proprietary information that is furnished to either party shall be clearly marked as proprietary and shall be treated as such by the receiving party. Such information shall remain the property of the originating party and shall be returned upon request.
- 7.03 Each party agrees to give immediate notice to the other party of any legal demands to disclose proprietary information prior to disclosing such information.
- 7.04 Notwithstanding the forgoing, Customer CNAM records provided for storage in the BellSouth CNAM SCP shall be available, on a SCP query basis only, to all parties querying the BellSouth CNAM SCP. Further, CNAM service shall be provided by each party consistent with state and/or federal regulations on privacy treatment.

8.00 ACCURACY OF INFORMATION

Customer shall be fully responsible for the accuracy of information provided to BellSouth pursuant to this Contract and agrees that BellSouth shall have no obligation or responsibility to verify the accuracy of such information. Customer shall indemnify, defend and hold harmless BellSouth from and against any loss, cost, claim, injury or liability of any kind or nature whatsoever claimed by any third party resulting or arising from inaccuracy of any CNAM data supplied by Customer to BellSouth pursuant to this Contract.

9.00 ALTERNATIVE DISPUTE RESOLUTION

In the event of a dispute between the parties relating to the interpretation or implementation of this Contract, such dispute shall be resolved in accordance

BellSouth Interconnection Services
5/24/99

with the alternative dispute resolution procedures established in the then current
47 U.S.C. Sec. 252 interconnection agreement executed between the parties.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be
signed by duly authorized officers this 15 day of December, 1999.

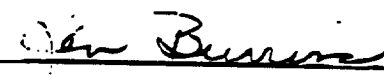
AT&T CORP.

Signature: 

Name: CAITLIN CAMERON

Title: CFO

BELLSOUTH TELECOMMUNICATIONS, INC.

Signature: 

Name: JAN BURRISS

Title: AVP

BellSouth Interconnection Services
5/24/99EXHIBIT A
Page 1 of 2

EXHIBIT A

CALLING NAME DELIVERY (CNAM) DATABASE SERVICES COMPENSATION

Attached to and made part of the Calling Name Delivery Database Services Contract

Calling Name Data Base Access Service
Per Query Price

The charge for Customer's Queries to the BellSouth Calling Name Database shall be as follows: (initial option selected)

A non-recurring fee of \$595.00 is applicable when the Customer uses the Character Based User Interface (CHUI) method to transmit the names to the BellSouth CNAM database.

Option 1 - Base Rate

Contract term up to 24 months, or month-to-month contract, at \$0.01 per query.

Initials: Customer _____ BST _____

Option 2 - Volume and Term

	<u>Price</u>	<u>Frequency</u>	<u>Term</u>	<u>Forecast No. of Queries</u>
CNAM Query	<u>\$0.00491</u>	Per Query	<u>24 Months</u>	<u>25,000,000 per month</u> (Only applicable with volume and term discount pricing)

Forecast Requirements

If Customer chooses volume and term discount pricing, prior to the effective date of this agreement and within 30 days of the beginning of each successive twelve (12) month period, the Customer shall provide BellSouth with an annual forecast of CNAM queries. Within 15 days of receiving the annual forecast, BellSouth and Customer shall review Customer's forecasts and shall mutually agree on an interim usage rate to be charged during the following twelve (12) month period.

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Forecast Requirements are only necessary if Customer chooses volume and term discount pricing.

True-up Procedure

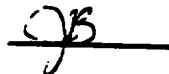
If Customer chooses volume and term discount pricing, within thirty (30) days following the end of each twelve (12) month period, BellSouth will provide a true-up statement to Customer setting forth Customer's per-query rate applicable to such usage and the difference, if any, between the interim charges paid by Customer based on estimated usage and the final charges based on the actual usage information. Within thirty (30) days after BellSouth delivery of the true-up statement, Customer will pay any amounts remaining due or BellSouth will credit any overpayments, as applicable, based on the true-up statement.

Initials:

Customer



BST

Service Activation Date

The parties agree that the following date shall be the Service Activation Date for purposes of Calling Name Delivery Database Service:

Service Activation Date April 3, 2000

Executed this 15 day of December, 1999.

Customer: AT&T CORP.

Signature:



Name:

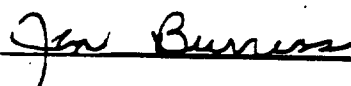
CARLIN E. CAMERON

Title:

Chief

BELLSOUTH TELECOMMUNICATIONS, INC.

Signature:



Name:

JAN BURRISS

Title:

AUP

BellSouth Interconnection Services
5/24/99

10/7/99

Price List Section
Volume and Term Discounts Offered for CNAM Storage Agreements

Schedule A queries per month	Term Of Contract		
	3 year	5 year	7 year
600,000	\$ 0.00980	\$ 0.00844	\$ 0.00868
1,200,000	\$ 0.00950	\$ 0.00897	\$ 0.00825
1,800,000	\$ 0.00900	\$ 0.00849	\$ 0.00781
2,400,000	\$ 0.00875	\$ 0.00826	\$ 0.00780
10,000,000	\$ 0.00850	\$ 0.00802	\$ 0.00738
20,000,000	\$ 0.00737	\$ 0.00696	\$ 0.00640
25,000,000	\$ 0.00614	\$ 0.00580	\$ 0.00533
30,000,000	\$ 0.00491	\$ 0.00464	\$ 0.00428
40,000,000	\$ 0.00368	\$ 0.00347	\$ 0.00320
50,000,000	\$ 0.00318	\$ 0.00300	\$ 0.00276
70,000,000	\$ 0.00268	\$ 0.00253	\$ 0.00233
100,000,000+	\$ 0.00218	\$ 0.00206	\$ 0.00189

Notes:

Further discounts are available if CNAM product is bundled with other products or services, price for bundled CNAM is listed in Schedule B.

Schedule B queries per month	Term Of Contract		
	3 year	5 year	7 year
600,000	\$ 0.00950	\$ 0.00897	\$ 0.00825
1,200,000	\$ 0.00900	\$ 0.00849	\$ 0.00781
1,800,000	\$ 0.00875	\$ 0.00826	\$ 0.00760
2,400,000	\$ 0.00850	\$ 0.00802	\$ 0.00738
10,000,000	\$ 0.00737	\$ 0.00696	\$ 0.00640
20,000,000	\$ 0.00614	\$ 0.00580	\$ 0.00533
25,000,000	\$ 0.00491	\$ 0.00464	\$ 0.00428
30,000,000	\$ 0.00368	\$ 0.00347	\$ 0.00320
40,000,000	\$ 0.00318	\$ 0.00300	\$ 0.00276
50,000,000	\$ 0.00268	\$ 0.00253	\$ 0.00233
70,000,000+	\$ 0.00218	\$ 0.00206	\$ 0.00189

3

ATTACHMENT 3

LOCAL INTERCONNECTION

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LOCAL INTERCONNECTION

1 NETWORK INTERCONNECTION

1.1 The Parties shall provide interconnection with each other's network for the transmission and routing of telephone exchange service (local) and exchange access (intraLATA toll and switched access).

1.2 **DISAGREE**

AT&T PROPOSAL

For the purpose of accessing UNEs provided by BellSouth, BellSouth shall permit AT&T to interconnect with BellSouth at any technically feasible point, including tandems, end offices, designated points of interface (facility or switch) or customer premises. Nothing in this Attachment 3 shall limit AT&T's right to interconnect with BellSouth for access to UNEs. ~~BellSouth shall provide interconnection with BellSouth's network at any technically feasible point within BellSouth's network.~~

BST PROPOSAL

BellSouth shall provide interconnection with BellSouth's network at any technically feasible point within BellSouth's network.

1.3 **DISAGREE**

AT&T PROPOSAL

For the purpose of receiving Local Traffic, IntraLATA Toll Traffic, Transit Traffic and Meet Point Traffic (collectively "Interconnection Traffic") from the other party, the parties shall mutually agree to the quantity and location of the Points of Interconnection that each party will establish within each respective LATA. The Point of Interconnection ("POI") is the point at which the originating Party delivers its originated traffic to the terminating Party. The POI locations of one Party may be exactly the same, partially the same or completely different than the POI locations of the other Party.

In the event that the parties cannot reach mutual agreement as to the quantity of POIs, the default shall be the quantity of BellSouth tandems and AT&T tandems within the LATA.

In the event that the parties cannot reach mutual agreement as to the location of POIs, the default shall be the location of each Party's tandem switches.

For purposes of this Attachment 3, every AT&T switch is deemed to be a tandem switch. ~~AT&T shall provide interconnection to BellSouth at any mutually agreed upon point.~~

BST PROPOSAL

AT&T shall provide interconnection to BellSouth at any mutually agreed upon point.

1.4

DISAGREE

AT&T PROPOSAL

Following the establishment of the quantity and location of POIs, each Party shall specify to the other Party the POI associated with each switch it operates. The sending Party agrees to terminate its Interconnection Traffic to the POI specified by the receiving Party or, when mutually agreed to, a secondary POI identified in any jointly-developed trunk service plans. ~~AT&T must establish, at a minimum, a single Point of Presence, Point of Interface, and Point of Interconnection with BellSouth within the LATA for the delivery of AT&T's originated local, intraLATA toll terminated to BellSouth and transit traffic terminated to other than BellSouth.][OPEN BST/AT&T]~~ If AT&T chooses to interconnect at a single Point of Interconnection within a LATA, the interconnection must be at a BellSouth access or local tandem. Furthermore, AT&T must establish Points of Interconnection at all BellSouth access and local tandems where AT&T NXXs are "homed." A "Homing" arrangement is defined by a "Final" Trunk Group between the BellSouth access or local tandem and AT&T End Office switch. A "Final" Trunk Group is the last choice telecommunications path between the access or local tandem and End Office switch. It is AT&T's responsibility to enter its own NPA/NXX access and/or local tandem "homing" arrangements into the national Local Exchange Routing Guide ("LERG"). In order for AT&T to home its NPA/NXX(s) on a BellSouth access or local tandem, AT&T's NPA/NXX(s) must be assigned to an exchange rate center area served by that BellSouth access or local tandem and as specified by BellSouth.

BST PROPOSAL

AT&T must establish, at a minimum, a single Point of Presence, Point of Interface, and Point of Interconnection with BellSouth within the LATA for the delivery of AT&T's originated local, intraLATA toll terminated to BellSouth and transit traffic terminated to other than BellSouth. If AT&T chooses to interconnect at a single Point of Interconnection within a LATA, the interconnection must be at a BellSouth access or local tandem. Furthermore, AT&T must establish Points of Interconnection at all BellSouth access and local tandems where AT&T NXXs are "homed." A "Homing" arrangement is defined by a "Final" Trunk Group between the BellSouth access or local tandem and AT&T End Office switch. A "Final" Trunk Group is the last choice telecommunications path between the access or local tandem and End Office switch. It is AT&T's responsibility to enter its own NPA/NXX access and/or local tandem "homing" arrangements into the national Local Exchange Routing Guide ("LERG"). In order for AT&T to home its NPA/NXX(s) on a BellSouth access or local tandem, AT&T's NPA/NXX(s) must be assigned to an exchange rate center area served by that BellSouth access or local tandem and as specified by BellSouth.

- 1.5 A Point of Presence is the physical location (a structure where the environmental, power, air conditioning, etc. specifications for a Party's terminating equipment can be met) at which a Party establishes itself for obtaining access to the other Party's network. The Point of Presence is the physical location within which the Point(s) of Interface occur.
- 1.6 A Point of Interface is the physical telecommunications interface between BellSouth and AT&T's interconnection facilities. It establishes the technical interface and point of operational responsibility. The primary purpose of the Point of Interface is to serve as the terminus for each Party's interconnection facilities. The Point of Interface has the following main characteristics:
 - 1.6.1 It is a cross-connect point to allow connection, disconnection, transfer or restoration of service.
 - 1.6.2 It is a point where BellSouth and AT&T can verify and maintain specific performance objectives.
 - 1.6.3
 - 1.6.4 The Parties will provide or will cause to be provided equipment to interface with the equipment on the customer premises. **[OPEN-BST]**
- 1.7 **DISAGREE**

AT&T PROPOSAL

~~The Point of Interconnection is the point at which the originating Party delivers its originated traffic to the terminating Party's first point of switching on the terminating Party's common (shared) network for call transport and termination. Points of Interconnection are available at either access tandems, local tandems, End Offices, or any other technically feasible point, as described in this Agreement. AT&T's requested Point of Interconnection will also be used for the receipt and delivery of transit traffic at BellSouth access and local tandems. Points of Interconnection established at the BellSouth local tandem apply only to AT&T-originated local and local originating and terminating transit traffic.~~

BST PROPOSAL

The Point of Interconnection is the point at which the originating Party delivers its originated traffic to the terminating Party's first point of switching on the terminating Party's common (shared) network for call transport and termination. Points of Interconnection are available at either access tandems, local tandems, End Offices, or any other technically feasible point, as described in this Agreement. AT&T's requested Point of Interconnection will also be used for the receipt and delivery of transit traffic at BellSouth access and local tandems. Points of Interconnection established at the BellSouth local tandem apply only to AT&T-originated local and local originating and terminating transit traffic.

- 1.8 The Parties will work cooperatively to establish the most efficient trunking network in accordance with the provisions set forth in this Attachment 3 and accepted industry practices.
- 1.9 Each party will be responsible for engineering its network (i.e., the underlying facilities on which trunks are provisioned) on its side of the Point of Interface. Each Party shall establish Points of Presence and Points of Interface for the delivery of its originated local and intraLATA toll traffic to the other Party. The Point of Interface may not necessarily be established at the Point of Interconnection.

1.10 DISAGREE

AT&T PROPOSAL

~~BellSouth shall designate the Points of Presence and Points of Interface for the delivery of its originated local and intraLATA toll traffic to AT&T for call transport and termination by AT&T.~~

BST PROPOSAL

BellSouth shall designate the Points of Presence and Points of Interface for the delivery of its originated local and intraLATA toll traffic to AT&T for call transport and termination by AT&T.

1.11

DISAGREE

AT&T PROPOSAL

~~For the purposes of this Attachment 3, Local Channel is defined as a switch transport facility between a Party's Point of Presence and its designated serving wire center.~~

BST PROPOSAL

For the purposes of this Attachment 3, Local Channel is defined as a switch transport facility between a Party's Point of Presence and its designated serving wire center.

1.12

For the purposes of this Attachment 3, Serving Wire Center is defined as the wire center owned by one Party from which the other Party would normally obtain dial tone for its Point of Presence.

1.13

DISAGREE

AT&T PROPOSAL

For the purposes of this Attachment 3, Dedicated Transport is defined as a **transport facility between two points specified by the requesting Party.**

BST PROPOSAL

For the purposes of this Attachment 3, Dedicated Transport is defined as a **switch transport facility between a Party's designated serving wire center and the first point of switching on the other Party's common (shared) network.**

1.14

Prices for interconnection facilities are contained in Exhibit A to this Attachment.

2

METHODS OF INTERCONNECTION

- 2.1 The Parties shall interconnect their networks utilizing one of the following methods in accordance with the provisions set forth in this Attachment 3.
- 2.1.1 Interconnection by one Party at the premises of the other Party.
- 2.1.2 BellSouth shall provide collocation to AT&T pursuant to the terms set forth in Attachment 4 of this Agreement, incorporated herein by this reference. AT&T may, at its option, purchase such collocation at the rates, terms, and conditions set forth in Attachment 4 of this Agreement, incorporated herein by this reference.

2.1.3 **DISAGREE**

AT&T PROPOSAL

AT&T, at its sole discretion, may permit BellSouth to utilize space and power in AT&T facilities specified by AT&T solely for the purpose of terminating BellSouth's **Interconnection Traffic**. BellSouth may request installation of both cable and equipment, or cable only. The pricing, terms and conditions of such arrangement shall be pursuant to Exhibit B of this Attachment 3, incorporated herein by this reference.

BST PROPOSAL

- 2.1.4 AT&T, at its sole discretion, may permit BellSouth to utilize space and power in AT&T facilities specified by AT&T solely for the purpose of terminating BellSouth's **local traffic**. BellSouth may request installation of both cable and equipment, or cable only. The pricing, terms and conditions of such arrangement shall be pursuant to Exhibit B of this Attachment 3, incorporated herein by this reference.
- 2.1.5 Leased Facilities – where the Party requesting interconnection utilizes the facilities offered by the other Party. Such leased facilities shall be provided at the rates, terms, and conditions set forth in this Attachment 3. At AT&T's request, it may lease separate facilities for the sole purpose of delivering undipped 8YY traffic from AT&T's end users to BellSouth's Switching Services Port ("SSP") for dipping into BellSouth's toll free database.
- 2.1.6 Third Party Facilities – where the Party requesting interconnection utilizes the facilities provided by a source other than the Parties to this Agreement. The Party utilizing this option shall comply with industry standards to maintain network integrity and will be solely responsible for any charges or fees assessed by the third party for use of its facilities.

- 2.1.7 Commercial Intra-building Interconnection – where both Parties have constructed broadband facilities into a commercial building (i.e., a building that is not a telephone central office) and agree to establish a Point of Interface at such location utilizing intra-building cable.
- 2.1.8 "Fiber Meet" is an interconnection arrangement whereby the Parties physically interconnect their networks via an optical fiber interface (as opposed to an electrical interface), at which one Party's facilities, provisioning, and maintenance responsibility begins and the other Party's responsibility ends (i.e., Point of Interface). A Fiber Meet shall be an arrangement as set forth in Section 2.3 of this Attachment 3.
- 2.1.9 Any other method determined to be technically feasible and requested by AT&T shall be done pursuant to the process defined in Attachment 14 of this Agreement, incorporated herein by this reference. Any other method determined to be technically feasible and requested by BellSouth and agreed to by AT&T shall be done pursuant to [_____.] [OPEN-AT&T]

2.2 DISAGREE

AT&T PROPOSAL

Local Tandem Interconnection. This interconnection arrangement allows AT&T to establish a Point of Interconnection at BellSouth local tandems for: (1) the delivery of AT&T-originated local traffic transported and terminated by BellSouth to BellSouth end offices within the local calling area as defined in BellSouth's General Subscriber Services Tariff, Section A3 served by those BellSouth local tandems; and (2) for local transit traffic transported by BellSouth for third party network providers who have also established Points of Interconnection at those BellSouth local tandems.

BST PROPOSAL

Local Tandem Interconnection. This interconnection arrangement allows AT&T to establish a Point of Interconnection at BellSouth local tandems for: (1) the delivery of AT&T-originated local traffic transported and terminated by BellSouth to BellSouth end offices within the local calling area as defined in BellSouth's General Subscriber Services Tariff, Section A3 served by those BellSouth local tandems; and (2) for local transit traffic transported by BellSouth for third party network providers who have also established Points of Interconnection at those BellSouth local tandems.

2.2.1 **DISAGREE**

AT&T PROPOSAL

When a specified local calling area is served by more than one BellSouth local tandem, AT&T must designate a "home" local tandem for each of its assigned NPA/NXXs and establish trunk connections to such local tandems. Additionally, AT&T may choose to establish a Point of Interconnection at the BellSouth local tandems where it has no codes homing but is not required to do so. ~~**AT&T may deliver local traffic to a "home" BellSouth local tandem that is destined for other BellSouth or third party network provider end offices subtending other BellSouth local tandems in the same local calling area where AT&T does not choose to establish a Point of Interconnection.**~~ It is AT&T's responsibility to enter its own NPA/NXX local tandem homing arrangements into the LERG either directly or via a vendor in order for other third party network providers to determine appropriate traffic routing to AT&T's codes. Likewise, AT&T shall obtain its routing information from the LERG.

BST PROPOSAL

When a specified local calling area is served by more than one BellSouth local tandem, AT&T must designate a "home" local tandem for each of its assigned NPA/NXXs and establish trunk connections to such local tandems. Additionally, AT&T may choose to establish a Point of Interconnection at the BellSouth local tandems where it has no codes homing but is not required to do so. ~~**AT&T may deliver local traffic to a "home" BellSouth local tandem that is destined for other BellSouth or third party network provider end offices subtending other BellSouth local tandems in the same local calling area where AT&T does not choose to establish a Point of Interconnection.**~~ It is AT&T's responsibility to enter its own NPA/NXX local tandem homing arrangements into the LERG either directly or via a vendor in order for other third party network providers to determine appropriate traffic routing to AT&T's codes. Likewise, AT&T shall obtain its routing information from the LERG.

2.2.2 Notwithstanding establishing Points of Interconnection to BellSouth's local tandems, AT&T must also establish Points of Interconnection to BellSouth access tandems within the LATA on which AT&T has NPA/NXX's homed for the delivery of Interexchange Carrier Switched Access ("SWA") and toll traffic, and traffic to Type 2A CMRS connections located at the access tandems. BellSouth cannot switch SWA traffic through more than one BellSouth access tandem. SWA, Type 2A CMRS or toll traffic routed to the local tandem in error will not be backhauled to the BellSouth access tandem for completion. (Type

2A CMRS interconnection is defined in BellSouth's General Subscriber Services Tariff, Section A35.)

2.2.3 **DISAGREE**

AT&T PROPOSAL

~~Bell South's provisioning of local tandem interconnection assumes that AT&T has the necessary local interconnection arrangement with the other third party network providers subtending these local tandems as required by the Act.~~

BST PROPOSAL

Bell South's provisioning of local tandem interconnection assumes that AT&T has the necessary local interconnection arrangement with the other third party network providers subtending those local tandems as required by the Act.

2.3 Fiber Meet

2.3.1 If AT&T elects to establish a POI with BellSouth pursuant to a Fiber Meet, AT&T and BellSouth shall jointly engineer and operate a Synchronous Optical Network ("SONET") transmission system by which they shall interconnect their transmission and routing of local traffic via a facility at either the DS1, or DS3 level and shall be ordered via an Access Services Request ("ASR") in the initial phase of this offering. The Parties shall work jointly to determine the specific transmission system. The parties will work cooperatively to establish joint access to transmission overhead signals and commands for such facilities and software. However, AT&T's SONET transmission must be compatible with BellSouth's equipment in the serving wire center. The Parties will work cooperatively in the selection of compatible transmission equipment and software. Fiber Meet will be used for the provision of two-way trunking unless otherwise agreed to by the Parties.

2.3.2 BellSouth shall, wholly at its own expense, procure, install and maintain the agreed upon SONET equipment in the BellSouth Serving Wire Center ("BSWC").

2.3.3 AT&T shall, wholly at its own expense, procure, install and maintain the agreed upon SONET equipment in the AT&T Serving Wire Center ("ASWC").

2.3.4 The parties shall mutually agree upon a Point of Interface as a Fiber Meet point and shall make all necessary preparations to receive and to

allow and enable delivery of fiber optic facilities into the Point of Interface with sufficient spare length to reach the Point of Interface. A Common Language Location Identification ("CLLI") code will be established for each Point of Interface. The code established must be a building type code. All orders shall originate from the Point of Interface (i.e., Point of Interface to AT&T or Point of Interface to BellSouth).

- 2.3.5 The Parties shall deliver and maintain their own strands wholly at their own expense. Upon verbal request by either Party, the other Party shall allow access to the Fiber Meet entry point for maintenance purposes as promptly as possible.
- 2.3.6 The Parties shall jointly coordinate and undertake maintenance of the SONET transmission system. Each Party shall be responsible for maintaining the components of their own SONET transmission system.
- 2.3.7 Each Party will be responsible for (i) providing its own transport facilities to the Fiber Meet, and (ii) the cost to build-out its facilities to such Fiber Meet.
- 2.3.8 Neither Party shall charge the other for its portion of the Fiber Meet facility between the ASWC and the BSWC used exclusively for the other Party's local traffic (i.e., the Local Channel). The Parties do not intend to utilize this arrangement for transit traffic.

3 INTERCONNECTION TRUNKING AND ROUTING

3.1 DISAGREE

AT&T PROPOSAL

The parties will establish separate trunk groups as follows:

Exchange Service Interconnection Traffic ("ESIT") trunk groups will be established to carry combined local and intraLATA toll traffic. ESIT means traffic that is originated by an end user of one Party and terminates to an end user of the other Party within a given LATA. Unless the Parties mutually agree otherwise, ESIT trunk groups shall be one-way terminating trunks.

Two-way Meet Point Traffic trunk groups will be established to carry Switched Access traffic for third-party IXC customers.

Two-way Transit Traffic trunk groups will be established to carry traffic between AT&T and third party CLECs. The Parties agree

that Meet Point Traffic and Transit Traffic may be combined on a single trunk group at AT&T's request.

At AT&T's request, one-way Meet Point Traffic trunks will be established by the Parties to enable AT&T to deliver undipped 8YY traffic from AT&T Customers to the LEC SSP for dipping in the Industry Toll Free Data Base. All originating toll free service calls for which AT&T requests that the BellSouth perform the SSP function (e.g., perform the database query) shall be delivered to BellSouth, using an agreed upon signaling format. This can be either GR-394-CORE format with Carrier Code "0110" and Circuit Code of "08" or GR-317-CORE format. Charges for dipping and transport to the IXC will be billed in accordance with MECOD/MECAB guidelines.

Special use trunks (e.g., 911, choke) will be established in accordance with this Section [].

BST PROPOSAL

BellSouth and AT&T shall establish interconnecting trunk groups and trunking configurations between networks including the establishment of one-way or two-way trunks in accordance with this Attachment.

- 3.2 The Parties will convert all existing interconnection arrangements and trunks to the interconnection arrangements described in this Attachment in accordance with the following:
 - 3.2.1 **Within 45 days of the Effective Date, the Parties will mutually develop an operations plan based on sound engineering and operations principles, which will specify the guidelines to convert from the existing interconnection arrangements to the interconnection arrangements described in this Attachment 3. Such guidelines will conform to standard industry practices adopted by and contained in documents published by Industry Forums, including but not limited to, the Alliance for Telecommunications Industry Solutions ("ATIS") and the Ordering and Billing Forum ("OBF").**
- 3.3 **Each Party shall bear its own costs to convert from the existing interconnection arrangements to the interconnection arrangements described in this Attachment.**
- 3.4 **Unless otherwise mutually agreed, the Parties will complete the conversion within one (1) year of the Effective Date of the Agreement.**

- 3.5 **If, following one (1) year after the Effective Date of the Agreement, there exists any interconnection trunks which have not been converted to the interconnection arrangements described in this Attachment 3, then either Party may invoke the dispute resolution process, pursuant to Section 16 of the General Terms and Conditions of this Agreement, incorporated herein by this reference. [OPEN-BST/AT&T]**
- 3.6 The Parties will use the following interconnection standards:
- 3.6.1 The Parties agree to establish Binary 8 Zero Sum Extended Superframe line protocol, where technically feasible.
- 3.6.2 In those cases where either Party's equipment will not support 64K Clear Channel Capability ("CCC"), the Parties agree to establish AMI line coding. Any AMI line coding will be Superframe formatted. DS3 facilities will be provisioned with C-bit parity.
- 3.6.3 Where additional equipment is required, such equipment shall be obtained, engineered, and installed to support 64K CCC trunks.
- 3.6.4 All interconnection facilities between the Parties will be sized according to mutual forecasts developed per the requirements of Section 4.8 of this Attachment 3 and sound engineering practices.
- 3.6.5 Interconnection will be provided utilizing either a DS1 or DS3 interface or, with the mutual agreement of the Parties, another technically feasible interface (e.g., STS-1).
- 3.6.6 BellSouth and AT&T shall establish interconnecting trunk groups and trunking configurations between networks including the establishment of one-way or two-way trunks.
- 3.6.7 All terms and conditions, as well as charges, both non-recurring and recurring, associated with interconnecting trunk groups between BellSouth and AT&T not addressed in Exhibit A shall be as set forth in the appropriate Party's intrastate or interstate tariff for switched access services. For two-way trunking that carries the Parties' local and intraLATA toll traffic, excluding transit traffic, the Parties shall be compensated for the nonrecurring and recurring charges for trunks and DS1 facilities at 50% of the applicable contractual or tariff rates for the services provided by each Party. AT&T shall be responsible for ordering and paying for any two-way trunks carrying transit traffic.
- 3.7
- 3.8 All originating toll free service calls for which the end office Party performs the SSP function, if delivered to the tandem Party, shall be

delivered by the end office Party using GR-394 CORE format for IXC bound calls, or using GR-317-CORE format for LEC bound calls.

- 3.9 Originating Feature Group B calls delivered to either Party's tandem shall use GR-317-CORE signaling format unless the associated FGB carrier employs GR-394-CORE signaling for its FGB traffic at the serving access tandem. **[OPEN-BST]**
- 3.10 The Parties shall deliver over any trunk groups groomed for a specific access tandem only traffic destined for those publicly-dialable NPA NXX codes served by: (1) end offices that directly subtend the access tandem; and (2) those providers (including, but not limited to CMRS providers, other independent LECs, and CLECs) that directly connect to the access tandem.
- 3.11 For BellSouth end offices that do not normally subtend tandem for which calls are routed to that end office on an alternate routing basis, BellSouth will provide AT&T its alternative routing (scheme) arrangements. Where BellSouth utilizes alternative arrangements, it shall deliver any traffic through that alternative routing.
- 3.12 The Parties shall deliver over any trunk groups groomed for a specific end office only traffic destined for those publicly-dialable NPA NXX codes served by that end office, unless otherwise agreed to by the Parties.
- 3.13 The source for the routing information for all traffic shall be the LERG, unless otherwise agreed to between the Parties.
- 3.14 Where either Party delivers over the local traffic trunk groups miscellaneous calls (e.g., time, weather, 976) destined for the other Party, it shall deliver such traffic in accordance with the serving arrangements defined in the LERG.
- 3.15 The Parties will cooperate to establish separate, choke trunk groups for the completion of calls to end users such as radio contest lines. Notwithstanding the foregoing, the Parties agree that where the Parties' switch has the capability to perform call gapping and other protective network traffic management controls, separate trunk groups shall not be required to carry such traffic.
- 3.16 N11 code traffic shall be routed between the Parties' networks pursuant to accepted industry practice (e.g., over local traffic trunks or over separate trunk groups).
- 3.17 Each Party shall establish procedures whereby its operator bureau will coordinate with the operator bureau of the other Party in order to provide Busy Line Verification/Busy Line Verification Interrupt services

on calls between their respective line side end users for numbers that are not ported.

- 3.18 A blocking standard of one-half of one percent (.005) shall be maintained during the average busy hour for final trunk groups carrying jointly provided exchange access traffic between an end office and an access tandem. All other final trunk groups are to be engineered with a blocking standard of one percent (.01). High usage trunk groups shall be sized to an economic CCS parameter mutually agreed to by both Parties.
- 3.18.1 BellSouth agrees to provide upon request of AT&T, pursuant to Attachment 6 of this Agreement, traffic usage data (including, but not limited to, usage, peg and overflow counts) for each AT&T NXX subtending the BellSouth tandem to determine which AT&T traffic by NXX is being blocked.
- 3.18.2 Pursuant to Attachment 9, incorporated herein by this reference, BellSouth shall report to AT&T information regarding blocking of interconnection traffic.
- 3.19 The Parties agree to jointly manage the capacity of interconnection trunk groups to encourage the economic deployment of increasingly robust and diverse interconnection between their networks.

DISAGREE

AT&T PROPOSAL

- 3.20 ~~BellSouth Access Tandem Interconnection Architectures~~
- 3.20.1 ~~BellSouth Access Tandem Interconnection provides intratandem access to subtending end offices.~~
- 3.21 ~~Preferred Trunking Interconnection~~
- 3.21.1 ~~In this interconnection architecture AT&T's originating Local and IntraLATA Toll and originating and terminating Transit Traffic is transported on a single two-way trunk group between AT&T and BellSouth access tandem(s) within a LATA. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. BellSouth~~

~~originated Local and IntraLATA Toll traffic is transported on a single one-way trunk group terminating to AT&T. The Two-way Trunking Rules, described in this Agreement, do not apply to this architecture. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. The Preferred Trunking Interconnection architecture is illustrated in Exhibit C.~~

3.22 ~~One Way Trunking Interconnection~~

3.22.1 ~~In this arrangement, the Parties interconnect using two one-way trunk groups. One one-way trunk group carries AT&T-originated local and intraLATA toll traffic destined for BellSouth end-users. The other one-way trunk group carries BellSouth-originated local and intraLATA toll traffic destined for AT&T end-users. A third two-way trunk group is established for AT&T's originating and terminating Transit Traffic. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. One Way Trunking Interconnection is illustrated in Exhibit D.~~

3.23 ~~Two-Way Trunking Interconnection~~

3.23.1 ~~Two-Way Trunking Interconnection establishes one two-way trunk group to carry local and intraLATA toll traffic between AT&T and BellSouth. To establish this type of configuration, AT&T and BellSouth must agree to the Two-way Trunking Rules. In addition, a two-way transit trunk group must be established for AT&T's originating and terminating Transit Traffic. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services,~~

~~directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. Two-Way Trunk Interconnection is illustrated in Exhibit E.~~

3.24 **Supergroup Interconnection**

3.24.1 ~~In the Supergroup Interconnection arrangement, the Parties Local and IntraLATA Toll and AT&T's Transit Traffic is exchanged on a single two-way trunk group between AT&T and BellSouth. AT&T and BellSouth must agree to the Two-way Trunking Rules in order to establish this architecture. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. Supergroup Interconnection is illustrated in Exhibit F.~~

3.25 **Two-Way Trunking Rules:**

3.25.1 ~~AT&T will initiate two-way trunk request, and BellSouth will concur. However, two-way trunks will be jointly provisioned.~~

3.25.2 ~~The Point of Interface will be located at a mutually agreed location or point designated by BellSouth. If an agreement cannot be reached on the location of the Point of Interface, each company will establish its own Point of Interface and order one-way trunks.~~

3.25.3 ~~BellSouth and AT&T will jointly review the trunk forecast, as needed, on a periodic basis, or at least every six (6) months.~~

3.25.4 ~~AT&T will order trunks using ASR process in place for Local Interconnection after the joint planning meeting takes place between BellSouth and AT&T.~~

3.25.5 ~~BellSouth and AT&T must agree on Standard Traffic Engineering parameters that will be used in the engineering of the trunk groups.~~

- 3.25.6 ~~BellSouth and AT&T must agree to meet and resolve service-affecting situations in a timely manner. This contact will normally be made through the Account Team.~~
- 3.25.7 ~~Establishing a two-way trunk group does not preclude BellSouth or AT&T from adding one-way trunk groups within the same Local Calling Area.~~
- 3.25.8 ~~For technical reasons, two-way trunk groups may not be ordered to a BellSouth DMS100 Local Tandem or DMS100 End Office.~~
- 3.25.9 ~~BellSouth will be responsible for the installation and maintenance of its trunks and facilities to the mutually agreed Point of Interface, and AT&T will be responsible for the installation and maintenance of its trunks and facilities to the mutually agreed to Point of Interface.~~
- 3.26 ~~BellSouth End Office Interconnection~~
- 3.26.1 ~~AT&T may establish interconnection at BellSouth end offices for the delivery of AT&T originated local and intralata toll traffic destined for BellSouth end-users served by that end-office.~~
- 3.26.2 ~~When end office trunking is ordered by BellSouth to deliver BellSouth-originated traffic to AT&T, BellSouth will provide overflow routing through BellSouth tandems consistent with how BellSouth overflows it's traffic. The overflow will be based on the homing arrangements AT&T displays in the LERG. Likewise, if AT&T interconnects to a BellSouth end office for delivery of AT&T originated traffic, AT&T will overflow the traffic through the BellSouth tandems based on the BellSouth homing arrangements shown in the LERG.~~

BST PROPOSAL

- 3.27 **BellSouth Access Tandem Interconnection Architectures**
- 3.27.1 **BellSouth Access Tandem Interconnection provides intratandem access to subtending end offices.**
- 3.28 **Preferred Trunking Interconnection**
- 3.28.1 **In this interconnection architecture AT&T's originating Local and IntraLATA Toll and originating and terminating Transit Traffic is transported on a single two-way trunk group between AT&T and BellSouth access tandem(s) within a LATA. This group carries intratandem Transit Traffic between AT&T and Independent**

Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. BellSouth originated Local and IntraLATA Toll traffic is transported on a single one-way trunk group terminating to AT&T. The Two-way Trunking Rules, described in this Agreement, do not apply to this architecture. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. The Preferred Trunking Interconnection architecture is illustrated in Exhibit C.

3.29 One Way Trunking Interconnection

3.29.1 In this arrangement, the Parties interconnect using two one-way trunk groups. One one-way trunk group carries AT&T-originated local and intraLATA toll traffic destined for BellSouth end-users. The other one-way trunk group carries BellSouth-originated local and intraLATA toll traffic destined for AT&T end-users. A third two-way trunk group is established for AT&T's originating and terminating Transit Traffic. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. One Way Trunking Interconnection is illustrated in Exhibit D.

3.30 Two-Way Trunking Interconnection

3.30.1 Two-Way Trunking Interconnection establishes one two-way trunk group to carry local and intraLATA toll traffic between AT&T and BellSouth. To establish this type of configuration, AT&T and BellSouth must agree to the Two-way Trunking Rules. In addition, a two-way transit trunk group must be established for AT&T's originating and terminating Transit Traffic. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs

and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. Two-Way Trunk Interconnection is illustrated in Exhibit E.

3.31 Supergroup Interconnection

3.31.1 In the Supergroup Interconnection arrangement, the Parties Local and IntraLATA Toll and AT&T's Transit Traffic is exchanged on a single two-way trunk group between AT&T and BellSouth. AT&T and BellSouth must agree to the Two-way Trunking Rules in order to establish this architecture. This group carries intratandem Transit Traffic between AT&T and Independent Companies, Interexchange Carriers, other CLECs and other network providers with which AT&T desires interconnection and has the proper contractual arrangements. This group also carries AT&T originated intertandem traffic transiting a single BellSouth access tandem destined to third party tandems such as an Independent Company tandem or other CLEC tandem. Other trunk groups for operator services, directory assistance, emergency services and intercept may be established if required. The LERG should be referenced for current routing and tandem serving arrangements. Supergroup Interconnection is illustrated in Exhibit F.

3.32 Two-Way Trunking Rules:

3.32.1 AT&T will initiate two-way trunk request, and BellSouth will concur. However, two-way trunks will be jointly provisioned.

3.32.2 The Point of Interface will be located at a mutually agreed location or point designated by BellSouth. If an agreement cannot be reached on the location of the Point of Interface, each company will establish its own Point of Interface and order one-way trunks.

3.32.3 BellSouth and AT&T will jointly review the trunk forecast, as needed, on a periodic basis, or at least every six (6) months.

3.32.4 AT&T will order trunks using ASR process in place for Local Interconnection after the joint planning meeting takes place between BellSouth and AT&T.

- 3.32.5 **BellSouth and AT&T must agree on Standard Traffic Engineering parameters that will be used in the engineering of the trunk groups.**
- 3.32.6 **BellSouth and AT&T must agree to meet and resolve service-affecting situations in a timely manner. This contact will normally be made through the Account Team.**
- 3.32.7 **Establishing a two-way trunk group does not preclude BellSouth or AT&T from adding one-way trunk groups within the same Local Calling Area.**
- 3.32.8 **For technical reasons, two-way trunk groups may not be ordered to a BellSouth DMS100 Local Tandem or DMS100 End Office.**
- 3.32.9 **BellSouth will be responsible for the installation and maintenance of its trunks and facilities to the mutually agreed Point of Interface, and AT&T will be responsible for the installation and maintenance of its trunks and facilities to the mutually agreed to Point of Interface.**

3.33 BellSouth End Office Interconnection

- 3.33.1 **AT&T may establish interconnection at BellSouth end offices for the delivery of AT&T originated local and intralata toll traffic destined for BellSouth end-users served by that end-office.**

When end office trunking is ordered by BellSouth to deliver BellSouth originated traffic to AT&T, BellSouth will provide overflow routing through BellSouth tandems consistent with how BellSouth overflows it's traffic. The overflow will be based on the homing arrangements AT&T displays in the LERG. Likewise, if AT&T interconnects to a BellSouth end office for delivery of AT&T originated traffic, AT&T will overflow the traffic through the BellSouth tandems based on the BellSouth homing arrangements shown in the LERG.

4 NETWORK DESIGN AND MANAGEMENT FOR INTERCONNECTION

- 4.1 Network Management and Changes. Both Parties will work cooperatively with each other to install and maintain the most effective and reliable interconnected telecommunications networks, including but not limited to, the exchange of toll-free maintenance contact numbers and escalation procedures. Both Parties agree to provide public notice of changes in the information necessary for the transmission and routing of services using its local exchange facilities

or networks, as well as of any other changes that would affect the interoperability of those facilities and networks.

- 4.2 Interconnection Technical Standards. The interconnection of all networks will be based upon accepted industry/national guidelines for transmission standards and traffic blocking criteria. Interconnecting facilities shall conform, at a minimum, to the technical specifications set forth in the applicable industry standard technical references. Signal transfer point, Signaling System 7 ("SS7") connectivity is required at each interconnection point. BellSouth will provide out-of-band signaling using Common Channel Signaling Access Capability where technically and economically feasible, in accordance with the technical specifications set forth in the applicable industry standard technical references. Facilities of each Party shall provide the necessary on-hook, off-hook answer and disconnect supervision and shall hand off calling number ID (Calling Party Number) when technically feasible.
- 4.3 Quality of Interconnection. The local interconnection for the transmission and routing of telephone exchange service and exchange access that each Party provides to each other will be at least equal in quality to what it provides to itself and any subsidiary or affiliate, where technically feasible, or to any other Party to which each Party provides local interconnection.
- 4.4 Common Channel Signaling. Both Parties will provide LEC-to-LEC Common Channel Signaling ("CCS") to each other, where available, in conjunction with all traffic in order to enable full interoperability of CLASS features and functions except for call return. All CCS signaling parameters will be provided, including automatic number identification ("ANI"), originating line information ("OLI") calling company category, charge number, etc. All privacy indicators will be honored, and each Party will cooperate with each other on the exchange of Transactional Capabilities Application Part ("TCAP") messages to facilitate full interoperability of CCS-based features between the respective networks. The Parties will provide all line information signaling parameters including, but not limited to, Calling Party Number, Charge Number (if it is different from calling party number), and originating line information ("OLI"). For terminating FGD, either Party will pass any CPN it receives from other carriers. All privacy indicators will be honored. Where available, network signaling information such as Transit Network Selection ("TNS") parameter (SS7 environment) will be provided by the end office Party wherever such information is needed for call routing or billing. Where TNS information has not been provided by the end office Party, the tandem Party will route originating exchange access traffic to the IXC using available translations. The

Parties will follow all industry Ordering and Billing Forum ("OBF") adopted guidelines pertaining to TNS codes.

- 4.4.1 BellSouth's Common Channel Signaling Access Service ("CCSAS") allows interconnected carriers to exchange signaling information over a communications path that is separate from the message path.
- 4.4.2 The transport portion of CCSAS, commonly referred to as a signaling link, is provided via dedicated 56 kbps out of band signaling connections between the AT&T signaling point of interconnection and BellSouth's signaling point of interconnection ("SPOI").
- 4.4.3 The network termination point where this interconnection takes place is called the Signaling Transfer Point ("STP") port termination.
- 4.4.4 Charges for signaling links and the STP port termination can be found in Attachment 2 of this Agreement, incorporated herein by this reference.
- 4.4.5 Each CCSAS signaling connection provides for two-way digital transmission at speeds in multiples of 56 kbps. The connection to BellSouth's STP pair can be made from either AT&T's signaling point ("SP"), which requires a minimum of two links, or from AT&T's STP pair, which requires a minimum of four links.
- 4.4.6 SS7 Interconnection will take place at STP locations that are mutually agreed to by the Parties.
- 4.4.7 Where CCS is not available, in-band multi-frequency signaling will be provided. In such an arrangement, each Party will outpulse the full ten-digit telephone number of the called party to the other Party with appropriate call set-up and Automatic Number Identification ("ANI") where available, at parity.
- 4.4.8 The Parties will provide CCS to one another, where and as available, in conjunction with access to call related databases and Service Control Points ("SCP"), including toll free databases, Line Information Database ("LIDB"), Calling Name ("CNAM"), and any other necessary databases.
- 4.4.9 When the Parties establish new links, each Party shall provide its own STP port termination(s) and charge the other Party for the signaling links as follows:
 - 4.4.9.1 Where the SPOI for the signaling link is at a Fiber Meet, there shall be no compensation between the Parties for the signaling link facilities used.

- 4.4.9.2 Where the SPOI for the signaling link facilities is located at the BellSouth Serving Wire Center where the signaling link facilities terminates and AT&T has furnished the interconnection facility, BellSouth will pay a monthly charge equal to one half of the AT&T-provided facility charge according to BellSouth's unbundled rate element for the facility used. Rates for said interconnection facilities shall be as set forth in Exhibit A in Attachment 2, incorporated herein by this reference.
- 4.4.9.3 Where the SPOI for the signaling link facilities is located at the AT&T Serving Wire Center facility where the signaling link facilities terminate and BellSouth has furnished the interconnection facility, AT&T will pay a monthly charge equal to one half of the BellSouth-provided facility charge according to BellSouth's unbundled rate element for the facility used. Rates for said interconnection facilities shall be as set forth in Exhibit A in Attachment 2, incorporated herein by this reference.
- 4.4.9.4 Each party is responsible for all facility maintenance and provisioning on its side of the SPOI.
- 4.4.10 Implementation of new interconnection arrangements (as opposed to augmentation of existing arrangements), including testing of SS7 interconnection, shall be pursuant to the technical specifications set forth in the applicable industry standard technical references. Each Party will be expected to provide sufficient cooperative testing resources to ensure proper provisioning, including the ability to confirm that AT&T LERG-assigned NPA NXX codes have been opened, translated and routed accurately in all appropriate BellSouth switches. A mutually agreed test calling plan shall be conducted to ensure successful completion of originating and terminating calls.
- 4.5 Message Screening
- 4.5.1 BellSouth shall set message screening parameters so as to accept messages from AT&T local or tandem switching systems destined to any signaling point in the BellSouth SS7 network or any network interconnected to the BellSouth SS7 network with which the AT&T switching system has a legitimate signaling relationship.
- 4.5.2 BellSouth shall set message screening parameters so as to accept messages destined to/from an AT&T local or tandem switching system or to/from an AT&T Service Control Point ("SCP") from any signaling point or network interconnected to the BellSouth SS7 network with which the AT&T switching system has a legitimate signaling relationship.
- 4.6 STP Requirements

4.6.1 BellSouth shall provide message transfer part and Signaling Connection Control Point ("SCCP") protocol interfaces in accordance with the technical specifications set forth in the applicable industry standard technical references.

4.7 SS7 Network Interconnection

4.7.1 SS7 Network Interconnection is the interconnection of AT&T STPs and AT&T local or tandem switching systems with the BellSouth STPs. This interconnection provides connectivity that enables the exchange of SS7 messages among BellSouth switching systems and databases, AT&T local or tandem switching systems and other third-party switching systems directly connected to the BellSouth SS7 network.

4.7.2 SS7 Network Interconnection shall provide connectivity to all components of the BellSouth SS7 network. These include:

4.7.2.1 BellSouth local or tandem switching systems;

4.7.2.2 BellSouth databases; and

4.7.2.3 Other third party local or tandem switching systems.

4.7.3 The connectivity provided by SS7 Network Interconnection shall fully support the functions of BellSouth switching systems and databases and AT&T or other third-party switching systems with (note could be an A link or a D/B link direct access to the BellSouth SS7 network.

4.7.4 SS7 Network Interconnection shall provide transport for certain types of TCAP messages. If traffic is routed based on dialed or translated digits between an AT&T local switching system and a BellSouth or other third-party local switching system, either directly or via a BellSouth tandem switching system, then it is a requirement that the BellSouth SS7 network convey via SS7 Network Interconnection the TCAP messages that are necessary to provide Call Management services (Automatic Callback, Automatic Recall, and Screening List Editing) between the AT&T local STPs and the BellSouth or other third-party local switch.

4.7.5 When the capability to route messages based on Intermediate Signaling Network Identifier ("ISNI") is generally available on BellSouth STPs, the BellSouth SS7 Network shall also convey TCAP messages using SS7 Network Interconnection in similar circumstances where the BellSouth switch routes traffic based on a Carrier Identification Code ("CIC").

- 4.7.6 BellSouth shall offer the following SS7 Network Interconnection options to connect AT&T or AT&T-designated local or tandem switching systems or STPs to the BellSouth SS7 network:
 - 4.7.6.1 A-link interface from AT&T local or tandem switching systems; and
 - 4.7.6.2 D/B-link interface from AT&T STPs.
- 4.7.7 Each interface shall be provided by one or more sets (layers) of signaling links, as follows:
 - 4.7.7.1 An A-link layer shall consist of two links.
 - 4.7.7.2 A D/B-link layer shall consist of four links.
- 4.7.8 The Parties agree to implement intraoffice diversity for the signaling links so that no single failure of intraoffice facilities or equipment shall cause the failure of any two links in a layer connecting to a BellSouth STP.
- 4.7.9 Signaling Call Information. BellSouth and AT&T will send and receive 10 digits for local traffic. Additionally, BellSouth and AT&T will exchange the proper call information, i.e., originated call company number and destination call company number, CIC, and OZZ, including all proper translations for routing between networks and any information necessary for billing.
- 4.8 Trunk Forecasting and Servicing Requirements.
 - 4.8.1 The Parties shall exchange technical descriptions and forecasts of their interconnection and traffic requirements in sufficient detail necessary to establish the interconnections required to assure traffic completion to and from all customers in their respective designated service areas. In order for BellSouth to provide as accurate reciprocal trunking forecasts as possible to AT&T, AT&T must timely inform BellSouth of any known or anticipated events that may affect BellSouth reciprocal trunking requirements. If AT&T refuses to provide such information, BellSouth shall provide reciprocal trunking forecasts based only on existing trunk group growth and BellSouth's annual estimated percentage of BellSouth subscriber line growth.
 - 4.8.2 Both Parties shall meet every six months or at otherwise mutually agreeable intervals for the purpose of exchanging non-binding forecast of its traffic and volume requirements for the interconnection and Network Elements provided under this Agreement, in the form and in such detail as agreed by the Parties. The Parties agree that each forecast provided under this section shall be deemed "Confidential

Information" as set forth in Section 18 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

- 4.8.3 The trunk forecast should include trunk requirements for all of the interconnecting trunk groups for the current year plus the next two future years. The forecast meeting between the two companies may be a face-to-face meeting, video conference or audio conference. It may be held regionally or geographically. Ideally, these forecast meetings should be held at least semi-annually, or more often if the forecast is no longer usable. Updates to a forecast or portions thereof should be made whenever the Party providing the forecast deems that the latest trunk requirements exceed the original quantities by 48 trunks or 10%, whichever is greater. Either Party should notify the other Party if they have measurements indicating that a trunk group is exceeding its designed call carrying capacity and is impacting other trunk groups in the network. Also, either Party should notify the other Party if they know of situations in which the traffic load is expected to increase significantly and thus affect the interconnecting trunk requirements as well as the trunk requirements within the other Party's network. The Parties agree that the forecast information provided under this section shall be deemed "Confidential Information" as set forth in Section 18 of the General Terms and Conditions of this Agreement, incorporated herein by this reference. Each Party shall provide a specified point of contact for planning, forecasting and trunk servicing purposes.
- 4.8.4 For a non-binding trunk forecast, agreement between the two Parties on the trunk quantities and the timeframe of those trunks does not imply any liability for failure to perform if the trunks are not available for use at the required time.
- 4.9
- 4.9.1 Both Parties will manage the capacity of their interconnection trunk groups. BellSouth will issue an ASR to AT&T to order changes BellSouth desires to the BellSouth interconnection trunk groups based on BellSouth's capacity assessment. AT&T will issue an ASR to BellSouth to order changes AT&T desires to the AT&T interconnection trunk groups based on AT&T's capacity assessment.
- 4.9.2 Either Party may issue a Trunk Group Service Request ("TGSR") to the other Party to order changes it desires to the interconnection trunk groups based on its capacity assessment. The Party receiving the TGSR will, within ten (10) business days, respond with an ASR or an explanation of why it believes an ASR is inappropriate.

- 4.9.3 The Party submitting an ASR will provide complete and accurate tie down inventory assignments in typical industry bay, panel and jack format, or in such other format as the Parties agree, on each order by use of a Design Layout Record. Additional tie down information, such as span information, may be required when applicable.
- 4.9.4 The Parties will prepare ASRs pursuant to the industry standard guidelines of the OBF.
- 4.9.5 The Party provisioning the ASR will assign to the requesting Party a location code expressed in CLLI code format that will appear in the Access Customer Terminal Location Field of the ASR.
- 4.9.6 The standard interval used for the provisioning of additions to local interconnection trunk groups shall be no greater than ten (10) business days, for orders of fewer than ninety-six (96) DS-0 trunks. Other orders shall be determined on an individual case basis. Where feasible, either Party will expedite installation, upon the other Party's request.
- 4.9.7 Major projects shall be limited to those projects that require the coordination and execution of multiple orders or related activities between and among BellSouth and AT&T work groups specifically relating to: (i) the initial establishment of local interconnection trunk groups; (ii) extending service into a new area; (iii) NXX code moves; (iv) facility grooming; or (v) network rearrangements. If orders that are component pieces of a major project are submitted after project implementation has been jointly planned and coordinated, they shall be submitted with a major project reference. Several orders submitted at one time may not be classified as a major project without the consent of the submitting Party. Each Party will identify a single point of contact that will be responsible for overall coordination and management of a major project through an agreed completion point.
- 4.9.8 As provided herein, AT&T and BellSouth agree to exchange escalation lists which reflect contact personnel including vice president level officers. These lists shall include name, department, title, phone number, and fax number for each person. AT&T and BellSouth agree to exchange an up-to-date list promptly following changes in personnel or information.
- 4.10 Interference or Impairment
- 4.11 Within three (3) business days of receipt of notification of blocking of traffic originated within the other Party's network, the Parties shall determine and begin work to implement reasonable corrective

measures in a manner consistent with industry practices. **[OPEN-BST]**

4.12 Local Dialing Parity

4.12.1 BellSouth and AT&T shall provide local and toll dialing parity to each other with no unreasonable dialing delays. Dialing parity shall be provided for all originating telecommunications services that require dialing to route a call. BellSouth and AT&T shall permit similarly situated telephone exchange service end users to dial the same number of digits to make a local telephone call notwithstanding the identity of the end user's or the called party's telecommunications service provider.

5 NETWORK MAINTENANCE

5.1 Outage Repair Standard

5.1.1 In the event of an outage or trouble in any arrangement, facility, or service being provided by BellSouth hereunder, BellSouth will follow procedures for isolating and clearing the outage or trouble that are no less favorable than those that apply to comparable arrangements, facilities, or services being provided by BellSouth to itself, Affiliate or any other carrier whose network is connected to that of BellSouth.

5.2 BellSouth shall provide AT&T at least sixty (60) days' advance notice of any scheduled maintenance activity which may impact AT&T's end users. Scheduled maintenance shall include, without limitation, such activities as, switch software retrofits, power tests, major equipment replacements and cable rolls. Plans for scheduled maintenance shall include, at a minimum, the following information: location and type of facilities, specific work to be performed, date and time work is scheduled to commence, work schedule to be followed, date and time work is scheduled to be completed, estimated number of work-hours for completion.

6 INTERCONNECTION COMPENSATION

6.1 Compensation for Local Traffic

6.1.1 **DISAGREE**

AT&T PROPOSAL

Except as provided in this Attachment, the Parties shall bill each other reciprocal compensation in accordance with the standards set forth in this Agreement for all ESIT. Such traffic shall be recorded and transmitted to AT&T in accordance with Attachment

6 of this Agreement. Reciprocal compensation for the transport and termination of ESIT shall be charged at rates specified in Exhibit A of this Attachment.

Where AT&T provides service to an AT&T end user using any Combinations that includes the local switching Network Element, the Parties shall adopt a "bill and keep" compensation arrangement for ESIT. Under this compensation arrangement, the terminating carrier will not charge the originating carrier for ESIT at either the appropriate end office or access tandem switch. Notwithstanding the implementation of a "bill and keep" compensation arrangement for ESIT, BellSouth will record and forward to AT&T all associated usage, as provided in Attachment 6 to this Agreement.

Nothing in this agreement shall be construed in any way to constrain either Party's choices regarding the size of the local calling areas that it may establish for its customers. ~~Local Traffic means any telephone call that originates and terminates in the same LATA and is billed by the originating Party as a local call when the originating Party has its own switch. Therefore, when an AT&T end user originates traffic and AT&T sends it to BellSouth for termination, AT&T will determine whether the traffic is local or intraLATA toll. When a BellSouth end user originates traffic and BellSouth sends it to AT&T for termination, BellSouth will determine whether the traffic is local or intraLATA toll. Each Party will provide the other with information that will allow it to distinguish local from intraLATA toll traffic. At a minimum, each Party shall utilize NXX's in such a way that the other Party shall be able to distinguish local from intraLATA toll traffic.~~

BST PROPOSAL

Local Traffic means any telephone call that originates and terminates in the same LATA and is billed by the originating Party as a local call [when the originating Party has its own switch. Therefore, when an AT&T end user originates traffic and AT&T sends it to BellSouth for termination, AT&T will determine whether the traffic is local or intraLATA toll. When a BellSouth end user originates traffic and BellSouth sends it to AT&T for termination, BellSouth will determine whether the traffic is local or intraLATA toll. Each Party will provide the other with information that will allow it to distinguish local from intraLATA toll traffic. At a minimum, each Party shall utilize NXX's in such a way that the other Party shall be able to distinguish local from intraLATA toll traffic.

6.1.2

DISAGREE

AT&T PROPOSAL

As clarification of this definition and for reciprocal compensation, Local Traffic does include traffic that originates from or terminates to or through an enhanced service provider or information service provider. ~~As further clarification, Local Traffic does not include traffic that consists of minutes of use from any end user customer that relies upon a call placed by that end user customer or on the end user customer's behalf to establish or maintain a network connection, if: (a) minutes of use to be billed are primarily associated with traffic of a type not routinely and ordinarily recognized by a reasonable person to constitute traffic as a result of a telephone call (i.e., voice or data traffic); (b) the end user customer does not control the destination of the call; and (c) the minutes of use do not serve a legitimate purpose that is unrelated to the receipt of reciprocal compensation or any other benefit that may be derived solely from establishing or maintaining the network connection.~~

BST PROPOSAL

As clarification of this definition and for reciprocal compensation, Local Traffic does **not** include traffic that originates from or is directed to or through an enhanced service provider or information service provider. **As further clarification, Local Traffic does not include traffic that consists of minutes of use from any end user customer that relies upon a call placed by that end user customer or on the end user customer's behalf to establish or maintain a network connection, if: (a) minutes of use to be billed are primarily associated with traffic of a type not routinely and ordinarily recognized by a reasonable person to constitute traffic as a result of a telephone call (i.e., voice or data traffic); (b) the end user customer does not control the destination of the call; and (c) the minutes of use do not serve a legitimate purpose that is unrelated to the receipt of reciprocal compensation or any other benefit that may be derived solely from establishing or maintaining the network connection.**

6.1.3

DISAGREE

AT&T PROPOSAL

Each Party is financially responsible for providing, on its side of the POI, the facilities on which the ESIT Trunks carrying such Party's ESIT traffic are provisioned. ~~The Parties shall provide for the mutual and reciprocal recovery of the costs for the network~~

~~facilities utilized in transporting and terminating local traffic on each other's network. The Parties agree that charges for transport and termination of calls on their respective networks are as set forth in Exhibit A to this Attachment.~~

BST PROPOSAL

The Parties shall provide for the mutual and reciprocal recovery of the costs for the network facilities utilized in transporting and terminating local traffic on each other's network. The Parties agree that charges for transport and termination of calls on their respective networks are as set forth in Exhibit A to this Attachment.

6.1.4 For the purposes of this Attachment 3, Common (Shared) Transport is defined as the transport of one Party's traffic by the other Party over the other Party's common (shared) facilities between the other Party's tandem switch and end office switch and/or between the other Party's tandem switches.

6.1.5 For the purposes of this Attachment 3, Tandem Switching is defined as the function that establishes a communications path between two switching offices through a third switching office (the Tandem switch).

6.1.6 For the purposes of this Attachment 3, End Office Switching is defined as the function that establishes a communications path between the trunk side and line side of the End Office switch.

6.1.7 **DISAGREE**

AT&T PROPOSAL

~~If AT&T utilizes a switch outside the LATA and BellSouth chooses to purchase dedicated or common (shared) transport from AT&T for transport and termination of BellSouth-originated traffic, BellSouth will pay AT&T no more than the airline miles between the V & H coordinates of the Point of Interface within the LATA where AT&T receives the BellSouth-originated traffic and the V & H coordinates of the BellSouth Exchange Rate Center Area that the AT&T terminating NPA/NXX is associated in the same LATA. For these situations, BellSouth will compensate AT&T at either dedicated or common (shared) transport rates specified in Exhibit A and based upon the network facilities provided by AT&T as defined in this Attachment 3.~~

BST PROPOSAL

If AT&T utilizes a switch outside the LATA and BellSouth chooses to purchase dedicated or common (shared) transport from AT&T for transport and termination of BellSouth originated traffic, BellSouth will pay AT&T no more than the airline miles between the V & H coordinates of the Point of Interface within the LATA where AT&T receives the BellSouth-originated traffic and the V & H coordinates of the BellSouth Exchange Rate Center Area that the AT&T terminating NPA/NXX is associated in the same LATA. For these situations, BellSouth will compensate AT&T at either dedicated or common (shared) transport rates specified in Exhibit A and based upon the network facilities provided by AT&T as defined in this Attachment 3.

6.1.8

DISAGREE

AT&T PROPOSAL

~~Neither Party shall represent access services traffic (e.g., Internet Protocol Telephony, FGA, FGB, etc.) as Local Traffic for purposes of payment of reciprocal compensation. "Internet Protocol Telephony" is defined as real-time voice conversations over the Internet by converting voices into data which is compressed and split into packets, which are sent over the Internet like any other packets and reassembled as audio output at the receiving end.~~

BST PROPOSAL

Neither Party shall represent access services traffic (e.g., Internet Protocol Telephony, FGA, FGB, etc.) as Local Traffic for purposes of payment of reciprocal compensation. "Internet Protocol Telephony" is defined as real-time voice conversations over the Internet by converting voices into data which is compressed and split into packets, which are sent over the Internet like any other packets and reassembled as audio output at the receiving end.

6.1.9

Unidentifiable traffic. AT&T shall utilize its NPA/NXXs in such a way and will provide the necessary information so that BellSouth shall be able to distinguish local from intraLATA toll traffic for BellSouth originated traffic. AT&T end users assigned NPA/NXX line numbers shall be physically located in the BellSouth rate center with which the NPA/NXX has been associated. Whenever BellSouth delivers traffic to AT&T for termination on the AT&T's network, if BellSouth cannot determine, because of the manner in which AT&T has utilized its NXX codes whether the traffic is local or toll, BellSouth will charge the applicable rates for originating intrastate network access service as reflected in BellSouth's Intrastate Access Services Tariff. BellSouth

will make appropriate billing adjustments if AT&T can provide sufficient information for BellSouth to determine whether said traffic is local or toll. **[OPEN-AT&T/BST]**

6.1.10

DISAGREE**AT&T PROPOSAL**

Percent Local Use. Each Party will report to the other a Percentage Local Usage ("PLU"). The application of the PLU will determine the amount of local minutes to be billed to the other Party. For purposes of developing the PLU, each Party shall consider every local call and every long distance call, excluding intermediary traffic. By the first of **each month**, BellSouth and AT&T shall provide a positive report updating the PLU. Detailed requirements associated with PLU reporting shall be as set forth in BellSouth's Standard Percent Local Use Reporting Platform for Interconnection Purchasers, as it is amended from time to time during this Agreement. Notwithstanding the foregoing, where the terminating company has message recording technology that identifies the traffic terminated, such information, in lieu of the PLU factor, shall at the company's option be utilized to determine the appropriate reciprocal compensation to be paid.

BST PROPOSAL

Percent Local Use. Each Party will report to the other a Percentage Local Usage ("PLU"). The application of the PLU will determine the amount of local minutes to be billed to the other Party. For purposes of developing the PLU, each Party shall consider every local call and every long distance call, excluding intermediary traffic. By the first of **January, April, July and October of each year**, BellSouth and AT&T shall provide a positive report updating the PLU. Detailed requirements associated with PLU reporting shall be as set forth in BellSouth's Standard Percent Local Use Reporting Platform for Interconnection Purchasers, as it is amended from time to time during this Agreement. Notwithstanding the foregoing, where the terminating company has message recording technology that identifies the traffic terminated, such information, in lieu of the PLU factor, shall at the company's option be utilized to determine the appropriate reciprocal compensation to be paid.

6.1.11

Percentage Interstate Usage. For combined interstate and intrastate AT&T traffic terminated by BellSouth over the same facilities, AT&T will be required to provide a projected Percentage Interstate Usage ("PIU") to BellSouth. All jurisdictional report requirements, rules and regulations for Interexchange Carriers specified in BellSouth's Intrastate Access Services Tariff will apply to AT&T. After interstate

and intrastate traffic percentages have been determined by use of PIU procedures, the PLU factor will be used for application and billing of local interconnection. Notwithstanding the foregoing, where the terminating company has message recording technology that identifies the traffic terminated, such information, in lieu of the PLU factor, shall at the company's option be utilized to determine the appropriate reciprocal compensation to be paid.

- 6.1.12 Audits. On thirty (30) days written notice, each Party must provide the other the ability and opportunity to conduct an annual audit of the traffic reported. BellSouth and AT&T shall retain records of call detail for a minimum of nine months from which a PLU and/or PIU can be ascertained. The audit shall be accomplished during normal business hours at an office designated by the Party being audited. Audit requests shall not be submitted more frequently than one (1) time per calendar year. Audits shall be performed by a mutually acceptable independent auditor paid for by the Party requesting the audit. The PLU and/or PIU shall be adjusted based upon the audit results and shall apply to the usage for the quarter the audit was completed, to the usage for the quarter prior to the completion of the audit, and to the usage for the two quarters following the completion of the audit. If, as a result of an audit, either Party is found to have overstated the PLU and/or PIU by twenty percentage points (20%) or more, that Party shall reimburse the auditing Party for the cost of the audit.

6.2 Compensation for IntraLATA Toll Traffic

6.2.1 **DISAGREE**

AT&T PROPOSAL

~~**IntraLATA Toll Traffic. IntraLATA Toll Traffic is defined as any telephone call that originates and terminates in the same LATA and is billed by the originating Party as a toll call.**~~

BST PROPOSAL

IntraLATA Toll Traffic. IntraLATA Toll Traffic is defined as any telephone call that originates and terminates in the same LATA and is billed by the originating Party as a toll call.

6.2.2 **DISAGREE**

AT&T PROPOSAL

~~**Compensation for IntraLATA Toll Traffic. For terminating its IntraLATA Toll Traffic on the other Party's network, the originating**~~

~~Party will pay the terminating Party's intrastate or interstate terminating switched access tariff rates as set forth in the respective intrastate or interstate access services tariff, whichever is appropriate. The appropriate charges will be determined by the routing of the call. If BellSouth or AT&T is the other Party's end user's presubscribed interexchange carrier or if an end user uses BellSouth or AT&T as an interexchange carrier on a 101XXXX basis, BellSouth or AT&T will charge the other Party the appropriate tariff charges for originating switched access services. Notwithstanding the foregoing, the terminating or originating switched access rates charged pursuant to this section shall not exceed BellSouth's terminating or originating switched access rates in effect and published in BellSouth's intrastate exchange access services Tariff.~~

BST PROPOSAL

Compensation for IntraLATA Toll Traffic. For terminating its IntraLATA Toll Traffic on the other Party's network, the originating Party will pay the terminating Party's intrastate or interstate terminating switched access tariff rates as set forth in the respective intrastate or interstate access services tariff, whichever is appropriate. The appropriate charges will be determined by the routing of the call. If BellSouth or AT&T is the other Party's end user's presubscribed interexchange carrier or if an end user uses BellSouth or AT&T as an interexchange carrier on a 101XXXX basis, BellSouth or AT&T will charge the other Party the appropriate tariff charges for originating switched access services. Notwithstanding the foregoing, the terminating or originating switched access rates charged pursuant to this section shall not exceed BellSouth's terminating or originating switched access rates in effect and published in BellSouth's intrastate exchange access services Tariff.

6.2.3

DISAGREE

AT&T PROPOSAL

Compensation for 800 Traffic. Where an 8YY call originates on the physical network of one of the Parties and terminates on the network of the other Party without being handed off to an IXC for transport, the parties agree that the call will be treated as ESIT for purposes of compensation pursuant to this Attachment 3. The Party originating the 8YY call above will receive reciprocal compensation from the other Party for this call. Each Party shall compensate the other pursuant to the appropriate ~~switched access~~

charges, including the database query charge as set forth in ~~the each Party's intrastate or interstate switched access tariffs~~ **this agreement.**

BST PROPOSAL

Compensation for 800 Traffic. Each Party shall compensate the other pursuant to the appropriate **switched access** charges, including the database query charge as set forth in **the each Party's intrastate or interstate switched access tariffs.**

- 6.2.4 Records for 8YY Billing. Each Party will provide to the other the appropriate records necessary for billing intraLATA 8YY customers. Records required for billing end users purchasing 8YY Services shall be provided pursuant to Attachment 6 of this Agreement, incorporated herein by this reference.

- 6.2.5 **DISAGREE**

AT&T PROPOSAL

Transit Traffic Service. "Transit Traffic" means all intraLATA traffic that originates from or terminates to AT&T end users that is terminated or originated by a third-party telecommunications carrier (including another ILEC, CMRS or another CLEC) and uses transit services (which include tandem switching, or transport) provided by BellSouth. Transit traffic does not include traffic originating from or terminating to AT&T end users utilizing resold BellSouth services. For Transit Traffic that is originated by AT&T (or for which AT&T would otherwise pay reciprocal compensation to BellSouth if they were terminated or originated by the BellSouth and not by the third-party telecommunications carrier), AT&T shall compensate BellSouth for providing transit services pursuant Exhibit A to this Attachment 3. AT&T shall be responsible for dealing directly with third-party telecommunications carriers regarding compensation for call origination and termination.

BST PROPOSAL

Transit Traffic Service. BellSouth shall provide tandem switching and transport services for AT&T's transit traffic. Transit traffic is traffic originating on AT&T's network that is switched and/or transported by BellSouth and delivered to a third party's network, or traffic originating on a third Party's network that is switched and/or transported by BellSouth and delivered to AT&T's network. Rates for local transit traffic shall be the applicable call transport

and termination charges as set forth in Exhibit A to this Attachment. Rates for intraLATA toll and Switched Access transit traffic shall be the applicable call transport and termination charges as set forth in BellSouth Interstate or Intrastate Switched Access tariffs. Switched Access transit traffic presumes that AT&T's end office is subtending the BellSouth Access Tandem for switched access traffic to and from AT&T's end users utilizing BellSouth facilities, either by direct trunks with the IXC, or via the BellSouth Access Tandem. Billing associated with all transit traffic shall be pursuant to MECAB procedures. Wireless Type 1 traffic shall not be treated as transit traffic from a routing or billing perspective. Wireless Type 2A traffic shall not be treated as transit traffic from a routing or billing perspective until BellSouth and the Wireless carrier have the capability to properly meet-point-bill in accordance with Multiple Exchange Carrier Access Billing (MECAB) guidelines.

DISAGREE

AT&T PROPOSAL

- 6.2.6 Consistent with the requirements of Attachment 6 of this Agreement, each Party will calculate terminating interconnection minutes of use based on standard Automatic Message Accounting ("AMA") recordings made within each Party's network. Except as may otherwise be provided in this Agreement, these recordings will be the basis for each Party to generate bills to the other Party and, in connection with Transit Traffic, to third party LECs. Each Party agrees to forward to the other with each call information that may be used to identify the originating and terminating telephone numbers for each call and each carrier involved in transmission of the call (including the Carrier Identification Code and any equivalent local service provider identifier).
- 6.2.7 Each Party agrees that any third party (including without limitation an Affiliate of one Party) may make use of that Party's network to terminate traffic to the other Party. If the Affiliate has a separate traffic termination agreement with the other Party, the Parties agree that they will work cooperatively to develop an acceptable method for accounting appropriately for that traffic.
- 6.3 Meet Point Billing
- 6.3.1 Meet-Point Billing compensation arrangements as described in this Attachment shall be utilized for compensation for the joint

handling of traffic not meeting the definition of ESIT or Transit Traffic.

- 6.3.2 **The Parties expect that most networks involved in Transit Traffic will deliver each call to each involved network with CCS and the appropriate TCAP message to facilitate full interoperability of those services supported by BellSouth and billing functions. BellSouth agrees to ensure that AT&T receives, in accordance with the record transfer provisions of Attachment 6 of this Agreement, equivalent information on all calls that are originated by any other LEC or CMRS carrier with which BellSouth interconnects and which are subsequently terminated to AT&T.**
- 6.3.3 **AT&T may, in its sole discretion, offer Transit Traffic Services to BellSouth or other third parties that originate or terminate Transit Traffic. Compensation arrangements for such services shall be comparable to those applicable to Transit Traffic Services provided by BellSouth.**
- 6.3.4 **AT&T and BellSouth will establish meet-point billing ("MPB") arrangements to provide a common transport option to switched exchange access services customers via an access tandem switch maintained by either party, in accordance with the MPB guidelines adopted by and contained in the ordering and billing forum's MECAB and MECOD documents, except as may otherwise be modified herein. The arrangements described in this Attachment are intended to be used to provide switched exchange access service that originates and/or terminates on a telephone exchange service that is provided by either party, where the transport component of the switched exchange access service is routed through a tandem switch that is provided by either party.**
- 6.3.5 **In each LATA, the parties shall establish MPB arrangements between the applicable rating point/BellSouth local serving wire center combinations.**
- 6.3.6 **Interconnection for the MPB arrangement shall occur at the established interconnection points in the LATA, as outlined in part II of this agreement. (physical network interconnection).**

BST PROPOSAL

- 6.3.7 ~~**Consistent with the requirements of Attachment 6 of this Agreement, each Party will calculate terminating interconnection minutes of use based on standard Automatic Message**~~

~~Accounting ("AMA") recordings made within each Party's network. Except as may otherwise be provided in this Agreement, these recordings will be the basis for each Party to generate bills to the other Party and, in connection with Transit Traffic, to third party LECs. Each Party agrees to forward to the other with each call information that may be used to identify the originating and terminating telephone numbers for each call and each carrier involved in transmission of the call (including the Carrier Identification Code and any equivalent local service provider identifier).~~

- 6.3.8 ~~Each Party agrees that any third party (including without limitation an Affiliate of one Party) may make use of that Party's network to terminate traffic to the other Party. If the Affiliate has a separate traffic termination agreement with the other Party, the Parties agree that they will work cooperatively to develop an acceptable method for accounting appropriately for that traffic.~~

6.4 ~~Meet Point Billing~~

- 6.4.1 ~~Meet Point Billing compensation arrangements as described in this Attachment shall be utilized for compensation for the joint handling of traffic not meeting the definition of ESIT or Transit Traffic.~~

- 6.4.2 ~~The Parties expect that most networks involved in Transit Traffic will deliver each call to each involved network with CCS and the appropriate TCAP message to facilitate full interoperability of those services supported by BellSouth and billing functions. BellSouth agrees to ensure that AT&T receives, in accordance with the record transfer provisions of Attachment 6 of this Agreement, equivalent information on all calls that are originated by any other LEC or CMRS carrier with which BellSouth interconnects and which are subsequently terminated to AT&T.~~

- 6.4.3 ~~AT&T may, in its sole discretion, offer Transit Traffic Services to BellSouth or other third parties that originate or terminate Transit Traffic. Compensation arrangements for such services shall be comparable to those applicable to Transit Traffic Services provided by BellSouth.~~

6.5 ~~Meet Point Billing~~

- 6.5.1 ~~AT&T and BellSouth will establish meet-point billing ("MPB") arrangements to provide a common transport option to switched exchange access services customers via an access tandem~~

~~switch maintained by either party, in accordance with the MPB guidelines adopted by and contained in the ordering and billing forum's MECAB and MECOD documents, except as may otherwise be modified herein. The arrangements described in this Section 3 are intended to be used to provide switched exchange access service that originates and/or terminates on a telephone exchange service that is provided by either party, where the transport component of the switched exchange access service is routed through a tandem switch that is provided by either party.~~

- 6.5.2 ~~In each LATA, the parties shall establish MPB arrangements between the applicable rating point/BellSouth local serving wire center combinations.~~
- 6.5.3 ~~Interconnection for the MPB arrangement shall occur at the established interconnection points in the LATA, as outlined in part II of this agreement. (physical network interconnection).~~
- 6.5.4 **Rates for using interfaces to OSS** – To the extent AT&T orders Services and Elements for the purpose of interconnection with BellSouth, the rates set forth in Exhibit A of Attachment 2, incorporated herein by this reference, shall apply.

ATTACHMENT 3
BELLSOUTH'S PROPOSED RATES

BELLSOUTH/CLEC-1 RATES
LOCAL INTERCONNECTION

DESCRIPTION	USOC	AL	FL	GA	KY	LA	MS	NC	SC	TN	RATES BY STATE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									

BELLSOUTH/LEC-1 RATES
LOCAL INTERCONNECTION

DESCRIPTION	USOC	RATES BY STATE											TN
		AL	FL	GA	KY	LA	MS	NC	SC				
Monthly Recurring	N/A	\$15.77	\$19.01	\$14.99	\$23.38	\$16.21	\$19.03	\$15.88	\$18.05			\$20.14	
NRC - 1st	N/A	\$581.14	\$477.33	\$368.44	\$585.15	\$407.11	\$573.83	\$565.05	\$562.46			\$257.05	
NRC - Add1	N/A	\$95.21	\$124.32	\$64.05	\$98.53	\$68.61	\$96.40	\$93.16	\$91.57			\$30.34	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$45.12	NA	\$18.94	\$98.53	\$29.54	\$41.57	\$607.28	\$43.64			\$33.65	
NRC - Incremental Charge - Manual Service Order - Add1	SOMAC	\$18.73	NA	\$8.42	\$11.99	\$19.46	\$27.39	\$105.94	\$13.55			\$23.84	
Local Channel - Dedicated - DS1													
Monthly Recurring	TMECS	\$35.52	\$44.35	\$38.36	\$43.80	\$43.80	\$38.91	\$35.69	\$37.20			\$40.27	
NRC - 1st	TMECS	\$549.85	\$246.50	\$356.15	\$538.95	\$396.86	\$588.53	\$537.66	\$534.81			\$343.71	
NRC - Add1	TMECS	\$475.02	\$230.49	\$312.89	\$464.94	\$342.92	\$501.32	\$465.45	\$462.81			\$277.86	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	\$91.22	NA	\$44.22	\$87.71	\$61.82	\$81.30	\$623.92	\$87.99			\$23.51	
NRC - Incremental Charge - Manual Service Order - Add1	SOMAC	NA	NA	NA	NA	NA	NA	\$467.22	\$3.11			\$21.75	
Local Channel - Dedicated - DS3													
Monthly Recurring	TMECS	NA	NA	NA	NA	NA	\$533.33	NA	NA			NA	
NRC - 1st	TMECS	NA	NA	NA	NA	NA	\$569.08	NA	NA			NA	
NRC - Add1	TMECS	NA	NA	NA	NA	NA	\$534.58	NA	NA			NA	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAC	NA	NA	NA	NA	NA	\$56.84	NA	NA			NA	
NRC - Incremental Charge - Manual Service Order - Add1	SOMAC	NA	NA	NA	NA	NA	\$56.84	NA	NA			NA	
NOTES:													
If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the parties upon request by either party.													

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the parties upon request by either party.

ATTACHMENT 3
AT&T'S PROPOSED RATES

LOCAL INTERCONNECTION RATES

ATTACHMENT 3
EXHIBIT A
PAGE 1

DESCRIPTION	USOC	AT&T PROPOSED
LOCAL INTERCONNECTION (CALL TRANSPORT AND TERMINATION)		
End Office Switching, per mou		\$0.0008041
Tandem Switching, per mou		\$0.0009778
Common (Shared) Transport		
Common (Shared) Transport per mile per mou		\$0.0000064
Common (Shared) Transport Facilities Termination per mou		\$0.0003871
INTEROFFICE TRANSMISSION		
Interoffice Transport - All Dedicated Transport Listed Below NRC - Tariff Service to UNE		
Interoffice Transport - Dedicated - VG		\$1.46
Interoffice Transport - Dedicated - 2-Wire VG - per mile	1L5XX	\$0.0174
Interoffice Transport - Dedicated - 2-Wire VG - facilities termination per month	1L5XX	\$18.58
NRC - 1st	1L5XX	\$55.39
NRC - Add'l	1L5XX	\$17.37
NRC - Disconnect Charge - 1st	1L5XX	\$27.96
NRC - Disconnect Charge - Add'l	1L5XX	\$3.51
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$75.74
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$38.46
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$37.76
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$14.05
Interoffice Transport - Dedicated - DS0 - 56/64 KBPS		
Interoffice Transport - Dedicated - DS0 - per mile per month	1L5XX	\$0.0174
Interoffice Transport - Dedicated - DS0 - facilities termination per month	1L5XX	\$17.98
NRC - 1st	1L5XX	\$55.39
NRC - Add'l	1L5XX	\$17.37
NRC - Disconnect Charge - 1st	1L5XX	\$27.96
NRC - Disconnect Charge - Add'l	1L5XX	\$3.51
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$75.74
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$38.46
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$37.76
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$14.05
Interoffice Transport - Dedicated - DS1		
Interoffice Transport - Dedicated - DS1 - per mile per month	1L5XX	\$0.3562
Interoffice Transport - Dedicated - DS1 - facilities termination per month	1L5XX	\$77.86
NRC - 1st	1L5XX	\$112.40
NRC - Add'l	1L5XX	\$76.27

LOCAL INTERCONNECTION RATES

ATTACHMENT 3
EXHIBIT A
PAGE 2

NRC - Disconnect Charge - 1st	1L5XX	\$19.55
NRC - Disconnect Charge - Add'l	1L5XX	\$14.99
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$132.75
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$97.36
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$29.35
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$25.53
NRC - Interface Transport - Subsequent Trunk Activation		\$1.46
Interoffice Transport - Dedicated - DS3		
Interoffice Transport - Dedicated - DS3 - per mile per month	1L5XX	\$6.46
Interoffice Transport - Dedicated - DS3 - facilities termination per month	1L5XX	\$717.60
NRC - 1st	1L5XX	\$664.73
NRC - Add'l	1L5XX	\$331.48
NRC - Disconnect Charge - 1st	1L5XX	\$111.07
NRC - Disconnect Charge - Add'l	1L5XX	\$108.14
NRC - Incremental Charge - Manual Service Order - 1st	1L5XX	\$54.54
NRC - Incremental Charge - Manual Service Order - Add'l	1L5XX	\$54.64
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	1L5XX	\$22.77
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	1L5XX	\$22.77
Local Channel - Dedicated - DS3		
Local Channel - All Dedicated Local Channels NRC - Tariff Service to UNE		
Local Channel - Dedicated - 2-Wire VG		
NRC - 1st		\$199.33
NRC - Add'l		\$24.16
NRC - Disconnect Charge - 1st		\$54.81
NRC - Disconnect Charge - Add'l		\$4.80
NRC - Incremental Charge - Manual Service Order - 1st		\$219.68
NRC - Incremental Charge - Manual Service Order - Add'l		\$34.70
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$68.11
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$4.80
Local Channel - Dedicated - 4-Wire VG		
NRC - 1st		\$20.37
NRC - Add'l		\$201.53
NRC - Disconnect Charge - 1st		\$24.83
NRC - Disconnect Charge - Add'l		\$55.52
NRC - Incremental Charge - Manual Service Order - 1st		\$5.51
NRC - Incremental Charge - Manual Service Order - Add'l		\$221.88
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		\$35.37
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		\$68.82

LOCAL INTERCONNECTION RATES

ATTACHMENT 3
EXHIBIT A
PAGE 3

NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	\$5.51
Local Channel - Dedicated - DS1	
NRC - 1st	\$40.80
NRC - Add'l	\$277.35
NRC - Disconnect Charge - 1st	\$233.26
NRC - Disconnect Charge - Add'l	\$33.18
NRC - Incremental Charge - Manual Service Order - 1st	\$22.30
NRC - Incremental Charge - Manual Service Order - Add'l	\$323.03
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	\$235.02
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	\$54.93
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	\$24.06
Local Channel - Dedicated - DS3	
NRC - 1st	\$1,142.40
NRC - Add'l	\$277.35
NRC - Disconnect Charge - 1st	\$233.26
NRC - Disconnect Charge - Add'l	\$33.18
NRC - Incremental Charge - Manual Service Order - 1st	\$22.30
NRC - Incremental Charge - Manual Service Order - Add'l	\$323.03
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	\$235.02
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	\$54.93
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	\$24.06
2-W VG Local Channel with DS1 Interoffice Transport - Dedicated	
Local Channel - Dedicated - 2-Wire Voice Grade	\$16.28
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
Interoffice Transport - Dedicated DS1 System	\$18.23
Interoffice Transport - Voice Grade Plug-In	\$2.20
NRC - 1st	\$12.97
NRC - Add'l	\$11.27
NRC - Incremental Charge - Manual Service Order - 1st	\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l	\$15.72
NRC - 1st Disconnect	\$12.61
NRC - Add'l Disconnect	\$12.61
4-W VG Local Channel with DS1 Interoffice Transport - Dedicated	
Local Channel - Dedicated - 4-Wire Voice Grade	\$17.18
Interoffice Transport - Dedicated - DS1 - per mile	\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination	\$63.39
Interoffice Transport - Dedicated DS1 System	\$18.23

LOCAL INTERCOMPARISON RATES

ATTACHMENT 3
EXHIBIT A
PAGE 4

Interoffice Transport - Voice Grade Plug-in			
NRC - 1st			\$2.67
NRC - Add'l			\$12.97
NRC - Incremental Charge - Manual Service Order - 1st			\$11.27
NRC - Incremental Charge - Manual Service Order - Add'l			\$45.46
NRC - 1st Disconnect			\$15.72
NRC - Add'l Disconnect			\$12.61
NRC - Add'l Disconnect			\$12.61
4-W DS1 Local Channel with DS3 Interoffice Transport - Dedicated			
Local Channel - Dedicated - DS1			\$38.57
Interoffice Transport - Dedicated - DS3 - per mile			\$6.46
Interoffice Transport - Dedicated - DS3 - per facility termination			\$717.60
Interoffice Transport - Dedicated DS3 System			\$202.91
Interoffice Transport - DS1 Card or W-DCS port			\$0.667
NRC - 1st			\$12.97
NRC - Add'l			\$11.27
NRC - Incremental Charge - Manual Service Order - 1st			\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l			\$15.72
NRC - 1st Disconnect			\$12.61
NRC - Add'l Disconnect			\$12.61
4-W DS1 Local Channel with DS1 Interoffice Transport - Dedicated			
Local Channel - Dedicated - DS1			\$38.57
Interoffice Transport - Dedicated - DS1 - per mile			\$0.3068
Interoffice Transport - Dedicated - DS1 - per facility termination			\$63.39
NRC - 1st			\$12.97
NRC - Add'l			\$11.27
NRC - Incremental Charge - Manual Service Order - 1st			\$45.46
NRC - Incremental Charge - Manual Service Order - Add'l			\$15.72
NRC - 1st Disconnect			\$12.61
NRC - Add'l Disconnect			\$12.61
NRC - Add'l Disconnect			\$1.46
NRC - Interoffice Transport - Subsequent Trunk Activation			
DS3 Local Channel with DS3 Interoffice Transport - Dedicated			
Local Channel - Dedicated - DS3			\$1,142.40
Interoffice Transport - Dedicated - DS3 - per mile			\$6.46
Interoffice Transport - Dedicated - DS3 - per facility termination			\$717.60
NRC - 1st			\$12.97
NRC - Add'l			\$11.27
NRC - Incremental Charge - Manual Service Order - 1st			\$45.46

ATTACHMENT 3
EXHIBIT A
PAGE 5

	NRC - Incremental Charge - Manual Service Order - Add'l		\$15.72
	NRC - 1st Disconnect		\$12.61
	NRC - Add'l Disconnect		\$12.61
NOTES:			

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be as negotiated by the parties upon request by either party.

ATTACHMENT 3

EXHIBIT B -- **DISAGREE**

EXHIBIT B: SPACE LICENSE

1. **AT&T, at its sole discretion, may license BellSouth to situate BellSouth equipment in the AT&T central office and to utilize AT&T site support services in the AT&T central office such as power, heating, ventilation, air conditioning and security for such equipment, for the sole purpose of delivering interconnection traffic to AT&T for completion in accordance with Attachment 3 of this Agreement. Such licenses and site support services are referred to herein collectively as a "Space License."**
2. **The only allowable network interfaces under a Space License are DS1 and DS3.**
3. **Space Licenses are available at AT&T's sole discretion and are further subject to the availability of space and site support services in each AT&T central office. To establish a Space License, BellSouth must complete and submit a questionnaire providing requested information to support new space and site support services or to provide additional capacity for existing arrangements.**
 - 3.1 **Among the information to be provided in the questionnaire, BellSouth must identify the quantity, manufacturer, type and model of any equipment to be installed; the quantity, type and specifications of any transmission cable to be installed (collectively "Licensed Facilities"). The space in the AT&T central office in which BellSouth's equipment is or is to be located is referred to herein as the "Equipment Space."**
 - 3.2 **BellSouth is responsible for the installation of Licensed Facilities in accordance with AT&T's installation processes and procedures.**
 - 3.3 **If BellSouth desires to modify its request, prior to notification from AT&T regarding availability, BellSouth may do so by requesting that AT&T cancel the original request providing a new questionnaire to AT&T to process.**
4. **Following receipt of the questionnaire, AT&T will determine whether**

there is sufficient AT&T central office space and site support services to meet the request contained in BellSouth's questionnaire. AT&T will notify BellSouth in writing whether there is sufficient AT&T central office space available for each such request.

5. Upon receiving written notification of the availability of AT&T central office space from AT&T, BellSouth will provide written verification that it still requires such AT&T central office space. This written notification is BellSouth's firm order for each AT&T central office space requested, and will constitute an executed Space License under the terms of this Exhibit.
6. The rates and charges are to be negotiated by the Parties.
7. AT&T agrees to provide site support services as follows:
 - 7.1 AT&T will design, engineer, furnish, install, and maintain cable racks for BellSouth's use.
 - 7.2 AT&T will design, engineer, furnish, install, and maintain a battery distribution fuse board (BDFB) from which AT&T will supply DC power to BellSouth.
 - 7.3 AT&T will provide common use convenience outlets (120V) as required for test equipment, etc. within Equipment Space.
 - 7.4 AT&T will maintain temperature and humidity conditions for the Equipment Space within substantially the same ranges that AT&T maintains for its own similar equipment.
8. AT&T will specify the location and dimensions of the Equipment Space and at its sole discretion will specify any physical or space separation requirements.
9. BellSouth will use the Space Licenses solely for the purpose of delivering its interconnection traffic to AT&T, so that AT&T may complete such calls in accordance with this Attachment. BellSouth agrees not to make any other use of the Space Licenses without the advance written consent of AT&T.
10. Upon reasonable advance notice and for the limited purpose of performing work for which BellSouth is responsible under this Exhibit, AT&T licenses BellSouth to enter and exit the Equipment Space

through portions of the AT&T central office as designated by AT&T. Unless a service outage is occurring or appears to be imminent, BellSouth shall perform its work in the AT&T central office during regular business hours as designated from time to time by AT&T.

11. BellSouth shall either furnish to AT&T, and keep current, a written list of all BellSouth employees and AT&T approved contractors authorized to enter the Equipment Space, or provide a twenty four (24) hour local or toll-free telephone number which AT&T can use to verify the authority of such persons. BellSouth shall also furnish to AT&T, and keep current, samples of the identifying credentials to be carried by such persons. AT&T will permit entry to the Equipment Space by persons named on such then-current lists or verified by means of the local or toll-free telephone number, and bearing such identifying credentials. Notwithstanding Part I.C.12 (General Terms & Conditions - Liability and Indemnity) of this Agreement, BellSouth hereby releases AT&T, AT&T's Affiliates and their officers, directors, employees, agents, contractors, and suppliers from liabilities arising from the acts or omissions of any such persons whom AT&T has admitted in good faith to the AT&T central office.
12. While in the AT&T central office, employees of BellSouth and its contractors must comply at all times with AT&T's security and safety procedures and requirements. AT&T may refuse entry to, or require the departure of, any person who is disorderly or who has failed to comply with AT&T's procedures and requirements after being notified of them.
13. BellSouth will be responsible for selecting its contractors and causing their compliance with this Exhibit.
14. Each party shall cause its employees and contractors to act in a careful and workmanlike manner to avoid damage to the other party's property and the property of others in and around AT&T's central office.
15. BellSouth's employees and contractors shall refrain from using any Licensed Facilities, equipment, tools, materials, or methods that, in AT&T's sole judgment, might cause damage to or otherwise interfere with AT&T's operations. AT&T reserves the right to take any reasonable action to prevent potential harm to the services, personnel, or property of AT&T (and its affiliates, vendors, and end users).

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16. In addition to the Licensed Facilities, BellSouth may bring into the Equipment Space the small tools and portable test equipment needed for the work for which BellSouth is responsible. BellSouth will be responsible for the care and safeguarding of all such items. BellSouth may not bring any other items into the AT&T central office without AT&T's prior written consent. In particular, and without limiting the foregoing, BellSouth may not bring into the AT&T central office any of the following: wet cell batteries, explosives, flammable liquids or gases, alcohol, controlled substances, weapons, cameras, tape recorders, and similar items.
 17. AT&T and its designees may inspect or observe the Equipment Space, the space designated by AT&T for BellSouth transmission cable, the Licensed Facilities, and any work performed by or behalf of BellSouth in the AT&T central office, at any time. If the Equipment Space is surrounded by a security enclosure, BellSouth shall furnish AT&T with all mechanisms and information needed for entry to the Equipment Space.
 18. AT&T and BellSouth intend that the Licensed Facilities, whether or not physically affixed to the AT&T central office, shall not be construed to be fixtures. BellSouth (or the lessor of BellSouth equipment, if applicable) will report the Licensed Facilities as its personal property wherever required by applicable laws, and will pay all taxes levied upon the Licensed Facilities.
 19. BellSouth agrees not to sell, convey, or lease BellSouth transmission cable under any circumstances, except for a conveyance of BellSouth transmission cable to AT&T upon termination of the applicable Space License. BellSouth further agrees not to cause, suffer, or permit BellSouth transmission cable to become encumbered by a lien, trust, pledge, or security interest as a result of rights granted by BellSouth or any act or omission of BellSouth. If BellSouth transmission cable becomes so encumbered, BellSouth agrees to discharge the obligation within thirty (30) days after receiving notice of the encumbrance.
 20. The licenses granted by this Agreement are non-exclusive personal privileges allowing BellSouth to situate the Licensed Facilities in the locations indicated by AT&T. These licenses and the payments by BellSouth under this Agreement do not create or vest in BellSouth (or in any other person) any property right or interest of any nature in any part of the AT&T central office.
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21. The licenses granted to BellSouth under this Agreement shall be subordinate to any mortgages or deeds of trust that may now exist or may in the future be placed upon any AT&T central office; to any and all advances to be made under such mortgages or deeds of trust; and to the interest thereon and all renewals, replacements, or extensions thereof.
22. AT&T may relocate the licensed space, or the AT&T central office, or both upon thirty (30) days prior written notice to BellSouth. If relocation of Licensed Facilities is required, the party that originally installed such Licensed Facilities will be responsible for relocating them. Any such relocation work that is AT&T's responsibility and is performed by AT&T will be without charge to BellSouth. AT&T will reimburse BellSouth for the reasonable cost of such relocation work performed by BellSouth, and AT&T will provide at its own expense any additional or replacement cable racks and BellSouth transmission cable needed to accommodate the relocation of the installation. AT&T and BellSouth will work together in good faith to minimize any disruption of service in connection with such relocation.
23. Licensed Facilities will be furnished, installed and maintained in accordance with the following:
- 23.1 BellSouth agrees to furnish all Licensed Facilities.
- 23.2 BellSouth agrees to install the Licensed Facilities. BellSouth agrees to comply with specifications and processes furnished by AT&T for installation performed by BellSouth.
- 23.3 BellSouth agrees to install the DC power supply and single circuit (battery and ground) from its fuse panel located in BellSouth's frame to the designated AT&T power source. BellSouth will distribute the power among its equipment within the Equipment Space.
- 23.4 BellSouth agrees to maintain in good working order all BellSouth equipment in Equipment Space. AT&T agrees to repair BellSouth transmission cable. BellSouth is not permitted to repair installed BellSouth transmission cable in order to avoid possible harm to other transmission cables.
- 23.5 BellSouth may use contractors to perform installation and
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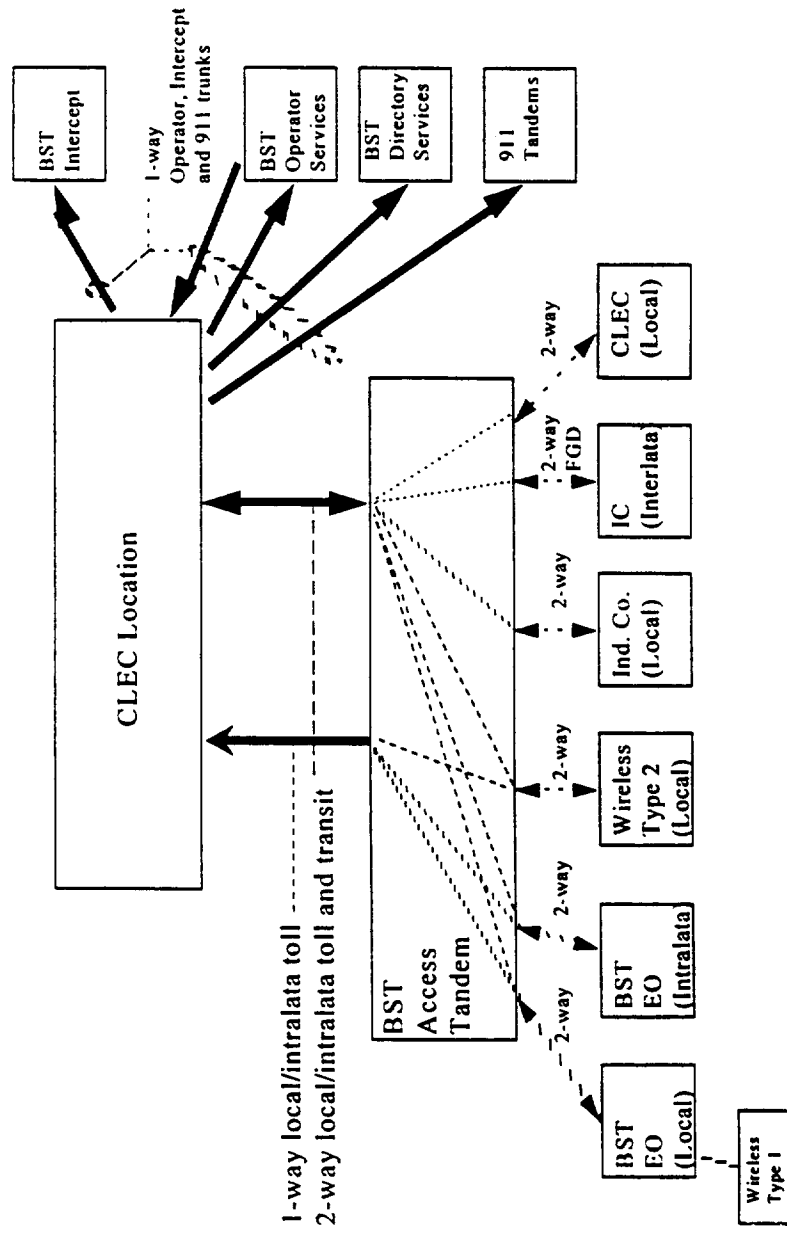
maintenance for which BellSouth is responsible. AT&T consents to use of those contractors listed on a then current AT&T approved list of BellSouth submitted contractors. Use of any other contractors shall require AT&T's prior written consent, which shall not be unreasonably withheld.

- 23.6 BellSouth may, at its own discretion and expense, choose to install its equipment in locked cabinets, provided that space and configuration will permit such. If BellSouth chooses to install its equipment in locked cabinets, BellSouth shall leave the appropriate keys with AT&T and agrees to allow AT&T the right of entry to such cabinets.
24. Under the Space Licenses, AT&T performs no communications services, provides no goods except for short lengths of wire or cable and small parts incidental to the services furnished by AT&T, and provides no maintenance for any BellSouth equipment in Equipment Space. AT&T warrants that the services provided under this Agreement will be performed in a workmanlike manner and in accordance with AT&T technical specifications and that the incidental material provided by AT&T shall be free from defects. AT&T MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
25. In addition to any other rights or remedies that AT&T may have under this Agreement or at law, AT&T may terminate the applicable Space License if any of the following events occurs and is not corrected within thirty (30) days after written notice to cure:
- 25.1 BellSouth fails to pay charges due or fails to comply with any of the terms or conditions of this Part II-G.
- 25.2 BellSouth fails to utilize the Licensed Facilities for the authorized purpose described in this Part II-G.
- 25.3 BellSouth fails to comply with applicable laws or is in any way prevented by the order or action of any court, or other governmental entity from performing any of its obligations under this Part II-G.
26. In the event that a Space License is terminated for any reason, the

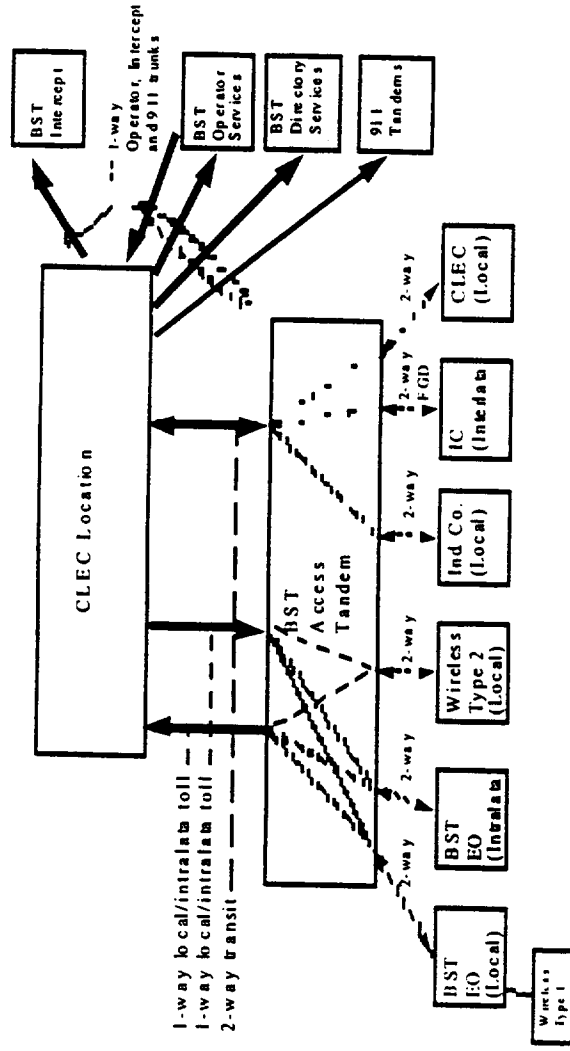
Parties will act in accordance with the following:

- 26.1** Within thirty (30) days after termination of a Space License, BellSouth will, at its sole expense, remove all BellSouth equipment in Equipment Space and restore the Equipment Space to its previous condition, normal wear and tear excepted. If BellSouth fails to complete such removal and restoration within thirty (30) days after termination of the applicable Space License, AT&T may, at its option, upon ten (10) days written notice to BellSouth, perform the removal and restoration at BellSouth's sole risk and expense.
- 26.2** Because removal of installed BellSouth transmission cable may cause damage to other cables or fiber, BellSouth agrees to relinquish its transmission cable to AT&T in lieu of removal. Upon termination of the applicable Space License, all BellSouth transmission cable will be automatically conveyed to AT&T, thereby becoming the property of AT&T, free of any interest or lien of any kind by BellSouth (or by any person claiming through BellSouth). At AT&T's request, BellSouth will promptly execute and deliver to AT&T a bill of conveyance or such other assurances as may be requisite to confirm or perfect the transfer of BellSouth transmission cable to AT&T.
- 26.3** If no monies are owed by BellSouth to AT&T under this Agreement, AT&T agrees to deliver such removed equipment to BellSouth's last known business address or to a domestic location designated by BellSouth, at BellSouth's sole risk and expense. If monies are so owed, BellSouth agrees that AT&T may either take ownership free of any interest or lien by BellSouth (or those claiming through BellSouth) or treat such equipment as abandoned by BellSouth. [OPEN - BELLSOUTH]

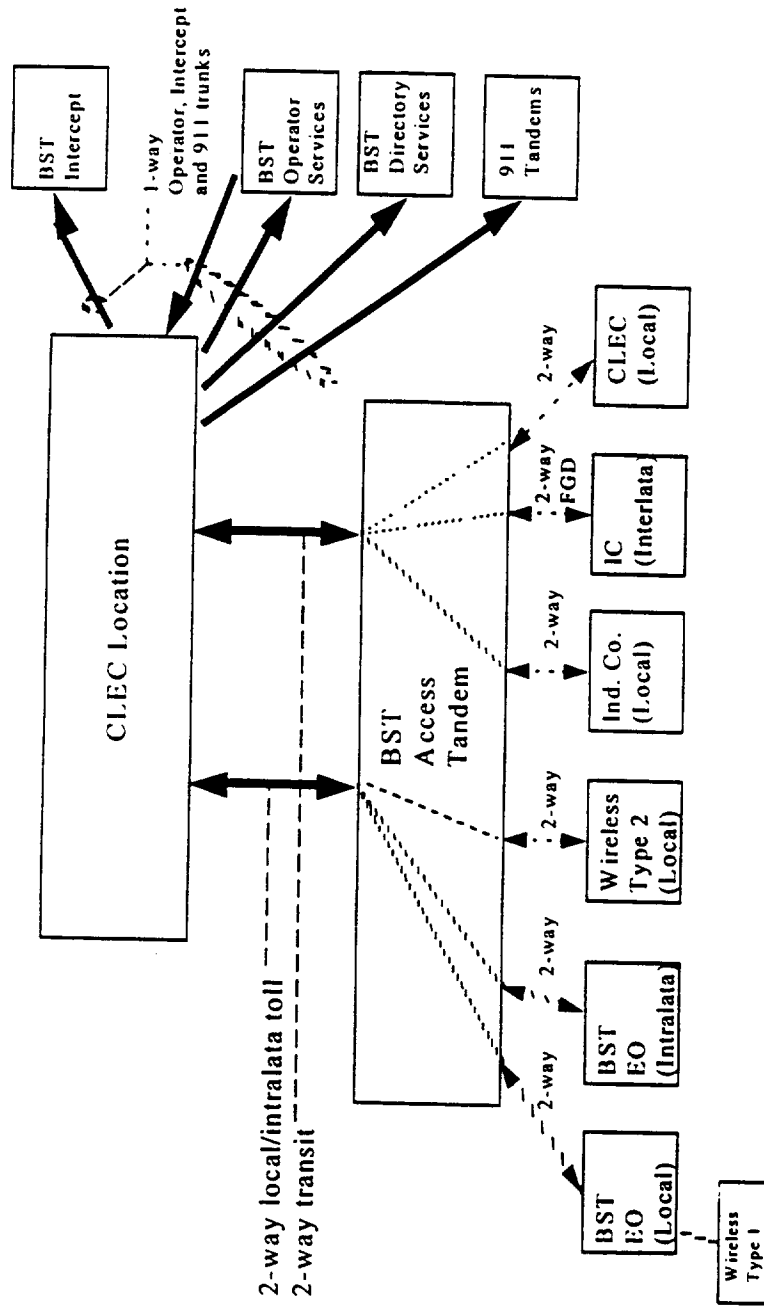
BellSouth Proposal Preferred Interconnection Architecture



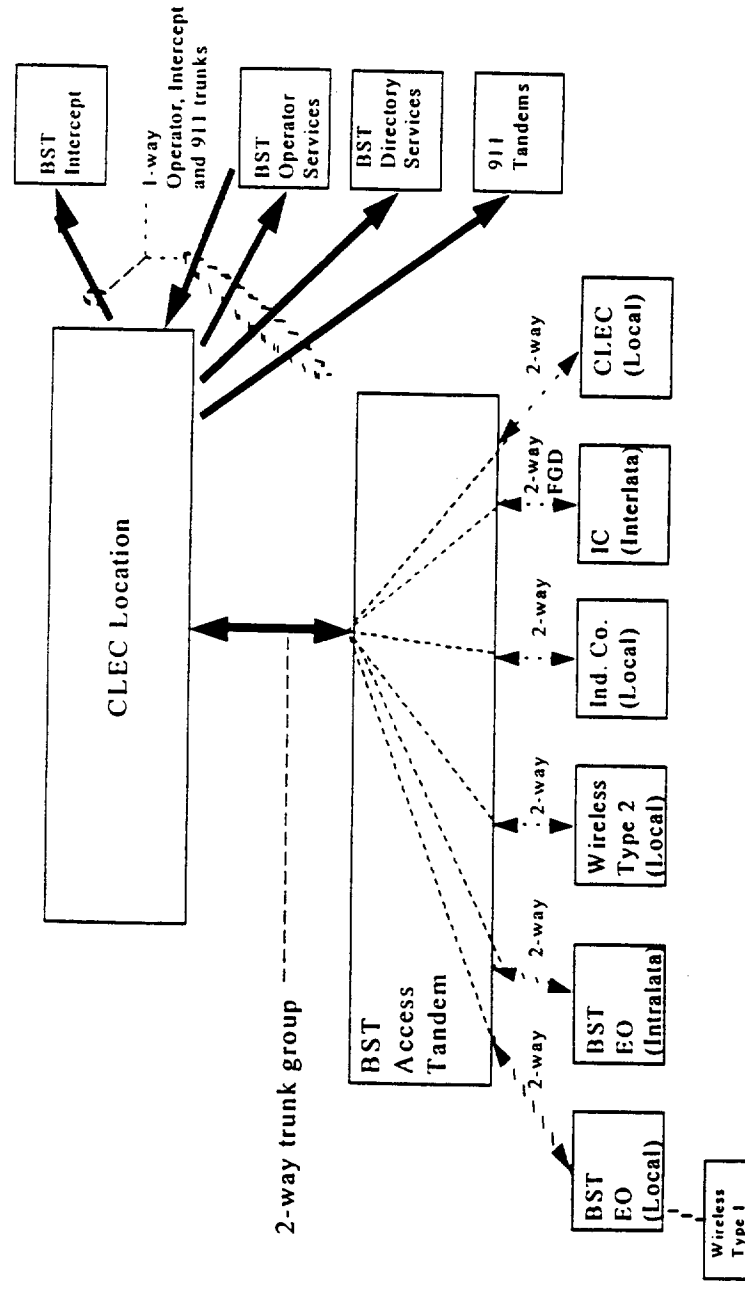
BellSouth Proposal One Way Trunking Interconnection



BellSouth Proposal Two Way Trunking Interconnection



BellSouth Proposal SuperGroup Interconnection Architecture



4

Attachment 4

Collocation

DISAGREE:

1.6

5.7.1

6.4

11.1

11.2

11.4

11.5

Exhibit A – Note (4)

Exhibit A – PE1CA

OPEN/AT&T:

"Business" versus "calendar" days

Exhibit A – PE1PL

OPEN/BST:

"Business" versus "calendar" days

6.2

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Exhibit A

Exhibit B

COLLOCATION

1. SCOPE OF ATTACHMENT

- 1.1 Scope of Attachment. BellSouth shall offer to AT&T collocation on rates, terms and conditions that are just, reasonable, nondiscriminatory and consistent with the rules and regulations of the FCC. If BellSouth provides any collocation to its own customers, to a BellSouth affiliate or to any other entity, BellSouth will provide the same collocation to AT&T at rates, terms and conditions no less favorable to AT&T than those provided by BellSouth to itself or to any other party. The rates, terms, and conditions contained within this Attachment shall only apply when AT&T is occupying the collocation space as a sole occupant or as a Host pursuant to Section 3 of this Attachment 4.
- 1.2 Right to occupy. Subject to Section 4 of this Attachment 4, BellSouth hereby grants to AT&T a right to occupy that certain area designated by BellSouth within a BellSouth Premises, of a size which is specified by AT&T and agreed to by BellSouth (hereinafter "Collocation Space"). "Premises" refers to BellSouth's central offices and serving wire centers, as well as all buildings or similar structures owned or leased by BellSouth that house its network facilities, and all structures that house BellSouth's facilities on public rights-of-way, including but not limited to vaults containing loop concentrators or similar structures. To the extent this Agreement does not include all the necessary rates, terms and conditions for BellSouth Premises other than BellSouth central offices, the Parties will negotiate said rates, terms and conditions at the request for collocation at other than a central office. Notwithstanding the foregoing, BellSouth shall consider in its designation for cageless collocation any unused space within the BellSouth Premises. The size specified by AT&T may contemplate a request for space sufficient to accommodate AT&T's growth within a two year period unless otherwise agreed to by the Parties.
- 1.2.1 Space Reclamation. In the event of space exhaust within a Premise, BellSouth may provide notice, which must be in writing, to AT&T requesting that AT&T release non-utilized Collocation Space to BellSouth to be allocated to other physical collocation applicants when 100% of the space in AT&T's collocation arrangement is not being utilized by the end of the second year from the date AT&T accepted the Collocation Space. AT&T, within twenty (20) days of receipt of a written notification from BellSouth, shall either: (i) return the non-

utilized Collocation Space to BellSouth, in which case AT&T shall be relieved of all obligation for charges for that portion of the Collocation Space so released; (ii) provide BellSouth evidence that equipment is on order which will be installed in the non-utilized Collocation Space; or (iii) enter into a sharing relationship with another telecommunications carrier who will utilize the non-utilized Collocation Space.

- 1.3 Use of Space. AT&T shall use the Collocation Space for the purposes of installing, provisioning, maintaining and operating AT&T's equipment (to include testing and monitoring equipment) used or useful primarily to gain access to unbundled Network Elements and Combinations and secondarily to interconnect with BellSouth services and facilities, for the provision of telecommunications services. Pursuant to Section 5 of this Attachment 4, AT&T may at its option, place AT&T-owned or AT&T-leased entrance facilities to the Collocation Space. In addition to, and not in lieu of, interconnection to BellSouth services and facilities, AT&T may connect to other interconnectors within the designated BellSouth Premises (including to its other virtual or physical collocated arrangements) through co-carrier cross connect facilities designated by AT&T pursuant to Section 5.6 of this Attachment 4. The Collocation Space may be used for no other purposes except as specifically described herein or authorized in writing by BellSouth.
- 1.4 BellSouth will offer virtual or adjacent, where technically feasible, collocation of the equipment where BellSouth is prepared to demonstrate that physical collocation is not practical for technical reasons or because of space limitations as provided in § 251(c)(6) of the Act and FCC orders.
- 1.5 Rates and charges. AT&T agrees to pay the rates and charges identified at Exhibit A attached hereto.

1.6 **DISAGREE**

AT&T PROPOSAL:

In buildings in which BellSouth and AT&T have a joint tenancy, referred to herein as Condominium Arrangements, AT&T shall locate, in AT&T's wire center, equipment that enables AT&T to access BellSouth provided Network Elements at the DS0, DS1, DS3, OC3, OC12, OC48, STS-1, STS-3c, and other rates that are established pursuant to the applicable industry standard technical references. AT&T's equipment located in the condo

space shall be treated as collocated equipment in all respects including the right for AT&T to interconnect directly to other collocated CLECs in BellSouth's physical space. AT&T shall be responsible for the connection between AT&T wire center and BellSouth's facilities. Should AT&T elect to place a physical collocation arrangement in BellSouth's wire center, AT&T shall be allowed to cable directly between the AT&T wire center in the condo building to the AT&T collocation space in BellSouth's wire center without having to go off-premise.

BST PROPOSAL:

Delete paragraph.

2. SPACE NOTIFICATION

- 2.1 Availability of Space. Upon submission of an application pursuant to Section 6 of this Attachment 4, BellSouth will permit AT&T to physically collocate, pursuant to the terms of this Attachment, at any BellSouth Premises, unless BellSouth has determined that there is no space available due to space limitations or no space available due to technical infeasibility. BellSouth will respond to an application within ten (10) **[business]** days as to whether space is available or not available within a BellSouth Premises. If BellSouth responds that requested space is not available within the requested BellSouth Premises, BellSouth will inform AT&T of the amount of space that is available. If no space is available, BellSouth will inform AT&T that virtual or adjacent collocation is an option at the requested Premises.
- 2.2 Reporting. Upon request from AT&T, BellSouth will provide a written report specifying the amount of collocation space available at the Premises requested, the number of collocators present at the Premises, any modifications in the use of the space since the last report or the Premises requested and the measures BellSouth is taking to make additional space available for collocation arrangements.
- 2.2.1 The request from AT&T must be written and must include the Premises and Common Language Location Identification ("CLLI") code of the Premises where applicable. Such information regarding Premises and CLLI code is located in the National Exchange Carriers Association ("NECA") Tariff FCC No. 4.

- 2.2.2 BellSouth will respond to a request for a particular Premises within ten (10) **[business]** days of receipt of such request. BellSouth will respond in ten (10) **[business]** days to a request for up to and including five (5) Premises within the same state. The response time for a request of more than five (5) Premises shall be negotiated between the Parties. If BellSouth cannot meet the ten (10) **[business]**-day response time, BellSouth shall notify AT&T and inform AT&T of the time frame under which it can respond.
- 2.3 Denial of Application. After notifying AT&T that BellSouth has no available space in the requested Premises ("Denial of Application"), BellSouth will allow AT&T, upon request, to tour the entire Premises within ten (10) **[business]** days of such Denial of Application. In order to schedule said tour within ten (10) **[business]** days, the request for a tour of the central office must be received by BellSouth within five (5) **[business]** days of the Denial of Application. Notwithstanding the foregoing, the Parties may agree to conduct the tour outside of the 10-day period.
- 2.4 Filing of Petition for Waiver. Upon Denial of Application BellSouth will timely file a petition with the Commission pursuant to 47 U.S.C. § 251(c)(6) and the appropriate state and federal rules and regulations.
- 2.5 Waiting List. On a first come first served basis, BellSouth will maintain a waiting list of requesting carriers who have either received a Denial of Application or, where it is publicly known that the Premises is out of space, have submitted a letter of intent to collocate. BellSouth will notify the telecommunications carriers on the waiting list when space becomes available according to how much space becomes available and the position of the telecommunications carrier on said waiting list. Upon request BellSouth will advise AT&T as to its position on the list.
- 2.6 Public Notification. BellSouth will maintain on its Interconnection Services website a notification document that will indicate all Premises that are without available space. BellSouth shall update such document within ten (10) business days of the Denial of Application date. BellSouth will also post a document on its Interconnection Services website that contains a general notice where space has become available in a central office previously on the space exhaust list. BellSouth shall allocate said available space pursuant to the waiting list referenced in Section 2.5 of this Attachment 4.

3. COLLOCATION OPTIONS

3.1 Cageless. Except where local building code does not allow cageless collocation, BellSouth shall allow AT&T to collocate AT&T's equipment and facilities without requiring the construction of a cage or similar structure to enclose said equipment and without requiring the creation of a separate entrance to the Collocation Space. BellSouth shall allow AT&T to have direct access to its equipment and facilities but may require AT&T to use a central entrance to the BellSouth Premises. BellSouth shall make cageless collocation available in single bay increments pursuant to Section 7.5 of this Attachment 4. BellSouth shall assign cageless Collocation Space in conventional equipment rack lineups where feasible. For equipment requiring special technical considerations, AT&T must provide the equipment layout, including spatial dimensions for such equipment pursuant to Section 5.1.1 of this Attachment 4 and shall be responsible for constructing all special technical requirements associated with such equipment pursuant to Section 6.5 of this Attachment 4.

3.1.1 Shared (Subleased) Cageless Collocation. AT&T may allow other telecommunications carriers to share AT&T's cageless collocation arrangements pursuant to the terms and conditions of Section 3.1.1 and Section 3.3 of this Attachment. Notwithstanding the foregoing, sharing of cageless space within the cageless arrangement shall not be authorized (1) where local building codes do not allow shared cageless collocation; or (2) where the BellSouth Premises is located within a leased space and BellSouth is prohibited by that lease from offering shared cageless collocation or (3) where the only remaining space of AT&T's cageless collocation arrangement requires AT&T's equipment to be commingled with BellSouth equipment. For purposes of this section, commingled means that the location of the AT&T cageless arrangement in the BellSouth equipment lineup is such that BellSouth is not able to enclose BellSouth's equipment. AT&T shall coordinate with its Guest, as defined below, and BellSouth to limit the number of parties working within the shared cageless collocation arrangement at the same time. BellSouth agrees to waive this provision in the event a specific project requires the presence of multiple parties all at the same time.

3.2 Cages and Adjacent Arrangement Enclosures. At AT&T's option and upon request, BellSouth shall construct cages in compliance with AT&T's collocation request. At AT&T's request, BellSouth shall permit AT&T to subcontract the construction of physical collocation

arrangements with BellSouth Certified Vendors, provided however, that BellSouth shall not unreasonably withhold approval of contractors.

- 3.2.1 When AT&T subcontracts the construction, AT&T must arrange with a BellSouth Certified Vendor to construct a collocation arrangement enclosure in accordance with BellSouth's guidelines and specifications and at AT&T's expense. BellSouth will provide guidelines and specifications upon request. Where local building codes require enclosure specifications more stringent than BellSouth's standard enclosure specification, AT&T and AT&T's BellSouth Certified Vendor must comply with local building code requirements. AT&T's BellSouth Certified Vendor shall be responsible for filing and receiving any and all necessary permits and/or licenses for such construction. BellSouth shall cooperate with AT&T and provide, at AT&T's expense, the documentation, including architectural drawings, necessary for AT&T to obtain the zoning, permits and/or other licenses. BellSouth shall pass on to AT&T the costs of providing the documentation. The Certified Vendor shall bill AT&T directly for all work performed for AT&T pursuant to this Attachment and BellSouth shall have no liability for nor responsibility to pay such charges invoiced by the Certified Vendor.
- 3.2.2 BellSouth has the right to inspect the enclosure after construction to make sure it is designed and constructed according to BellSouth's specifications and to require AT&T to remove or correct at AT&T's cost any structure that does not meet these standards.
- 3.2.3 AT&T must provide the local BellSouth building contact with two Access Keys used to enter the locked enclosure. Access Keys provided to BellSouth shall not be duplicated under any circumstances. Except in case of emergency, BellSouth will not access AT&T's locked enclosure prior to notifying AT&T. BellSouth shall notify AT&T in writing immediately in the case of lost or stolen Access Keys. BellSouth will reimburse AT&T the reasonable costs to replace each Access Key lost or stolen. Should it become necessary for AT&T to re-key locked enclosures as a result of a lost Access Key(s) or for failure to return an Access Key(s), BellSouth shall pay for all reasonable costs associated with the re-keying. AT&T shall have the right, at its expense, to have locks changed where deemed necessary for the protection and security of its locked enclosures, provided that AT&T shall immediately provide BellSouth with such new keys.

- 3.3 Shared Caged Collocation. AT&T may allow other telecommunications carriers to share AT&T's caged collocation arrangement pursuant to terms and conditions agreed to by AT&T ("Host") and other telecommunications carriers ("Guests") and pursuant to this section with the following exceptions: (1) where local building code does not allow Shared Caged Collocation and (2) where the BellSouth Premises is located within a leased space and BellSouth is prohibited by said lease from offering such an option. The terms and conditions of the agreement between the Host and its Guests shall be written and AT&T shall provide written notice to BellSouth that it has entered into a shared arrangement prior to submitting an application for said Guest. Further, said agreement shall incorporate by reference the rates, terms, and conditions of this Attachment 4.
- 3.3.1 AT&T shall be the sole interface and responsible party to BellSouth for the purpose of submitting applications for initial and additional equipment placements of Guest; for assessment of rates and charges contained within this Attachment; and for the purposes of ensuring that the safety and security requirements of this Attachment are fully complied with by the Guest, its employees and agents. In the event the Host and Guest jointly submit an initial Application, only one Application Fee will be assessed. A separate initial Guest Application shall require the assessment of a Subsequent Application Fee, as set forth in Exhibit A, if this Application is not the initial Application made for the arrangement. Notwithstanding the foregoing, Guest may arrange directly with BellSouth for the provision of the interconnecting facilities between BellSouth and Guest and for the provisions of the services and access to Network Elements.
- 3.3.2 AT&T shall indemnify and hold harmless BellSouth from any and all claims, actions, causes of action, of whatever kind or nature arising out of the presence of AT&T's Guests in the Collocation Space.
- 3.4 Adjacent Collocation. BellSouth will make available, where space is legitimately exhausted in a particular BellSouth Premises, collocation in adjacent controlled environmental vaults or similar structures to the extent technically feasible. BellSouth will permit AT&T to construct or otherwise procure such an adjacent structure, subject only to reasonable safety and maintenance requirements. BellSouth will provide power and physical collocation services and facilities, subject to the same nondiscrimination requirements as applicable to any other physical collocation arrangement. BellSouth will permit AT&T to place its own equipment, including, but not limited to, copper cables, coaxial cables, fiber cables, and telecommunications equipment, in adjacent facilities constructed by either BellSouth or by AT&T itself. The

Adjacent Arrangement shall be constructed or procured by AT&T and in conformance with BellSouth's reasonable safety and maintenance requirements. BellSouth will provide specifications upon request. Further, AT&T shall construct, procure, maintain and operate said Adjacent Arrangement(s) pursuant to all of the terms and conditions set forth in this Attachment. Rates shall be as set forth in Exhibit A.

- 3.4.1 Should AT&T elect such option, AT&T must arrange with a BellSouth Certified Vendor to construct an Adjacent Arrangement structure. Where local building codes require enclosure specifications more stringent than BellSouth's standard specification, AT&T and AT&T's contractor must comply with local building code requirements. AT&T's contractor shall be responsible for filing and receiving any and all necessary zoning, permits and/or licenses for such construction. BellSouth shall cooperate with AT&T and provide, at AT&T's expense, the documentation necessary for AT&T to obtain the zoning, permits and/or other licenses. BellSouth shall pass on to AT&T the costs of providing the documentation. AT&T's BellSouth Certified Vendor shall bill AT&T directly for all work performed for AT&T pursuant to this Attachment and BellSouth shall have no liability for nor responsibility to pay such charges invoiced by the Certified Vendor.
- 3.4.2 BellSouth may inspect the Adjacent Arrangement(s) following construction and prior to the Commencement Date, as defined in Section 4.1 of this Attachment 4, to ensure the design and construction comply with BellSouth's specifications. BellSouth may require AT&T, at AT&T's sole cost, to correct any deviations from BellSouth's specifications found during such inspection(s), up to and including removal of the Adjacent Arrangement, within five (5) business days of BellSouth's inspection, unless the Parties mutually agree to an alternative time frame.
- 3.4.3 AT&T shall provide a concrete pad, the structure housing the arrangement, HVAC, lighting, and all facilities that connect the structure (i.e. racking and conduit) to the BellSouth point of interconnection. At AT&T's option, BellSouth shall provide an AC power source and access to physical collocation services and facilities subject to the same nondiscriminatory requirements as applicable to any other physical collocation arrangement.
- 3.4.4 Where AT&T has elected to construct the adjacent enclosure itself, BellSouth shall deliver to AT&T the requested ground space thirty (30) days after BellSouth receives AT&T's Bona Fide Firm Order.

- 3.4.5 BellSouth shall allow other telecommunications carriers to share AT&T's Adjacent Arrangements pursuant to the terms and conditions set forth in Section 3.3 above.

4. OCCUPANCY

- 4.1 Commencement Date. The "Commencement Date" shall be the day AT&T's equipment becomes operational as described in Section 4.2 of this Attachment 4.

- 4.2 Occupancy. BellSouth will notify AT&T in writing that the Collocation Space is ready for occupancy. AT&T must place operational telecommunications equipment in the Collocation Space and begin either receiving access to Network Elements or interconnecting with BellSouth's network within one hundred eighty (180) days after receipt of such notice. AT&T must notify BellSouth in writing that collocation equipment installation is complete and is operational with BellSouth's network. If AT&T fails to place operational telecommunications equipment in the Collocation Space within 180 calendar days and such failure continues for a period of thirty (30) days after receipt of written notice from BellSouth, then BellSouth may, upon thirty (30) days written notice, request AT&T to return the space. AT&T is not required to return the space if, within that thirty (30) day period: (1) AT&T utilizes the space by placing equipment in the space; (2) AT&T provides BellSouth a legitimate business plan within fifteen (15) calendar days showing its intent to utilize the space within forty-five (45) days of submitting the business plan; or (3) AT&T enters into a sharing relationship for its space pursuant to Section 3.4 of this Attachment 4. In the event that AT&T does not satisfy any of the foregoing conditions, its right to occupy the Collocation Space terminates and BellSouth shall have no further obligations to AT&T with respect to said Collocation Space. However, for good cause shown, AT&T may request and BellSouth will grant an extension of up to 30/60 days. Termination of AT&T's rights to the Collocation Space pursuant to this section shall not operate to release AT&T from its obligation to reimburse BellSouth for all unpaid costs reasonably incurred by BellSouth pursuant to Section ____ of this Attachment 4 in preparing the Collocation Space, but rather such obligation shall survive this Attachment. For purposes of this Section 4.2, AT&T's telecommunications equipment will be deemed operational when cross-connected to BellSouth's network for the purpose of service provision.

4.2.1 If, after the initial installation of AT&T's equipment, the initial connections provided by BellSouth on BellSouth's side of the demarcation point do not allow AT&T's equipment to function in a manner that allows AT&T to provide telecommunications services to its customers, BellSouth will credit AT&T the floor space charges for the period of time that the AT&T equipment is not operational due to the faulty connections. Such credit will also include a pro rata credit for cross-connections and any Network Elements ordered and installed and will not apply if the malfunction results from BellSouth provisioning such connections in accordance with AT&T specifications.

4.2.2 Termination. Except where otherwise agreed to by the Parties, AT&T may terminate occupancy in a particular Collocation Space upon thirty (30) calendar days prior written notice to BellSouth. Upon termination of such occupancy, AT&T at its expense shall remove its equipment and other property from the Collocation Space. AT&T shall have thirty (30) calendar days from the termination date to complete such removal, including the removal of all equipment and facilities of any other occupant of AT&T's Collocation Space; provided, however, that AT&T shall continue payment of monthly fees to BellSouth until such date as AT&T has fully vacated the Collocation Space. Upon expiration of this Attachment, AT&T shall surrender the Collocation Space to BellSouth in the same condition as when first occupied by the AT&T except for ordinary wear and tear. Unless otherwise agreed upon by the Parties, AT&T shall be responsible for the cost of removing any enclosure, together with all support structures (e.g., racking, conduits), of an Adjacent Collocation arrangement at the termination of occupancy and restoring the grounds to their original condition.

5. USE OF COLLOCATION SPACE

5.1 Equipment Type. BellSouth shall permit the collocation of any type of equipment used or useful for interconnection or for access to Network Elements in the provision of telecommunications services. Such equipment used or useful for interconnection and access to Network Elements includes, but is not limited to transmission equipment including, but not limited to, optical terminating equipment and multiplexers, equipment being collocated to terminate basic transmission facilities pursuant to § 64.1401 and § 64.1402 of Title 47 of the Code of Federal Regulations as of August 1, 1996, and digital subscriber line access multiplexers, routers, asynchronous transfer

mode multiplexers, remote switching modules, and digital/optical cross-connect panels, and digital loop carrier. Nothing in this section requires BellSouth to permit collocation of equipment used solely for switching or solely to provide enhanced services; provided, however, that BellSouth may not place any limitations on the ability of AT&T to use all the features, functions, and capabilities of equipment collocated including, but not limited to, switching and routing features and functions and enhanced services functionalities.

- 5.1.1 Such equipment must at a minimum meet the following BellCore (Telcordia) Network Equipment Building Specifications (NEBS) General Equipment Requirements: Criteria Level 1 requirements as outlined in the BellCore (Telcordia) Special Report SR-3580, Issue 1; equipment design spatial requirements per GR-63-CORE, Section 2; thermal heat dissipation per GR-063-CORE, Section 4, Criteria 77-79; acoustic noise per GR-063-CORE, Section 4, Criterion 128, and National Electric Code standards. BellSouth may not object to the Collocation of equipment on the ground that the equipment fails to comply with NEBS performance standards.
- 5.1.2 AT&T shall not use the Collocation Space for marketing purposes nor shall it place any advertising signs or markings in the area surrounding the Collocation Space or on the grounds of the Premises.
- 5.1.3 AT&T shall place a plaque or other identification affixed to AT&T's equipment, cage or adjacent structure necessary to identify AT&T's equipment, including a list of emergency contacts with telephone numbers.
- 5.1.4 BellSouth shall not impose any performance standards, except for safety, on AT&T equipment. These safety standards will not exceed the standards that BellSouth imposes on its own equipment, its subsidiaries' equipment, or to the equipment of any third person.
- 5.2 For both Physical Collocation and Virtual Collocation, AT&T may either purchase unbundled transmission facilities (and any necessary cross-connection) from BellSouth or provide its own or third-party leased transmission facilities and terminate those transmission facilities in its equipment located in its Collocation Space at BellSouth's Premises.
- 5.3 Entrance Facilities. AT&T may elect to place AT&T-owned or AT&T-leased entrance facilities into the Collocation Space. BellSouth will designate the point of interconnection as close as reasonably possible to the Premises housing the Collocation Space, such as an entrance manhole or a cable vault which are physically accessible by both

Parties. AT&T will provide and place fiber cable at the point of interconnection of sufficient length to be pulled through conduit and into the splice location. If AT&T desires to place cable other than fiber, BellSouth shall permit interconnection using copper or coaxial cable if such interconnection is first approved by the Commission. AT&T will provide and install a sufficient length of fire retardant riser cable, to which the entrance cable will be spliced, which will extend from the splice location to the AT&T's equipment in the Collocation Space. AT&T must arrange for BellSouth to splice the entrance facility to AT&T-provided riser cable. In the event AT&T utilizes a non-metallic, riser-type entrance facility, a splice will not be required. Pursuant to the AT&T/BellSouth Right-of-Way Attachment 8, incorporated herein by this reference, AT&T must contact BellSouth for instructions prior to placing the entrance facility cable in the manhole. AT&T is responsible for maintenance of the entrance cable.

- 5.3.1 Dual Entrance. BellSouth will provide at least two (2) such Interconnection points at each BellSouth Premises at which there are at least two (2) entry points for BellSouth's cable facilities, and at which space is available for new facilities in at least two (2) of those entry points. In response to a request for physical collocation under this Attachment, BellSouth shall provide AT&T with information regarding BellSouth's capacity to accommodate dual entrance facilities. Consistent with Attachment 8, incorporated herein by this reference, if conduit in the serving manhole(s) is available and is not reserved for another purpose, BellSouth will make the requested conduit space available for installing a second entrance facility to AT&T's arrangement. The location of the serving manhole(s) will be determined at the sole discretion of BellSouth so long as the location selected is as close as reasonably possible. Where dual entrance is not available due to lack of capacity, BellSouth will so state in the Application Response.
- 5.3.2 Shared Use. AT&T may utilize spare capacity on an existing telecommunications service providers entrance facility for the purpose of providing an entrance facility to another AT&T collocation arrangement within the same Premises. AT&T must arrange for BellSouth to splice the entrance facility to AT&T-provided riser cable.
- 5.4 Splicing in the Entrance Manhole. Although not generally permitted, should AT&T request a splice to occur in the entrance manhole(s), BellSouth, at its sole discretion, may grant such a request, provided that BellSouth will not unreasonably withhold approval of requests to make such a splice. When the request for a splice is granted to AT&T by BellSouth, AT&T shall ensure its employees or agents entering

and/or performing work in the entrance manhole(s) are trained and comply with BellSouth procedures and OSHA requirements regarding access to manholes and that BellSouth personnel are notified and present for all entrances and work performed in the entrance manhole(s). Manhole covers shall be properly closed and secured at the conclusion of entry and/or work. Advance notification to BellSouth shall occur at a minimum of 48 hours prior to desired entry for normal work activities and at a minimum of 2 hours prior to desired entry in an out of service condition.

- 5.5 Demarcation Point. For the purposes of this Attachment, BellSouth will designate the point(s) of interconnection between AT&T's equipment and/or network and BellSouth's network located as close as reasonably possible to AT&T's Collocation Space. Each Party will be responsible for maintenance and operation of all equipment/facilities on its side of the demarcation point. BellSouth will not require AT&T to use an intermediate interconnection arrangement in lieu of direct connection to BellSouth's network, if technically feasible. For 2-wire and 4-wire connections to BellSouth's network, the demarcation point shall be a common block on the BellSouth designated conventional distributing frame. AT&T shall be responsible for providing, and AT&T's BellSouth Certified Vendor shall be responsible for installing and properly labeling/stenciling, the common block, and necessary cabling pursuant to Section 6.4 of this Attachment 4. For all other terminations BellSouth shall designate a demarcation point on a per arrangement basis. AT&T or its agent must perform all required maintenance to equipment/facilities on its side of the demarcation point, pursuant to Section 5.6 of this Attachment 4, and may self-provision cross-connects that may be required within the collocation space to activate service requests. At AT&T's option, expense, and if space permits, a Point of Termination ("POT") bay or frame may be placed in the Collocation Space but shall not serve as the demarcation point, but may serve as a testing point.

- 5.6 AT&T's Equipment and Facilities. AT&T, or if required by this Attachment, AT&T's BellSouth certified vendor, is solely responsible for the design, engineering, installation, testing, provisioning, performance, monitoring, maintenance and repair of the equipment and facilities used by AT&T. Such equipment and facilities may include but are not limited to cable(s); equipment; and point of termination connections. Before beginning delivery, installation, replacement or removal work for equipment and/or facilities located within the Collocation Space, AT&T shall obtain BellSouth's approval of AT&T's proposed scheduling of the work in order to coordinate use

of temporary staging areas and other building facilities. BellSouth may request additional information before granting approval.

- 5.7 Co-Carrier Cross-connect. In addition to, and not in lieu of, obtaining interconnection with, or access to, BellSouth telecommunications services, Network Elements, and facilities, AT&T may directly connect to other telecommunications service providers within the designated BellSouth Premises (including to its other virtual or physical collocated arrangements) through facilities owned by AT&T or through BellSouth facilities designated by AT&T, at AT&T's option. Such connections to other carriers may be made using either copper, optical, coaxial or electrical facilities. AT&T may deploy such connections directly between its own facilities and the facilities of other carrier(s) without being routed through BellSouth equipment. AT&T may provide connection between the equipment in the Collocation Spaces via a cross-connection or other connecting transmission facility that meets the same reasonable safety requirements that BellSouth imposes on its own equipment. AT&T may make this connection to another collocating telecommunications carrier even if the equipment being connected is in the same room as BellSouth's equipment.

5.7.1 **DISAGREE**

AT&T PROPOSAL:

If AT&T requests a co-carrier cross-connect after the initial installation, AT&T must submit an application with a Subsequent Application Fee. AT&T must use a BellSouth Certified Vendor to place the co-carrier cross connect, except in cases where the AT&T equipment and the equipment of the other carrier are located within contiguous Collocation Spaces. In cases where AT&T's equipment and the equipment of the other telecommunications carrier are located in contiguous Collocation Spaces, AT&T will have the option to deploy the co-carrier cross connects between the sets of equipment. Where cable support structure exists for such connection there will be a recurring charge per linear foot of support structure used. ~~When cable support structures do not exist and must be constructed, a non-recurring charge for the individual case will be assessed.~~

BST PROPOSAL:

If AT&T requests a co-carrier cross-connect after the initial installation, AT&T must submit an application with a Subsequent Application Fee. AT&T must use a BellSouth Certified Vendor to place the co-carrier cross connect, except in cases where the AT&T equipment and the

equipment of the other carrier are located within contiguous Collocation Spaces. In cases where AT&T's equipment and the equipment of the other telecommunications carrier are located in contiguous Collocation Spaces, AT&T will have the option to deploy the co-carrier cross connects between the sets of equipment. Where cable support structure exists for such connection there will be a recurring charge per linear foot of support structure used. **When cable support structures do not exist and must be constructed, a non-recurring charge for the individual case will be assessed.**

- 5.8 Easement Space. From time to time BellSouth may require access to the Collocation Space. BellSouth retains the right to access such space for the purpose of making BellSouth equipment and building modifications (e.g., running, altering or removing racking, ducts, electrical wiring, HVAC, and cables). BellSouth will give reasonable notice to AT&T when access to the Collocation Space is required and provide a list of names of individuals authorized to enter said space. AT&T may elect to be present whenever BellSouth performs work in the Collocation Space. The Parties agree that AT&T will not bear any of the expense associated with this work.
- 5.9 Access. Pursuant to Section 11 of this Attachment 4, AT&T shall have access to the Collocation Space twenty-four (24) hours a day, seven (7) days a week. AT&T agrees to provide the name and either Driver's License, social security number, or date of birth of each employee, contractor, or agents provided with Access Keys or cards ("Access Keys") prior to the issuance of said Access Keys. Access Keys shall not be duplicated under any circumstances. AT&T agrees to be responsible for all Access Keys and for the return of all said Access Keys in the possession of AT&T employees, contractors, other occupants of AT&T's Collocation Space, or agents after termination of the employment relationship, contractual obligation with AT&T or upon the termination of this Attachment or the termination of occupancy of an individual collocation arrangement. Within sixty (60) days of the Effective Date of this Agreement, BellSouth and AT&T shall establish an agreed upon procedure for the return and confirmation of the return of Access Keys. Within ten (10) business days after receipt of AT&T's Bona Fide Order, BellSouth and AT&T will visit, without charge, AT&T's designated collocation arrangement location.
- 5.9.1 Security Escort. A security escort will be required whenever AT&T or its agent desires access to the entrance manhole or must have access to the Premises after the one accompanied site visit allowed after Bona Fide Firm Order without charge to AT&T prior to completing

BellSouth's Security Training requirements and/or prior to Space Acceptance. Rates for a security escort are assessed in one-half (1/2) hour increments according to the schedule appended hereto as Exhibit A.

- 5.9.2 Lost or Stolen Access Keys. AT&T shall notify BellSouth in writing immediately in the case of lost or stolen Access Keys. AT&T will reimburse BellSouth the reasonable costs to replace each Access Key lost or stolen. Should it become necessary for BellSouth to re-key buildings as a result of a lost Access Key(s) or for failure to return an Access Key(s), AT&T shall pay for all reasonable costs associated with the re-keying. AT&T must submit to BellSouth the completed Access Control Request Form (RF-2906-C) for all employees or agents requiring access to the BellSouth Premises a minimum of thirty (30) calendar days prior to the date AT&T desires access to the Collocation Space.
- 5.9.3 AT&T authorized personnel will have immediate access to health related facilities (e.g., bathrooms, eyewash stations, shower stations, drinking water, etc., within the collocated facility), as well as access to parking.
- 5.10 Interference or Impairment. Notwithstanding any other provisions of this Attachment, equipment and facilities placed in the Collocation Space by AT&T shall not interfere with or impair service provided by BellSouth or by any other telecommunications carriers located in the Premises; shall not endanger or damage the facilities of BellSouth or of any other telecommunications carrier located in the Premises, the Collocation Space, or the Premises; shall not compromise the privacy of any communications carried in, from, or through the Premises; and shall not create an unreasonable risk of injury or death to any individual or to the public. If BellSouth reasonably determines that any equipment or facilities of AT&T violates the provisions of this paragraph, BellSouth shall give written notice to AT&T, which notice shall direct AT&T to cure the violation within forty-eight (48) hours of AT&T's actual receipt of written notice or, at a minimum, to commence curative measures within 24 hours and to exercise reasonable diligence to complete such measures as soon as possible thereafter. After receipt of the notice, the Parties agree to consult immediately and, if necessary, to inspect the arrangement. If AT&T fails to take any action within 48 hours of receipt of the written notice or if the violation is of a character which poses an immediate and substantial threat of damage to property, injury or death to any person, or interference/impairment of the services provided by BellSouth or any other telecommunications carrier located in the Premises, then and

only in that event BellSouth may take such action as it deems appropriate to correct the violation, including without limitation the interruption of electrical power to AT&T's equipment. BellSouth will endeavor, but is not required, to provide notice to AT&T prior to taking such action and shall have no liability to AT&T for any damages arising from such action, except to the extent that such action by BellSouth constitutes willful misconduct.

- 5.10.1 AT&T will be responsible for notifying BellSouth of any significant outages of AT&T's equipment which could impact any of the services offered by BellSouth, and provide estimated clearing time for restoration.
- 5.11 Personalty and its Removal. Subject to requirements of this Attachment, AT&T may place or install in or on the Collocation Space such facilities and equipment, including storage for and spare equipment, as it deems desirable for the conduct of business, provided that such equipment is telecommunications equipment, does not violate floor loading requirements, imposes or could impose or contains or could contain environmental conditions or hazards. Personal property, facilities and equipment placed by AT&T in the Collocation Space shall not become a part of the Collocation Space, even if nailed, screwed or otherwise fastened to the Collocation Space, but shall retain their status as personalty and may be removed by AT&T at any time. Any damage caused to the Collocation Space by AT&T's employees, agents or representatives during the removal of such property shall be promptly repaired by AT&T at its expense.
- 5.12 Alterations. In no case shall AT&T or any person acting on behalf of AT&T make any rearrangement, modification, improvement, addition, repair, or other alteration to the Collocation Space or the BellSouth Premises without the written consent of BellSouth, which consent shall not be unreasonably withheld. The cost of any such specialized alterations shall be paid by AT&T.
- 5.13 Janitorial Service. AT&T will not be responsible for costs associated with maintenance and upkeep of the building. AT&T shall be responsible for the general upkeep and cleaning of the Caged Collocation Space and shall arrange directly with a BellSouth Certified Vendor for janitorial services. BellSouth shall provide a list of such contractors on a site-specific basis upon request.

6. ORDERING AND PREPARATION OF COLLOCATION SPACE

- 6.1** Application for Space. AT&T shall submit an application document when AT&T or AT&T's Guest(s), as defined in Section 3.3 of this Attachment 4, desires to request or modify the use of the Collocation Space. BellSouth shall provide AT&T with a single point of contact for all inquiries regarding collocation.
- 6.1.1** Initial Application. For AT&T or AT&T's Guest(s) initial equipment placement, AT&T shall submit to BellSouth a complete and accurate (complete and accurate means all required fields are filled in with the appropriate type of information) Application and Inquiry document ("Bona Fide Application"), together with payment of the Application Fee as stated in Exhibit A. The Bona Fide Application shall contain a detailed description and schematic drawing of the equipment to be placed in AT&T's Collocation Space(s) and an estimate of the amount of square footage required.
- 6.1.2** Subsequent Application Fee. In the event AT&T or AT&T's Guest(s) desire to modify the use of the Collocation Space, AT&T shall complete a Bona Fide Application detailing all information regarding the modification to the Collocation Space together with payment of the minimum Subsequent Application Fee as stated in Exhibit A. BellSouth shall determine what modifications, if any, to the Premises are required to accommodate the change requested by AT&T in the Bona Fide Application. Such necessary modifications to the Premises may include but are not limited to, floor loading changes, changes necessary to meet HVAC requirements, changes to power plant requirements, and equipment additions. The fee paid by AT&T for its request to modify the use of the Collocation Space shall be dependent upon the modification requested. Where the subsequent application does not require provisioning or construction work by BellSouth, no Subsequent Application Fee will be required and the Subsequent Application Fee shall be refunded to AT&T. The fee for an application where the modification requested has limited effect (e.g., does not require capital expenditure by BellSouth) shall be the Subsequent Application Fee as set forth in Exhibit A to Attachment 4. In the event that the modification requires a capital expenditure by BellSouth, the Application Fee set forth in Exhibit A to Attachment 4 shall be assessed. In such event, the Subsequent Application Fee shall be considered a partial payment of the Application Fee, and the outstanding balance (Application Fee minus Subsequent Application Fee) shall be due from AT&T within thirty (30) calendar days following AT&T's receipt of a bill or invoice from BellSouth.

- 6.2 Application Response. In addition to the notice of space availability pursuant to Section 2.1 of this Attachment 4, BellSouth will **[include in its response] [OPEN-BST]** whether the application is Bona Fide, and if it is not Bona Fide, the items necessary to cause the application to become Bona Fide. When space has been determined to be available, BellSouth will provide a comprehensive written response within thirty (30) **[business]** days of receipt of a Bona Fide Application. When more than 5 Bona Fide Applications are submitted within a fifteen (15) calendar day window within the same state, BellSouth will respond as soon as possible, but no later than the following: within thirty-six (36) **[business]** days for Bona Fide Applications 6-10; within forty-two (42) **[business]** days for Bona Fide Applications 11-15. Response intervals for multiple Bona Fide Applications submitted within the same timeframe for the same state in excess of 15 must be negotiated. Such negotiations shall consider the total volume from all requests from telecommunications companies for collocation. The response will also include the configuration of the space and the estimated cost to prepare the space. When BellSouth's response includes an amount of space less than that requested by AT&T or differently configured, AT&T must amend its application to reflect the actual space available prior to submitting a Bona Fide Firm Order.
- 6.3 Bona Fide Firm Order. AT&T shall indicate its intent to proceed with equipment installation in a BellSouth Premises by submitting a Bona Fide Firm Order to BellSouth. A Bona Fide Firm Order requires AT&T to complete the Bona Fide Application process described in Section 6.1 of this Attachment 4, and submit the Expanded Interconnection Bona Fide Firm Order document (BSTEI-1P-F) indicating acceptance of the written application response provided by BellSouth ("Bona Fide Firm Order") and all appropriate fees. The Bona Fide Firm Order must be received by BellSouth no later than thirty (30) calendar days after BellSouth's response to AT&T's Bona Fide Application. If AT&T makes changes to its application in light of BellSouth's written Application Response, BellSouth will be required to re-evaluate and respond to the change(s). In this event, BellSouth's provisioning interval will be paused until the re-evaluation and response to the change(s) is complete and the Bona Fide Firm Order is received by BellSouth and all appropriate fees and duties have been executed. If BellSouth needs to reevaluate AT&T's application as a result of changes requested by AT&T to AT&T's original application, then BellSouth will charge AT&T a fee based upon the additional engineering hours required to do the reassessment. Major changes such as requesting additional space or adding additional equipment may require AT&T to resubmit the application with an application fee.

- 6.3.1 The firm order date will be the date BellSouth receives a Bona Fide Firm Order. BellSouth will acknowledge the receipt of AT&T's Bona Fide Firm Order within five (5) **[business]** days of receipt indicating that the Bona Fide Firm Order has been received. A BellSouth response to a Bona Fide Firm Order will include a Firm Order Confirmation containing the firm order date
- 6.3.2 Within ten (10) business days after receipt of AT&T's Bona Fide Order, BellSouth and AT&T will visit, without charge, AT&T's designated collocation arrangement location.
- 6.3.3 Space preparation for the Collocation Space will not begin until BellSouth receives the Bona Fide Firm Order and all applicable fees.

6.4 DISAGREE

AT&T PROPOSAL:

Construction and Provisioning Interval. BellSouth shall complete construction for collocation arrangements as follows: (1) for cageless space, sixty (60) calendar days from the receipt of AT&T's Bona Fide Firm Order; (2) for virtual space, sixty (60) calendar days from the receipt of AT&T's Bona Fide Firm Order; and (3) for caged space that AT&T constructs, thirty (30) calendar days from the receipt of AT&T's Bona Fide Firm Order; and, (4) for caged space that BellSouth constructs, ninety (90) calendar days from receipt of AT&T's Bona Fide Firm Order.

BELLSOUTH PROPOSAL:

Construction and Provisioning Interval. BellSouth will negotiate construction and provisioning intervals per request on an individual case basis. Excluding the time interval required to secure the appropriate government licenses and permits, BellSouth will use best efforts to complete construction for collocation arrangements under ordinary conditions as soon as possible and within a maximum of 100 calendar days from receipt of a complete and accurate Bona Fide Firm Order. Ordinary conditions are defined as space available with only minor changes to support systems required, such as but not limited to, HVAC, cabling and the power plant(s). BellSouth will negotiate construction and provisioning intervals to complete construction of all other collocation space ("extraordinary conditions"). Extraordinary conditions are defined to include but are not limited

to major BellSouth equipment rearrangement or addition; power plant addition or upgrade; major mechanical addition or upgrade; major upgrade for ADA (Americans With Disabilities Act) compliance; environmental hazard or hazardous materials abatement; and arrangements for which equipment shipping intervals are extraordinary in length.

- 6.4.1 Joint Planning Meeting. Unless otherwise agreed to by the Parties, a joint planning meeting or other method of joint planning between BellSouth and AT&T will commence within a maximum of 15 business days from BellSouth's receipt of a Bona Fide Firm Order and the payment of agreed upon fees. At such meeting, the Parties will agree to the preliminary design of the Collocation Space and the equipment configuration requirements as reflected in the Application and affirmed in the Bona Fide Firm Order. The Collocation Space Completion time period will be provided to AT&T during the joint planning meeting or as soon as possible thereafter. BellSouth will complete all design work following the joint planning meeting.
- 6.4.2 Permits. Each Party or its agents will diligently pursue filing for the permits required for the scope of work to be performed by that Party or its agents within 7 business days of the completion of finalized construction designs and specifications.
- 6.4.3 Acceptance Walk Through. AT&T and BellSouth will complete an acceptance walk through of each Collocation Space requested from BellSouth by AT&T. The acceptance walk through shall occur within 15 calendar days of BellSouth's notification to AT&T that the collocation space is ready for occupancy. BellSouth will correct any deviations to AT&T's original or jointly amended requirements within five (5) business days after the walk through, unless the Parties jointly agree upon a different time frame. The correction of these deviations from AT&T's original request for collocation shall be at BellSouth's expense. At the end of the acceptance walk through or after any deviations are corrected, AT&T will execute a written document accepting the Collocation Space.
- 6.5 Use of Certified Vendor. A "BellSouth Certified Vendor" is a vendor that has been certified by BellSouth to perform certain activities pursuant to BellSouth's certified vendor program. AT&T shall select a vendor which has been approved as a BellSouth Certified Vendor to perform all engineering and installation work required in the Collocation Space. In some cases, AT&T must select separate BellSouth Certified Vendors for transmission equipment, switching

equipment and power equipment. BellSouth shall provide AT&T with a list of Certified Vendors upon request. The Certified Vendor(s) shall be responsible for installing AT&T's equipment and components, installing co-carrier cross connects, extending power cabling to the BellSouth power distribution frame, performing operational tests after installation is complete, and notifying BellSouth's equipment engineers and AT&T upon successful completion of installation. The Certified Vendor shall bill AT&T directly for all work performed for AT&T pursuant to this Attachment and BellSouth shall have no liability for nor responsibility to pay such charges imposed by the Certified Vendor. BellSouth shall certify AT&T or any vendor proposed by AT&T when either satisfactorily completes BellSouth's certified vendor program.

6.6 Alarm and Monitoring. BellSouth shall place environmental alarms in the Premises for the protection of BellSouth's and AT&T's equipment and facilities. Should AT&T elect to place alarms within its Collocation Space, AT&T shall be responsible for placement, monitoring and removal of environmental and equipment alarms used to service AT&T's Collocation Space. Upon request, BellSouth will provide AT&T with applicable tariffed service(s) to facilitate remote monitoring of collocated equipment by AT&T. Both Parties shall use best efforts to notify the other of any verified environmental hazard known to that Party. The Parties agree to utilize and adhere to the Environmental and Safety Principles identified as Exhibit B attached hereto.

6.7 Power. BellSouth shall supply -48 Volt (-48V) DC power, including back-up power, for AT&T's Collocation Space within the Premises and shall make available AC power at AT&T's option for Adjacent Arrangement collocation. The power provided to AT&T by BellSouth shall be at least equal in quality and service level as that which is provided by BellSouth to itself or to any third party. When obtaining AC power from a BellSouth Service Panel, fuses and power cables must be engineered (sized) and installed by AT&T's BellSouth Certified Vendor. AT&T's BellSouth Certified Vendor must also provide a copy of the engineering power specification prior to the Commencement Date. When obtaining power from a BellSouth Battery Distribution Fuse Bay, fuses and power cables (A&B) must be engineered (sized) and installed by AT&T's BellSouth Certified Vendor. Electrical engineering standards require that the fuse positions for power feeders must exceed the actual drain (or expected consumption) by 50%. When obtaining power from a BellSouth Power Board, power cables (A&B) must be engineered (sized) and installed by AT&T's BellSouth Certified Vendor. AT&T's BellSouth Certified Vendor must also provide a copy of the engineering power specification prior to the Commencement Date. BellSouth may be

required to construct additional DC power plant or upgrade the existing DC power plant in a Premises as a result of AT&T's request to collocate in that Premises ("Power Plant Construction"). The determination of whether Power Plant Construction is necessary shall be within BellSouth's sole, but reasonable, discretion. BellSouth shall comply with all Telcordia and ANSI Standards regarding power cabling, including Telcordia Network Equipment Building System (NEBS) Standard GR-63-CORE. If BellSouth has not previously provided for power plant capacity for collocation at a specific site, then AT&T has the option to add its own dedicated power plant; provided, however, that such work shall be performed by a BellSouth Certified Vendor and such contractor shall comply with BellSouth's guidelines and specifications. Where AT&T performs its own dedicated Power Plant Construction, upon termination of this Attachment AT&T shall have the right to remove its equipment from the power plant room, but shall otherwise leave the room intact. The termination and grounding locations shall be as mutually agreed upon by the Parties.

- 6.8 Basic Telephone Service. Upon request of AT&T, BellSouth will provide basic telephone service to the Collocation Space under the rates, terms and conditions of the current tariff offering for the service requested.
- 6.9 Space Preparation. BellSouth shall pro rate the costs of any renovation or upgrade to central office space or support mechanisms which is required to accommodate physical collocation. AT&T's pro rated share will be calculated by multiplying such cost by a percentage equal to the amount of square footage occupied by AT&T divided by the total central office square footage receiving renovation or upgrade. For this section, support mechanisms provided by BellSouth may include, but not be limited to heating/ventilation/air conditioning ("HVAC") equipment, HVAC duct work, cable support structure, fire wall(s), mechanical upgrade, asbestos abatement, or ground plane addition. Such renovation or upgrade will be evaluated and the charges assessed on a per central office basis. BellSouth will reimburse AT&T in an amount equal to AT&T's reasonable, demonstrative and mitigated expenditures incurred as a direct result of delays to the completion and turnover dates caused by BellSouth.
- 6.10 Virtual Collocation Transition. BellSouth offers Virtual Collocation pursuant to the rates, terms and conditions set forth in its F.C.C. Tariff No. 1. For the interconnection to BellSouth's network and access to BellSouth Network Elements, AT&T may purchase Cross-Connects as set forth in Exhibit A, and AT&T may designate within its Virtual Collocation arrangements the placement of telecommunications

equipment set forth in Section 5.1 of this Attachment 4. In the event physical collocation space was previously denied at a location due to technical reasons or space limitations, and that physical collocation space has subsequently become available, AT&T may transition its virtual collocation arrangements to physical collocation arrangements and pay the appropriate non-recurring fees for physical collocation and for the rearrangement or reconfiguration of services terminated in the virtual collocation arrangement. In the event that BellSouth knows when additional space for physical collocation may become available at the location requested by AT&T, such information will be provided to AT&T in BellSouth's written denial of physical collocation. To the extent that (i) physical collocation space becomes available to AT&T within 180 days of BellSouth's written denial of AT&T's request for physical collocation, and (ii) AT&T was not informed in the written denial that physical collocation space would become available within such 180 days, then AT&T may transition its virtual collocation arrangement to a physical collocation arrangement and will receive a credit for any nonrecurring charges previously paid for such virtual collocation. AT&T must arrange with a BellSouth certified vendor for the relocation of equipment from its virtual collocation space to its physical collocation space and will bear the cost of such relocation.

- 6.10.1 BellSouth will authorize the conversion of virtual collocation arrangements to physical collocation arrangements without requiring the relocation of the virtual arrangement where there are no extenuating circumstances or technical reasons that would cause the arrangement to become a safety hazard within the Premises or otherwise being in conformance with the terms and conditions of this Attachment and where (1) there is no change to the arrangement; (2) the conversion of the virtual arrangement would not cause the arrangement to be located in the area of the Premises reserved for BellSouth's forecast of future growth; and (3) due to the location of the virtual collocation arrangement, the conversion of said arrangement to a physical arrangement would not impact BellSouth's ability to secure its own facilities. Notwithstanding the foregoing, if the BellSouth Premises is at or nearing space exhaust, BellSouth may authorize the conversion of the virtual arrangement to a physical arrangement even though BellSouth could no longer secure its own facilities.

- 6.11 Cancellation. If, at anytime, AT&T cancels its order for the Collocation Space(s), BellSouth shall return that portion of the charges paid by AT&T which exceed any expenses incurred up to the date that written notice of the cancellation is received. If BellSouth can demonstrate that BellSouth's expenses exceeded the estimated charges paid by AT&T, AT&T will pay BellSouth the additional charges. In no event will

the level of reimbursement under this paragraph exceed the maximum amount AT&T would have otherwise paid for work undertaken by BellSouth if no cancellation of the order had occurred.

- 6.12 Licenses. AT&T, at its own expense, will be solely responsible for obtaining from governmental authorities, and any other appropriate agency, entity, or person, all rights, privileges, and licenses necessary or required to operate as a provider of telecommunications services to the public or to occupy the Collocation Space.

7. RATES AND CHARGES

- 7.1 Non-recurring Fees. In addition to the Application Fee referenced in Section 6 of this Attachment 4, AT&T shall remit payment of a Cable Installation Fee and one-half (1/2) of the estimated Space Preparation Fee, as applicable, coincident with submission of a Bona Fide Firm Order. The outstanding balance of the actual Space Preparation Fee shall be due thirty (30) calendar days following AT&T's receipt of a bill or invoice from BellSouth following space acceptance. Once the installation of the initial equipment arrangement is complete, a subsequent application fee may apply (as described in Section 7.4 of this Attachment 4, when AT&T requests a modification to the arrangement.
- 7.2 BellSouth may begin billing AT&T for recurring charges for the Collocation Space on the date that AT&T executes the written document accepting the Collocation Space pursuant to Section 6.4.3 of this Attachment 4.
- 7.3 Documentation. BellSouth shall provide documentation to establish the actual Space Preparation Fee. The Space Preparation Fee will be pro rated as prescribed in Section 6 of this Attachment 4.
- 7.4 Cable Installation. Cable Installation Fee(s) are assessed per entrance cable placed.
- 7.5 Floor Space. The floor space charge includes reasonable charges for lighting, heat, air conditioning, ventilation and other allocated expenses associated with maintenance of the Premises but does not include amperage necessary to power AT&T's equipment. When the Collocation Space is enclosed, AT&T shall pay floor space charges based upon the number of square feet so enclosed. When the

Collocation Space is not enclosed, AT&T shall pay floor space charges based upon the following floor space calculation: [(depth of the equipment lineup in which the rack is placed) + (0.5 x maintenance aisle depth) + (0.5 x wiring aisle depth)] X (width of rack and spacers). For purposes of this calculation, the depth of the equipment lineup shall consider the footprint of equipment racks plus any equipment overhang. BellSouth will assign unenclosed Collocation Space in conventional equipment rack lineups where feasible. In the event AT&T's collocated equipment requires special cable racking, isolated grounding or other treatment which prevents placement within conventional equipment rack lineups, AT&T shall be required to request an amount of floor space sufficient to accommodate the total equipment arrangement. Floor space charges are due beginning with the date on which BellSouth releases the Collocation Space for occupancy or on the date AT&T first occupies the Collocation Space, whichever is sooner.

- 7.6 Charges for -48V DC power will be assessed per ampere per month based upon the BellSouth Certified Vendor engineered and installed power feed fused ampere capacity. Rates include redundant feeder fuse positions (A&B) and cable rack to AT&T's equipment or space enclosure. In the event BellSouth shall be required to construct additional DC power plant or upgrade the existing DC power plant in a central office as a result of AT&T's request to collocate in that central office ("Power Plant Construction"), AT&T shall pay its pro-rata share of costs associated with the Power Plant Construction. BellSouth will notify AT&T of the need for the Power Plant Construction and will estimate the costs associated with the Power Plant Construction if BellSouth were to perform the Power Plant Construction. The costs of power plant construction shall be prorated and shared among all telecommunications carriers that benefit from that construction. The proration shall be based on the cost of providing one (1) ampere of DC power multiplied by the nominal drain requirements indicated by AT&T in its physical collocation application. AT&T shall pay BellSouth one-half of its prorata share of the estimated Power Plant Construction costs prior to commencement of the work. AT&T shall pay BellSouth the balance due (actual cost less one-half of the estimated cost) within thirty (30) days of completion of the Power Plant Construction.

- 7.6.1 Charges for AC power will be assessed per breaker ampere per month based upon the BellSouth Certified Vendor engineered and installed power feed fused ampere capacity. Rates include the provision of commercial and standby AC power. Charges for AC power shall be assessed pursuant to the rates specified in Exhibit A of this

Attachment 4, incorporated herein by this reference. AC power voltage and phase ratings shall be determined on a per location basis.

- 7.7 Other. If no rate is identified in the contract, the rate for the specific service or function will be negotiated by the Parties upon request by either Party. Payment of all other charges under this Attachment shall be due thirty (30) days after receipt of the bill (payment due date). AT&T will pay a late payment charge of one and one-half percent (1-1/2%) assessed monthly on any balance which remains unpaid after the payment due date.

8. INSURANCE

- 8.1 Insurance coverage shall be maintained pursuant to Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

9. MECHANICS LIENS

- 9.1 If any mechanics lien or other liens shall be filed against property owned by either Party (BellSouth or AT&T), or any improvement thereon by reason of or arising out of any labor or materials furnished or alleged to have been furnished or to be furnished to or for the other Party or by reason of any changes, or additions to said property made at the request or under the direction of the other Party, the other Party directing or requesting those changes shall, within thirty (30) days after receipt of written notice from the Party against whose property said lien has been filed, either pay such lien or cause the same to be bonded off the affected property in the manner provided by law. The Party causing said lien to be placed against the property of the other shall also defend, at its sole cost and expense, on behalf of the other, any action, suit or proceeding which may be brought for the enforcement of such liens and shall pay any damage and discharge any judgment entered thereon.

10. INSPECTIONS

- 10.1 BellSouth shall conduct an inspection of AT&T's equipment and facilities in the Collocation Space(s) prior to the activation of facilities

between AT&T's equipment and equipment of BellSouth. BellSouth may conduct an inspection if AT&T adds equipment and may otherwise conduct routine inspections at reasonable intervals mutually agreed upon by the Parties. BellSouth shall provide AT&T with a minimum of forty-eight (48) hours or two (2) business days, whichever is greater, advance notice of all such inspections. All costs of such inspection shall be borne by BellSouth. If, as a result of the inspection by BellSouth, AT&T is found to be in non-compliance with the terms and conditions of this section, AT&T must modify its installation to achieve compliance.

11. SECURITY AND SAFETY REQUIREMENTS

11.1 DISAGREE

AT&T PROPOSAL:

Only BellSouth employees, BellSouth Certified Vendors and authorized employees, authorized Guests, pursuant to Section 3.3 of this Attachment 4, or authorized agents of AT&T will be permitted in the BellSouth Premises. AT&T shall provide its employees and agents with picture identification which must be worn and visible at all times while in the Collocation Space or other areas in or around the Premises. The photo identification card shall bear, at a minimum, the employee's or agent's name and photo, and AT&T's name. BellSouth reserves the right to remove from its Premises any employee or agent of AT&T not possessing identification issued by AT&T. AT&T shall hold BellSouth harmless for any damages resulting from such removal of its personnel from BellSouth Premises in accordance with Section ___ of the General Terms and Conditions of this Agreement, incorporated herein by this reference. AT&T shall be solely responsible for ensuring that any Guest of AT&T is in compliance with all subsections of this Section 11.

BELLSOUTH PROPOSAL:

The security and safety requirements set forth in this section are as stringent as the security requirements that BellSouth will maintain at its own premises either for its own employees or for authorized contractors. Only BellSouth employees, BellSouth Certified Vendors and authorized employees, authorized Guests,

pursuant to Section 3.3 of this Attachment 4, or authorized agents of AT&T will be permitted in the BellSouth Premises. AT&T shall provide its employees and agents with picture identification which must be worn and visible at all times while in the Collocation Space or other areas in or around the Premises. The photo identification card shall bear, at a minimum, the employee's or agent's name and photo, and AT&T's name. BellSouth reserves the right to remove from its Premises any employee or agent of AT&T not possessing identification issued by AT&T. AT&T shall hold BellSouth harmless for any damages resulting from such removal of its personnel from BellSouth Premises in accordance with Section ___ of the General Terms and Conditions of this Agreement, incorporated herein by this reference. AT&T shall be solely responsible for ensuring that any Guest of AT&T is in compliance with all subsections of this Section 11.

11.2 DISAGREE

AT&T PROPOSAL:

BellSouth may, at its option, adopt the following security measures in protecting its equipment and ensuring network reliability:

Installing security cameras or other monitoring systems; or

Requiring AT&T personnel to use badges with computerized tracking systems; or

Requiring AT&T employees to undergo the same level of security training, or its equivalent, that BellSouth's own employees, or third party contractors providing similar functions, must undergo; provided, however, that BellSouth may not require AT&T employees to receive such training from BellSouth itself, but must provide information to AT&T on the specific type of training required so AT&T employees can conduct their own training.

BELLSOUTH PROPOSAL:

AT&T will be required, at its own expense, to conduct a statewide investigation of criminal history records for each AT&T employee or agent being considered for work on the BellSouth Premises, for the states/counties where the AT&T employee or agent has worked and lived for the past five years. Where state law does

not permit statewide collection or reporting, an investigation of the applicable counties is acceptable.

- 11.3 AT&T will administer to their personnel assigned to the BellSouth Premises security training either provided by BellSouth or meeting criteria defined by BellSouth.

11.4 DISAGREE

AT&T PROPOSAL:

Delete paragraph.

BELLSOUTH PROPOSAL:

AT&T shall not assign to the BellSouth Premises any personnel with records of felony criminal convictions. AT&T shall not assign to the BellSouth Premises any personnel with records of misdemeanor convictions, except for misdemeanor traffic violations, without advising BellSouth of the nature and gravity of the offense(s). BellSouth reserves the right to refuse building access to any AT&T personnel who have been identified to have misdemeanor convictions. Notwithstanding the foregoing, in the event that AT&T chooses not to advise BellSouth of the nature and gravity of any misdemeanor conviction, AT&T may, in the alternative, certify to BellSouth that it shall not assign to the BellSouth Premises any personnel with records of misdemeanor convictions (other than misdemeanor traffic violations).

11.5 DISAGREE

AT&T PROPOSAL:

Delete paragraph.

BELLSOUTH PROPOSAL:

For each AT&T employee or agent requiring access to a BellSouth Premises pursuant to this agreement, AT&T shall furnish BellSouth, prior to an employee or agent gaining such access, a certification that the aforementioned background check and security training were completed. The certification will contain a statement that no felony convictions were found and certifying that the security training was completed by the employee or agent. If the employee's or agent's criminal history

includes misdemeanor convictions, AT&T will disclose the nature of the convictions to BellSouth at that time. In the alternative, AT&T may certify to BellSouth that it shall not assign to the BellSouth Premises any personnel with records of misdemeanor convictions other than misdemeanor traffic violations.

- 11.6 At BellSouth's request, AT&T shall promptly remove from the BellSouth Premises any employee or agent of AT&T's BellSouth does not wish to grant access to its Premises pursuant to any investigation conducted by BellSouth.
- 11.7 Notification to BellSouth. BST reserves the right to interview AT&T's employees, agents, or contractors in the event of wrongdoing in or around BellSouth's property or involving BellSouth's or another CLEC's property or personnel, provided that BellSouth shall provide reasonable notice to AT&T's Security contact of such interview and arranges for AT&T's Security personnel to participate. AT&T and its contractors shall reasonably cooperate with BellSouth's investigation into allegations of wrongdoing or criminal conduct committed by, witnessed by, or involving AT&T's employees, agents, or contractors. Additionally, BellSouth reserves the right to bill AT&T for all reasonable costs associated with investigations involving its employees, agents or contractors if it is established and mutually agreed in good faith that AT&T's employees, agents or contractors are responsible for the alleged act. BellSouth shall bill AT&T for BellSouth property which is stolen or damaged where an investigation determines the culpability of AT&T's employees, agents or contractors and where AT&T agrees, in good faith, with the results of such investigation. AT&T shall notify BellSouth in writing immediately in the event that AT&T discovers one of its employees or agents already working on the BellSouth Premises is a possible security risk. Upon request of the other Party, the Party who is the employer shall discipline consistent with its employment practices, up to and including removal from the BellSouth Premises, any employee or agent found to have violated the security and safety requirements of this section. AT&T shall hold BellSouth harmless for any damages resulting from such removal of its personnel from BellSouth premises in accordance with Section ___ of the General Terms and Conditions of this Agreement, incorporated herein by this reference.
- 11.8 Use of Supplies. Unauthorized use of telecommunications equipment or supplies by either Party, whether or not used routinely to provide telephone service (e.g. plug-in cards), will be strictly prohibited and handled appropriately. Costs associated with such unauthorized use

may be charged to the offending Party, as may be all associated investigative costs.

- 11.9 Use of Official Lines. Except for non-toll calls necessary in the performance of their work, neither party shall use the telephones of the other Party on the BellSouth Premises. Charges for unauthorized telephone calls may be charged to the offending Party, as may be all associated investigative costs.
- 11.10 Accountability. Full compliance with the Security requirements of this section shall in no way limit the accountability of either Party to the other for the improper actions of its employees or agents.
- 11.11 BellSouth shall not use any information it collects in the course of implementing or operating security arrangements or other activities for marketing or any other purpose.
- 11.12 BellSouth shall exercise the same level of care it provides to itself to prevent harm or damage to AT&T, its employees, agents or end users, or their property. BellSouth agrees to take reasonable and prudent steps to ensure the adequate protection of AT&T property located within BellSouth Premises including, but not limited to:
 - 11.12.1 Agreeing not to use card access readers and devices that use cards that are encoded identically or mechanized coded locks on external doors or on internal doors to spaces that house AT&T equipment.
 - 11.12.2 Insure that the area that houses AT&T's equipment is adequately secured and monitored to prevent unauthorized entry.
 - 11.12.3 Assuring that the physical security and the means of ingress and admission to spaces that house AT&T equipment or equipment enclosures are equal to or exceed those provided for BellSouth pursuant to BellSouth admissions practices.
 - 11.12.4 Installing security studs in the hinge plates of doors having exposed hinges with removable pins if such leads to spaces that contain or house AT&T equipment or equipment enclosures.
 - 11.12.5 Controlling access from passenger and freight elevators by continuous surveillance or by installing security partitions, security grills, locked gates or doors between elevator lobbies and spaces that contain or house AT&T equipment or equipment enclosures.

- 11.12.6 BellSouth will provide notification to designated personnel of an actual or attempted security breach of AT&T's Collocation Space, upon BellSouth discovery of such breach.

12. NOTIFICATION OF SERVICE AFFECTING ACTIVITY WITHIN THE BELLSOUTH PREMISES

- 12.1 BellSouth shall provide AT&T with written notice five (5) business days prior to those instances where BellSouth or its subcontractors may be performing non-emergency work that may directly affect the Collocation Space occupied by AT&T or that is directly related to AT&T circuits that support AT&T equipment. BellSouth will inform AT&T by telephone of any emergency-related activity that BellSouth or its subcontractors may be performing that may directly affect the Collocation Space occupied by AT&T or that is directly related to AT&T circuits that support AT&T equipment. Notification of any emergency-related activity shall be made as soon as practicable after BellSouth learns that such emergency activity is necessary but in no event longer than thirty (30) minutes after such time. To the extent that the Emergency Notification Process requires BellSouth to incur additional costs, AT&T shall reimburse BellSouth for such costs. The ACAC (Access Carrier Advocacy Center) shall be the single point of contact on all matters pertaining to the following areas:

- Equipment or Central Office Engineering
- Outside Plant Engineering
- Physical & Logical Security
- Provisioning
- Maintenance
- Billing
- Operations
- Site and Building Managers
- Environmental and Safety

13. DESTRUCTION OF COLLOCATION SPACE

- 13.1 In the event a Collocation Space is wholly or partially damaged by fire, windstorm, tornado, flood or by similar causes to such an extent as to be rendered wholly unsuitable for AT&T's permitted use hereunder, then either Party may elect within ten (10) days after such damage, to terminate this Attachment, only with respect to the damaged

Collocation Space, and if either Party shall so elect, by giving the other written notice of termination, both Parties shall stand released of and from further liability under the terms hereof. If a Collocation Space shall suffer only minor damage and shall not be rendered wholly unsuitable for AT&T's permitted use, or is damaged and the option to terminate is not exercised by either Party, BellSouth covenants and agrees to proceed promptly without expense to AT&T, except for improvements not the property of BellSouth, to repair the damage. BellSouth shall have a reasonable time within which to rebuild or make any repairs, and such rebuilding and repairing shall be subject to delays caused by storms, shortages of labor and materials, government regulations, strikes, walkouts, and causes beyond the control of BellSouth, which causes shall not be construed as limiting factors, but as exemplary only. AT&T may, at its own expense, accelerate the rebuild of its Collocation Space and equipment, provided however, that a BellSouth Certified Vendor is used and the necessary space preparation has been completed. Rebuild of equipment must be performed by a BellSouth Certified Vendor. If AT&T's acceleration of the project increases the cost of the project, then those additional charges will be incurred by AT&T. Where allowed and where practical, AT&T may erect a temporary facility while BellSouth rebuilds or makes repairs. In all cases where a damaged Collocation Space shall be rebuilt or repaired, AT&T shall be entitled to an equitable abatement of rent and other charges, depending upon the unsuitability of such damaged Collocation Space for AT&T's permitted use, until such Collocation Space is fully repaired and restored and AT&T's equipment installed therein (but in no event later than thirty (30) days after the Collocation Space is fully repaired and restored). Where AT&T has placed an Adjacent Arrangement pursuant to Section 3.4 of this Attachment 4, AT&T shall have the sole responsibility to repair or replace said Adjacent Arrangement provided herein. Pursuant to this section, BellSouth will restore the associated services to the Adjacent Arrangement.

14. EMINENT DOMAIN

- 14.1 If the whole of a Collocation Space or Adjacent Arrangement shall be taken by any public authority under the power of eminent domain, then this Attachment shall terminate only with respect to such taken Collocation Space or Adjacent Arrangement as of the day possession shall be taken by such public authority and rent and other charges for such taken Collocation Space or Adjacent Arrangement shall be paid

up to that day with proportionate refund by BellSouth of such rent and charges as may have been paid in advance for a period subsequent to the date of the taking. If any part of the Collocation Space or Adjacent Arrangement shall be taken under eminent domain, BellSouth and AT&T shall each have the right to terminate this Attachment only with respect to such part of the Collocation Space or Adjacent Arrangement taken and declare the same null and void, by written notice of such intention to the other Party within ten (10) days after such taking.

15. RELOCATION OF AT&T'S EQUIPMENT

- 15.1 Except as otherwise stated in this Attachment, BellSouth shall use its best efforts to prevent AT&T from having to relocate its equipment during the term of this Agreement. If AT&T, at BellSouth's request, agrees to relocate its equipment, then BellSouth shall reimburse AT&T for any and all costs reasonably associated with such relocation.

16. NONEXCLUSIVITY

- 16.1 AT&T understands that this Attachment is not exclusive and that BellSouth may enter into similar agreements with other parties. Assignment of space pursuant to all such agreements shall be determined by space availability and made on a first come, first served basis in accordance with the procedures established in this Attachment of obtaining Collocation Space.

BELLSOUTH/AT&T RATES – TENNESSEE*
PHYSICAL COLLOCATION

***Rates are interim and subject to true-up.**

USOC	Rate Element Description	Unit	Recurring Rate (RC)	Non-Recurring Rate (NRC)
PE1BA	Application Fee	Per Request	NA	\$3,850.00
PE1CA	Subsequent Application Fee (Note 1)	Per Request	NA	DISAGREE BST PROPOSAL: \$1600.00 Minimum AT&T PROPOSAL: \$639.50 Minimum
PE1BB	Space Preparation Fee (Note 2)			
	Mechanical / HVAC	Per ton (one ton minimum)		\$2,400.00
	Ground Bar	Per Connection		\$720.00
	Project Management	Per arrangement		\$1,675.00
	Cable Racking/Fiber Duct	Per arrangement, per square foot		ICB
	Frame / Aisle lighting	Per arrangement, per square foot		ICB
	Framework Ground Conductors	Per arrangement		ICB
	Extraordinary Modifications	Per arrangement		ICB
PE1BW PE1CW	Space Enclosure (Note 3) Welded Wire-mesh Welded Wire-mesh	Per first 100 sq. ft. Per add'l 50 sq. ft.	\$190.79 \$19.38	NA NA

BELLSOUTH/AT&T RATES – TENNESSEE*
PHYSICAL COLLOCATION (cont.)

***Rates are interim and subject to true-up.**

USOC	Rate Element Description	Unit	Recurring Rate (RC)	Non-Recurring Rate (NRC)
PE1PJ	Floor Space	Per square foot	\$7.50	NA
PE1BD	Cable Installation	Per Cable	NA	\$2,750.00
PE1PM	Cable Support Structure	Per entrance cable	\$13.35	NA
PE1PL	Power -48V DC Power [120V AC Power single phase 240V AC Power single phase 120V AC Power three phase 277V AC Power three phase] [OPEN-AT&T]	Per amp [Per breaker amp Per breaker amp Per breaker amp Per breaker amp]	\$5.00 [\$5.50 \$11.00 \$16.50 \$38.20]	ICB ICB ICB ICB ICB
PE1P2	Cross Connects 2-wire	Per Cross Connect	\$0.30	First / Additional \$19.20/\$19.20
PE1P4	4-wire		\$0.50	\$19.20/\$19.20
PE1P1	DS-1		\$8.00	\$155.00/\$27.00
PE1P3	DS-3		\$72.00	\$155.00/\$27.00
PE1F2	2-fiber		\$15.90	\$73.00/\$52.00
PE1F4	4-fiber		\$28.50	\$88.00/\$67.00

BELLSOUTH/AT&T RATES – TENNESSEE*
PHYSICAL COLLOCATION (cont.)

*Rates are interim and subject to true-up.

USOC	Rate Element Description	Unit	Recurring Rate (RC)	Non-Recurring Rate (NRC)
	Co-Carrier Cross-Connect (Note 4)			
PE1ES Fiber	Fiber cable support structure, existing	Per linear foot	\$0.06	NA
PE1DS Copper	Copper or Coaxial cable support structure, existing	Per linear foot	\$0.03	NA
TBD	Cable Support Structure Construction (new)	Per new construction	NA	ICB
PE1A1	Security Access System	Per Central Office	\$52.00	
	Security system	Per Card		\$55.00
	New Access Card	Per Card		\$35.00
	Activation			
	Administrative change, existing card	Per Card		\$250.00
	Replace lost or stolen card			
TBD	Space Availability Report	Per Central Office Requested		\$550.00
	POT Bay Arrangements			
PE1PE	2 Wire Cross-	Per Cross	\$0.40	NA
PE1PF	Connect	Connect	\$1.20	NA
PE1PG	4 Wire Cross-	Per Cross	\$1.20	NA
PE1PH	Connect	Connect	\$8.00	NA
	DS1 Cross-Connect	Per Cross		
PE1B2	DS3 Cross-Connect	Connect	\$39.30	NA
PE1B4		Per Cross	\$53.00	NA
	2 Fiber Cross-	Connect		
	Connect			
	4 Fiber Cross-	Per Cross		
	Connect	Connect		
		Per Cross		
		Connect		

BELLSOUTH/AT&T RATES – TENNESSEE*
PHYSICAL COLLOCATION (cont.)

*Rates are interim and subject to true-up.

USOC	Rate Element Description	Unit	Recurring Rate (RC)	Non-Recurring Rate (NRC)
PE1BT PE1OT PE1PT	Security Escort Basic Time Overtime Premium Time	Per 1/2 hour/Additional Half-hour	NA NA NA	\$41.00/\$25.00 \$48.00/\$30.00 \$55.00/\$35.00
AEH	Additional Engineering Fee (Note 5)	Per request, First half hour/Add'l Half hour		First /Add'l Basic Time - \$31.00/\$22.00 Overtime - \$37.00/\$26.00

Note(s):

N/A refers to rate elements which do not have a negotiated rate.

- (1) **Subsequent Application Fee:** BellSouth requires the submission of an Application Fee for modifications to an existing arrangement. However, when the modifications do not require BellSouth to expend capital, BellSouth will assess the Subsequent Application Fee in lieu of the Application Fee. Proposed modifications that could result in assessment of a Subsequent Application Fee would cause BellSouth to analyze the following but are not limited to: floor loading changes, changes to HVAC requirements, power requirement changes which may result in a power plant upgrade, environmental or safety requirements, or equipment relocation.
- (2) **Space Preparation Fee:** The Space Preparation Fee is a one-time fee, assessed per arrangement, per location. It recovers the costs associated with the shared physical collocation area within a Central Office, which include survey, engineering, design and modification costs for network, building and support systems. In the event AT&T opts for non-enclosed space, the space preparation fee will be assessed based on the total floor space dedicated to AT&T as prescribed in Section 7 of the Collocation Attachment.
- (3) **Space Enclosure Fee:** The Space Enclosure Construction Fee is a monthly recurring fee, assessed per enclosure, per location with a one-hundred (100) square foot minimum enclosure. It recovers costs associated with providing an optional equipment arrangement enclosure, which include architectural and engineering fees, materials, and installation costs. The cost for additional square feet is applicable only when ordered with the first 100 square feet and must be requested in fifty (50) square foot increments. AT&T may, at its option, arrange with a BellSouth Certified Vendor to construct the space enclosure in accordance with BellSouth's guidelines and

specifications. In this event, the contractor shall directly bill AT&T for the space enclosure, and this fee shall not be applicable.

(4) **Co-Carrier Cross-Connect.**

DISAGREE

AT&T PROPOSAL:

As stated in Section 5 of the Collocation Attachment, AT&T may connect to other CLECs within the designated Central Office in addition to, and not in lieu of, interconnection to BellSouth services and facilities.

BST PROPOSAL:

As stated in Section 5 of the Collocation Attachment, AT&T may connect to other CLECs within the designated Central Office in addition to, and not in lieu of, interconnection to BellSouth services and facilities. Where BellSouth must construct a cable rack structure to house the co-Carrier cross-connection, construction charges will be applied on an individual case basis. BellSouth shall provide an estimate of these charges in the Application Response. Where an existing cable rack structure is in place and has sufficient capacity to accommodate the co-Carrier cross-connection requested, the recurring charges as stated in this Exhibit A shall apply.

- (5) **Additional Engineering Fee:** BellSouth's additional engineering, and other labor costs associated with handling AT&T-requested modifications to requests in progress or augmentations for existing arrangements shall be recovered as Additional Engineering charges.

ENVIRONMENTAL AND SAFETY PRINCIPLES

The following principles provide basic guidance on environmental and safety issues when applying for and establishing Physical Collocation arrangements.

1. GENERAL PRINCIPLES

1.1 Compliance with Applicable Law. BellSouth and AT&T agree to comply with applicable federal, state, and local environmental and safety laws and regulations including U.S. Environmental Protection Agency (USEPA) regulations issued under the Clean Air Act (CAA), Clean Water Act (CWA), Resource Conservation and Recovery Act (RCRA), Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), Superfund Amendments and Reauthorization Act (SARA), the Toxic Substances Control Act (TSCA), and OSHA regulations issued under the Occupational Safety and Health Act of 1970, as amended and NFPA and National Electrical Codes (NEC) and the NESC ("Applicable Laws"). Each Party shall notify the other if compliance inspections are conducted by regulatory agencies and/or citations are issued that relate to any aspect of this agreement.

1.2 Notice. BellSouth and AT&T shall provide notice to the other, including Material Safety Data Sheets (MSDSs), of known and recognized physical hazards or Hazardous Chemicals existing on site or brought on site. Each Party is required to provide specific notice for known potential Imminent Danger conditions. AT&T should contact 1-800-743-6737 for BellSouth MSDS sheets.

1.3 Practices/Procedures. BellSouth may make available additional environmental control procedures for AT&T to follow when working at a BellSouth Premises (See Section 2, below). These practices/procedures will represent the regular work practices required to be followed by the employees and contractors of BellSouth for environmental protection. AT&T will require its contractors, agents and others accessing the BellSouth Premises to comply with these practices. Section 2 lists the Environmental categories where BST practices should be followed by CLEC when operating in the BellSouth Premises.

1.4 Environmental and Safety Inspections. BellSouth reserves the right to inspect the AT&T space with proper notification. BellSouth reserves the right to stop any AT&T work operation that imposes Imminent Danger to the environment, employees or other persons in the area or Facility.

1.5 Hazardous Materials Brought On Site. Any hazardous materials brought into, used, stored or abandoned at the BellSouth Premises by AT&T are owned by AT&T. AT&T will indemnify BellSouth for claims, lawsuits or damages to persons or property caused by these materials. Without prior written BellSouth approval, no substantial new safety or environmental hazards can be created by AT&T or different hazardous materials used by

AT&T at BellSouth Facility. AT&T must demonstrate adequate emergency response capabilities for its materials used or remaining at the BellSouth Facility.

1.6 Spills and Releases. When contamination is discovered at a BellSouth Premises, the party discovering the condition must notify BellSouth. All Spills or Releases of regulated materials will immediately be reported by AT&T to BellSouth.

1.7 Coordinated Environmental Plans and Permits. BellSouth and AT&T will coordinate plans, permits or information required to be submitted to government agencies, such as emergency response plans, spill prevention control and countermeasures (SPCC) plans and community reporting. If fees are associated with filing, BellSouth and AT&T will develop a cost sharing procedure. If BellSouth's permit or EPA identification number must be used, AT&T must comply with all of BellSouth's permit conditions and environmental processes, including environmental "best management practices (BMP)" (see Section 2, below) and/or selection of BST disposition vendors and disposal sites.

1.8 Environmental and Safety Indemnification. BellSouth and AT&T shall indemnify, defend and hold harmless the other party from and against any claims (including, without limitation, third-party claims for personal injury or death or real or personal property damage), judgments, damages, (including direct and indirect damages, and punitive damages), penalties, fines, forfeitures, costs, liabilities, interest and losses arising in connection with the violation or alleged violation of any Applicable Law or contractual obligation or the presence or alleged presence of contamination arising out of the acts or omissions of the indemnifying party, its agents, contractors, or employees concerning its operations at the Facility.

2. CATEGORIES FOR CONSIDERATION OF ENVIRONMENTAL ISSUES

When performing functions that fall under the following Environmental categories on BellSouth's Premises, AT&T agrees to comply with the applicable sections of the current issue of BellSouth's Environmental and Safety Methods and Procedures (M&Ps), incorporated herein by this reference. AT&T further agrees to cooperate with BellSouth to ensure that AT&T's employees, agents, and/or subcontractors are knowledgeable of and satisfy those provisions of BellSouth's Environmental M&Ps which apply to the specific Environmental function being performed by AT&T, its employees, agents and/or subcontractors.

The most current version of reference documentation must be requested from BellSouth.

2. Categories for Consideration of Environmental Issues (cont.)

ENVIRONMENTAL CATEGORIES	ENVIRONMENTAL ISSUES	ADDRESSED BY THE FOLLOWING DOCUMENTATION
Disposal of hazardous material or other regulated material (e.g., batteries, fluorescent tubes, solvents & cleaning materials)	Pollution liability insurance EVET approval of contractor	Std T&C 450 GU-BTEN-001BT, Chapter 4 Std T&C 660-3 GU-BTEN-001BT, Chapter 10
Emergency response	Hazmat/waste release/spill firesafety emergency	GU-BTEN-001BT, Chapter Building Emergency Operations Plan (EOP) (specific to Premises)
Contract labor/outsourcing for services with environmental implications to be performed on BellSouth Premises (e.g., disposition of hazardous material/waste; maintenance of storage tanks)	Performance of services in accordance with BST's environmental M&Ps Insurance	Std T&C 450 Std T&C 450-B (Contact E/S or your DEC/LDEC for copy of appropriate E/S M&Ps.) Std T&C 660
Transportation of hazardous material	Pollution liability insurance EVET approval of contractor	Std T&C 450 GU-BTEN-001BT, Chapter 4 Std T&C 660-3 GU-BTEN-001BT, Chapter 10
Maintenance/operations work which may produce a waste Other maintenance work	Protection of BST employees and equipment	Std T&C 450 GU-BTEN-001BT, Chapter 10 29CFR 1910.147 29CFR 1910 Subpart O

Janitorial services	All waste removal and disposal must conform to all applicable federal, state and local regulations All HazMat & Waste Asbestos notification protection of BST employees and equipment	P&SM Manager - Procurement GU-BTEN-001BT, Chapter 4, GU-BTEN-001BT, Chapter 3 BSP 010-170-001BS (Hazcom)
Manhole cleaning	Pollution liability insurance Manhole entry requirements EVET approval of contractor	Std T&C 450 Std T&C 660-3 BSP 620-145-011PR Issue A, August 1996 GU-BTEN-001BT, Chapter 10 RL9706008BT
Removing or disturbing building materials that may contain asbestos	Asbestos work practices	GU-BTEN-001BT, Chapter 3

3. DEFINITIONS

Generator. Under RCRA, the person whose act produces a Hazardous Waste, as defined in 40 CFR 261, or whose act first causes a Hazardous Waste to become subject to regulation. The Generator is legally responsible for the proper management and disposal of Hazardous Wastes in accordance with regulations.

Hazardous Chemical. As defined in the U.S. Occupational Safety and Health (OSHA) hazard communication standard (29 CFR 1910.1200), any chemical which is a health hazard or physical hazard.

Hazardous Waste. As defined in section 1004 of RCRA.

Imminent Danger. Any conditions or practices at a facility which are such that a danger exists which could reasonably be expected to cause immediate death or serious harm to people or immediate significant damage to the environment or natural resources.

Spill or Release. As defined in Section 101 of CERCLA.

4. ACRONYMS

DEC/LDEC - Department Environmental Coordinator/Local Department Environmental Coordinator

GU-BTEN-001BT - BellSouth Environmental Methods and Procedures

EVET - Environmental Vendor Evaluation Team

P&SM - Property & Services Management

Std. T&C - Standard Terms & Conditions

NESC - National Electrical Safety Codes

5

Attachment 5

Access to Numbers and Number Portability

Open/Disagree Issues:

<u>Section 2.2.5</u>	<u>Open-AT&T (AT&T to provide language)</u>
<u>Section 2.6</u>	<u>Open-BST/AT&T</u>
<u>Section 2.10.1</u>	<u>Open-AT&T</u>
<u>Section 6</u>	<u>Disagree (AT&T to provide position)</u>
<u>Section 8</u>	<u>Open-BST/AT&T</u>

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2	PERMANENT NUMBER PORTABILITY	3
3	SERVICE PROVIDER NUMBER PORTABILITY	7
4	SPNP IMPLEMENTATION	8
8.	[ELECTRONIC INTERFACES RATES] [OPEN – BST/AT&T]	14

ACCESS TO NUMBERS and NUMBER PORTABILITY

1 Non-Discriminatory Access to Telephone Numbers

- 1.1 During the term of this Agreement, AT&T shall contact NeuStar for the assignment of numbering resources. In order to be assigned a Central Office Code, AT&T will be required to complete the Central Office Code (NXX) Assignment Request and Confirmation Form (Code Request Form) in accordance with Industry Numbering Committee's Central Office Code (NXX) Assignment Guidelines (INC 95-0407-008).
- 1.2 For the purposes of the resale of BellSouth's telecommunications services by AT&T, BellSouth will provide AT&T with on line access to telephone numbers for reservation on a first come first served basis. Such reservations of telephone numbers, on a pre-ordering basis shall be for a period of nine (9) days. AT&T acknowledges that there may be instances where there is a shortage of telephone numbers in a particular CLLIC and in such instances BellSouth may request that AT&T cancel all or a portion of its reservations of numbers. AT&T's consent to such request shall not be unreasonably withheld.
- 1.3 Further, upon AT&T request and for the purposes of the resale of BellSouth's telecommunications services by AT&T, BellSouth will reserve up to 100 telephone numbers per Common Language Location Identifier Code (CLLIC), for AT&T's sole use. Such telephone number reservations shall be transmitted to AT&T via electronic file transfer. Such reservations shall be valid for ninety (90) days from the reservation date. AT&T acknowledges that there may be instances where there is a shortage of telephone numbers in a particular CLLIC and in such instances BellSouth shall use its best efforts to reserve for a ninety (90) day period a sufficient quantity for AT&T's reasonable need in that particular CLLIC.

2 Permanent Number Portability

- 2.1 The FCC, the Commissions and industry forums have developed a permanent approach to providing service provider number portability and BellSouth is working to implement Permanent Number Portability ("PNP"). Both Parties agree to implement a permanent approach as

developed and approved by the Commission, the FCC and industry forums. Consistent with the requirements to move to PNP, interim Service Provider Number Portability ("SPNP") is available pursuant to Section 3 of this Attachment 5.

- 2.2 BellSouth and AT&T will adhere to the process flows and cutover guidelines outlined in "The Local Number Portability Ordering Guide for CLECs," Issue 1b, dated October 10, 1999, attached as Exhibit _____ to this Attachment 5.
- 2.2.1 BellSouth and AT&T will work cooperatively to implement changes to PNP process flows ordered by the FCC or as recommended by standard industry forums addressing PNP.
- 2.2.2 Both Parties shall cooperate in the process of porting numbers from one carrier to another so as to limit service outage for the ported subscriber. BellSouth will set LRN unconditional or 10-digit triggers where applicable which should ensure no interruption to the end user. Where triggers are set, BellSouth removes the ported number at the same time the trigger is removed.
- 2.2.3 For porting of numbers where triggers are not set, the Parties shall coordinate the porting of the number between service providers so as to minimize service interruptions to the end user.
- 2.2.4 BellSouth will provide ordering support for AT&T's PNP requests Monday through Friday 8:00 AM until 8:00 PM EST. BellSouth normal hours of operation for provisioning support are defined in Attachment 15, incorporated herein by this reference. Ordering and provisioning support required by AT&T outside of these hours will be considered outside of normal business hours and will be subject to overtime billing. For stand alone PNP where LRN unconditional or 10-digit triggers are set, AT&T may port numbers during times that are supported by NPAC 24 hours a day 7 days a week. BellSouth will provide maintenance assistance to AT&T 24 hours a day 7 days a week to resolve issues arising from the porting of numbers for problems isolated to the BellSouth network.
- 2.2.5 ~~[Open AT&T to provide language re: its ordering support and provisioning hours for PNP.]~~ AT&T will provide ordering support for BellSouth's PNP requests Monday through Friday, 8:00 a.m. until 5:00 p.m. MST.

Performance Measurements for BellSouth providing PNP are located in Attachment 9 to this Agreement, incorporated herein by this reference.

- 2.3 BellSouth will use best efforts to update switch translations, where necessary, in time frames that are consistent with the time frames BellSouth's end users experiences or as offered to other CLECs.
- 2.4 AT&T may request deployment of PNP according to and pursuant to the rules and regulations set forth in 47 CFR § 52.23.
- 2.5 End User Line Charge. Recovery of charges associated with implementing PNP through a monthly charge assessed to end users has been authorized by the FCC. This end user line charge will be as filed in BellSouth's FCC Tariff No. 1 and will be billed to AT&T where AT&T is a subscriber to local switching or where AT&T is a reseller of BellSouth telecommunications services. This charge will not be discounted.
- 2.6 LRN-LNP employs an "N-1" Query Methodology
 - 2.6.1 For interlata or intralata toll calls the originating carrier will pass the call to the appropriate toll carrier who will perform the LNP query. In this situation, the toll carrier is the N-1 carrier.
 - 2.6.2 For a local call to a ported number, BellSouth or AT&T, as the originating carrier, will be the N-1 carrier. The N-1 carrier will perform an external database query and pass the call to the appropriate terminating carrier.
 - 2.6.3 For local calls to an NXX in which at least one number has been ported via LRN-PNP, the Party that owns the originating switch shall query an LRN-PNP database as soon as the call reaches the first LRN-PNP-capable switch in the call path. The Party that owns the originating switch shall query on a local call to an NXX in which at least one number has been ported via LRN-PNP prior to any attempts to route the call to any other switch. Prior to the first number in an NXX being ported via LRN-PNP, neither Party will charge a query charge to the other Party when the other Party is the N-1 carrier.
 - 2.6.4 A Party shall be charged for an LRN-PNP query by the other Party only if the Party to be charged is the N-1 carrier and it was obligated to perform the LRN-PNP query but failed to do so. Parties are not

obligated to perform the LNP-PNP query prior to the first port in an NXX.

- 2.6.5 On calls originating from a Party's network, the Party will populate, in the SS7 Initial Address Message, if technically feasible, the Jurisdiction Information Parameter ("JIP") with the first six digits of the ten digit Location Routing Number (LRN) in accordance with the applicable industry technical standards.

2.7 **SMS Administration**

- 2.7.1 AT&T and BellSouth will adhere to the Number Portability Administration Center Service Management System (SMS) Functional Requirements Specification (FRS) as described in the NANC-FRS-Number Portability Administration Center-SMS, Version 1.1, dated May 5, 1997, as required in FCC Order No. 97-289, released August 18, 1997, or as further required by the FCC in future proceedings.

2.8 **Project Management Guidelines for PNP**

- 2.8.1 BellSouth will project manage a PNP order from AT&T if it meets one or more of the following criteria:
- 51 + telephone numbers on basic service;
 - 15 + loops;
 - telephone numbers associated with a complex class of service.
- As used herein, the term "Project Manage" means that the Parties shall negotiate implementation details, including but not limited to, due dates, cut-over intervals and times, coordination of technical resources and completion notices.

2.9 **Excluded Numbers**

- 2.9.1 Neither Party shall be required to provide number portability for excluded numbers (e.g. 500 and 900 NPAs, 950 and 976 NXX number services, and others as excluded by FCC rulings issued from time to time) under this Agreement.

2.10 ~~2.11~~ **Mass Calling Numbers/Choke Networks**

- 2.10.1 Mass Call Numbers will not be ported with LRN (i.e., there will be no database queries made for mass call number NXX's associated with choke networks). [Until the FCC has adopted a standard for porting mass call numbers, the Parties will work cooperatively

with each other to direct calls to the mass calling network using arrangements that are economical and efficient for both Parties.]
~~[The Parties will work cooperatively to arrange to direct Mass Call Numbers to each other's network in accordance with the LNPA Working Group High Volume Call In Report to the NANC of February 18, 1998 until such time as modified by the NANC or the FCC.] [OPEN BST/AT&T] [Both BellSouth and AT&T are required to offer number portability of telephone numbers with "choke" (i.e., mass calling) NXXs in a manner that complies with the LNPA Working Group High Volume Call In Report to the NANC of February 18, 1998 until such time as these may be modified by the NANC or FCC.] [OPEN BST]~~

2.11 Operator Services, LIDB and Directory Assistance

2.11.1 If Operator Services, LIDB and Directory Assistance services are provided pursuant to this Agreement, they shall also apply when PNP is in place.

2.12 If Integrated Services Digital Network User Part (ISUP) signaling is used, BellSouth and AT&T shall provide, if technically feasible, the Jurisdiction Information Parameter (JIP) in the SS7 Initial Address Message (IAM) in accordance with applicable industry standard technical references.

2.13 Porting of PNP DID Block Numbers

BellSouth and AT&T shall offer number portability to customers for any portion of an existing DID block without being required to port the entire block of DID numbers. BellSouth and AT&T shall permit end users who port a portion of DID numbers to retain DID service on the remaining portion of the DID numbers. Porting a portion of a range of DID numbers can be provided by BellSouth pursuant to its General Subscriber Services Tariff. The lines remaining with BellSouth will be billed to BellSouth end users at the applicable tariffed rates or consistent with BellSouth pricing guidelines.

3 Service Provider Number Portability

3.1 Definition. Until the industry-wide permanent solution is implemented in an end office, BellSouth shall provide Service Provider Number Portability ("SPNP"). SPNP is an interim service arrangement whereby an end user who switches subscription of his local exchange service from BellSouth to a CLEC, or vice versa, is permitted to retain the use of his existing assigned telephone number, provided that the end user

remains at the same location for his local exchange service or changes locations and service providers but stays within the same serving wire center of his existing number.

- 3.2 Methods of Providing Number Portability. SPNP is available on a per telephone number basis through either remote call forwarding ("SPNP-RCF"), LERG reassignments (SPNP-LENG), direct inward dialing trunks (SPNP-DID), or route indexing (SPNP-RI) at the election of the Party requesting SPNP.

4 **SPNP Implementation**

- 4.1 SPNP is available only where a AT&T or BellSouth is currently providing, or will begin providing concurrent with provision of SPNP, basic local exchange service to the affected end user. SPNP for a particular telephone number is available only from the central office originally providing local exchange service to the end user. SPNP for a particular assigned telephone number will be disconnected when any end user, Commission, BellSouth, or CLEC initiated activity (e.g., a change in exchange boundaries) would normally result in a telephone number change had the end user retained his initial local exchange service.
- 4.2 Signaling Requirements. SS7 Signaling is required for the provision of SPNP services. SPNP-DID is available from BellSouth on a per DS0, DS1, or DS3 basis.
- 4.3 The calling party shall be responsible for payment of the applicable charges for sent-paid calls to the SPNP number. For collect, third-party, or other operator-assisted non-sent paid calls to the ported telephone number, BellSouth or the CLEC shall be responsible for the payment of charges under the same terms and conditions for which the end user would have been liable for those charges. Either Party may request that the other block collect and third company non-sent paid calls to the SPNP-assigned telephone number. If a Party does not request blocking, the other Party will provide itemized local usage detail for the billing of non-sent paid calls an individual end user account level. The billable detail will be delivered to the requesting Party pursuant to the terms and conditions contained within Attachment 6, incorporated herein by this reference.
- 4.4 Each Party shall be responsible for obtaining authorization from the end user for the handling of the disconnection of the end user's

service, the provision of new local service and the provision of SPNP services. Each Party shall be responsible for coordinating the provision of service with the other to assure that its switch is capable of accepting SPNP ported traffic. Each Party shall be responsible for providing equipment and facilities that are compatible with the other's service parameters, interfaces, equipment and facilities and shall be required to provide sufficient terminating facilities and services at the terminating end of an SPNP call to adequately handle all traffic to that location and shall be solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment, or service of the other Party or any of its end users. In the event that either Party determines in its reasonable judgment that the other Party will likely impair or is impairing, or interfering with any equipment, facility or service or any of its end users, that Party may either refuse to provide SPNP service or may terminate SPNP service to the other Party after providing appropriate notice.

- 4.5 Each Party shall be responsible for providing an appropriate intercept announcement service for any telephone numbers subscribed to SPNP services for which it is not presently providing local exchange service or terminating to an end user. Where either Party chooses to disconnect or terminate any SPNP service, that Party shall be responsible for designating the preferred standard type of announcement to be provided.
- 4.6 Each Party shall be the other Party's single point of contact for all repair calls on behalf of each Party's end user. Each Party reserves the right to contact the other Party's customers if deemed necessary for maintenance purposes.
- 4.7 Neither Party shall be responsible for adverse effects on any service, facility or equipment from the use of SPNP services. End-to-end transmission characteristics may vary depending on the distance and routing necessary to complete calls over SPNP facilities and the fact that another carrier is involved in the provisioning of service. Therefore, end-to-end transmission characteristics cannot be specified by either Party for such calls. Neither Party shall be responsible to the other if any necessary change in protection criteria or in any of the facilities, operation, or procedures of either renders any facilities provided by the other Party obsolete or renders necessary modification of the other Party's equipment.
- 4.8 For terminating IXC traffic ported to either Party which requires use of either Party's tandem switching, the tandem provider will bill the IXC

tandem switching, the interconnection charge, and a portion of the transport, and the other Party will bill the IXC local switching, the carrier common line and a portion of the transport. If the tandem provider is unable to provide the necessary access records to permit the other Party to bill the IXC directly for terminating access to ported numbers, then the tandem provider will bill the IXC full terminating switched access charges at the tandem provider's rate and will compensate the other Party at the tandem Party's tariff rates. If an intraLATA toll call is delivered, the delivering Party will pay terminating access rates to the other Party. This subsection does not apply in cases where SPNP-DID is utilized for number portability.

- 4.9 If SPNP is deployed by either Party and prior to conversion to PNP:
 - 4.9.1 If requested by either Party, the other Party shall provide Emergency Interrupt (EI) trunks to the requesting Party's End Office for Busy Line Verification/Busy Line Interrupt (BLV/BLI) call requests for lines that terminate at the requesting Party's End Office;
 - 4.9.2 When a BLV/BLI request for a ported number is directed to one Party's operator and the query is not successful (i.e., the request yields an abnormal result), the operator shall confirm whether the number has been ported and shall direct the request to the appropriate operator;
 - 4.9.3 BellSouth shall remove from its Line Information Data Base (LIDB) all existing BellSouth issued Telephone Line Number (TLN)-based card numbers when a customer ports its number to the AT&T;
 - 4.9.4 Where BellSouth has control of directory listings and/or directory assistance for NXX codes containing ported numbers, BellSouth shall process the requests for directory listings and Directory Assistance entries as specified by AT&T on the appropriate service request.
 - 4.9.5 AT&T shall have the right to use the existing BellSouth 911 infrastructure for all 911 capabilities. With respect to 911 service associated with ported numbers under SPNP, the Parties agree that all ported numbers will remain in the Public Service Answering Points (PSAP) routing databases. When RCF is used, both the ported numbers and shadow numbers for a Party's ported subscribers shall be stored in PSAP databases. Either Party shall have the right to verify the accuracy of the information in the PSAP databases.
 - 4.9.6 Cut-over intervals for SPNP provided to AT&T end users will be at parity with the intervals experienced by BellSouth end users, BellSouth

itself, or any other CLEC, in accordance with the Performance Measurements in Attachment 9, incorporated herein by this reference.

- 4.10 SPNP-RCF, as contemplated by this Attachment 5, is a telecommunications service whereby a call dialed to an SPNP-RCF equipped telephone number is automatically forwarded to an assigned seven- or ten- digit telephone number within the local calling area as defined in BellSouth's General Subscriber Services Tariff. The forwarded-to number shall be specified by AT&T or BellSouth, as appropriate. The forwarding company will provide identification of the originating telephone number, via SS7 signaling, to the receiving Party. Identification of the originating telephone number to the SPNP-RCF end user cannot be guaranteed. SPNP-RCF provides a single call path for the forwarding of no more than one simultaneous call to the receiving Party's specified forwarded-to number. Additional call paths are available and rates are set forth in Exhibit A.
- 4.11 SPNP-DID service, as contemplated by this Attachment 5, provides trunk side access to end office switches for direct inward dialing to the other company's premises equipment from the telecommunications network to lines associated with the other company's switching equipment and must be provided on all trunks in a group arranged for inward service.
 - 4.11.1 A SPNP-DID trunk termination charge, provided with SS7 Signaling only, applies for each trunk voice grade equivalent. In addition, direct facilities are required from the end office where a ported number resides to the end office serving the ported end user customer. The rates for a switched local channel and switched dedicated transport apply as contained in BellSouth's Intrastate Access Services tariff, as said tariff is amended from time to time. Transport mileage will be calculated as the airline distance between the end office where the number is ported and the Point of Interface ("POI") using the V&H coordinate method.
 - 4.11.2 SPNP-DID must be established with a minimum configuration of two channels and one unassigned telephone number per switch, per arrangement for control purposes.
 - 4.11.3 Transport facilities arranged for SPNP-DID may not be mixed with any other type of trunk group, with no outgoing calls placed over said facilities.

- 4.11.4 SPNP-DID will be provided only where such facilities are available and where the switching equipment of the ordering company is properly equipped.
- 4.11.5 Where SPNP-DID service is required from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.
- 4.11.6 Only customer-dialed sent-paid calls will be completed to the first number of a SPNP-DID number group; however, there are no restrictions on calls completed to other numbers of a SPNP-DID number group.
- 4.11.7 Interface group arrangements provided for terminating the switched transport at the Party's terminal location are as set forth in BellSouth's Intrastate Access Services Tariff, § E6.1.3.A as amended from time to time.
- 4.11.8 BellSouth and AT&T shall offer number portability to customers for any portion of existing DID block without being required to port the entire block of DID numbers. BellSouth and AT&T shall permit end users who port a portion of DID numbers to retain DID service on the remaining portion of the DID numbers. Porting a portion of a range of DID numbers can be provided by BellSouth pursuant to its General Subscriber Services Tariff. The lines remaining with BellSouth will be billed to BellSouth's end users at the applicable tariffed rates or consistent with BellSouth pricing guidelines.
- 4.11.9 SPNP-DID is available from BellSouth on a per DS1 or DS3 basis. Where SPNP-DID is technically feasible and is provided on a DS1 or a DS3 basis, the applicable rates are set forth in Exhibit A to this Attachment 5.

4.12 **Route Indexing**

- 4.12.1 Route Indexing ("RI") may take two forms: Route Index-Portability Hub ("RI-PH") or Directory Number-Route Index ("DN-RI").
- 4.12.2 RI-PH will route a dialed call to the first Party's (Party A's) switch associated with the NXX of the dialed number. Party A's switch shall then insert a prefix onto the dialed number which identifies how the call is to be routed to the other Party (Party B) as the local service provider. The prefixed dialed number is transmitted to Party A's

tandem switch to which the Party B is connected. The prefix is removed by the operation of the tandem switch and the dialed number is routed to Party B's switch so the routing of the call can be completed by Party B.

- 4.12.3 DN-RI is a form of RI-PH that requires direct trunking from BellSouth's switch where the ported number was originally assigned to the AT&T switch where the number has been ported. The BellSouth switch shall send without a prefix the originally dialed number to AT&T's switch.
- 4.12.4 BellSouth shall provide RI-PH or DN-RI on an individual telephone number basis, as the other Party designates. Where technically feasible, AT&T may designate both methods so that calls to ported numbers are first directed to AT&T's switch over direct trunks but may overflow to tandem trunks if all trunks in the direct group are occupied.
- 4.12.5 For both RI-PH and DN-RI the trunks used may, at AT&T's option, be the same as those used for exchange of other local traffic with the other Party if technically feasible. At either Party's option, the trunks shall employ SS7 or in band signaling and may be one way or two way.

5 **LERG Reassignment**

- 5.1 BellSouth and AT&T will mutually agree, on a case by case basis, when an entire NXX is to be reassigned using LERG reassignment. Both parties will work cooperatively to coordinate and complete the transfer prior to the date on which LERG changes become effective using processes and intervals agreed to by both Parties.

6 **Rates [DISAGREE] [BST PROPOSAL]**

- ~~6.16.1 **Rates for SPNP are set out in Exhibit A to this Attachment 5, incorporated herein by this reference. If no rate is identified in the contract, the rate for the specific service or function will be negotiated by the Parties upon request by either Party. [BST]**~~
~~**[AT&T to provide position.] Rates for service provider number portability SPNP are set out in Exhibit A to this Attachment. If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the Parties upon request by either Party.**~~

[AT&T PROPOSAL – DELETE ENTIRE SECTION]

~~6.2~~ ~~[MJP TO PROVIDE LANGUAGE]~~

7 Transition to Permanent Number Portability

7.1 Once PNP is implemented in an end office , with advance written notice, both Parties must withdraw their SPNP offerings. The transition from existing SPNP arrangements to PNP shall occur within one hundred twenty (120) days from the date PNP is implemented in the end office serving the telephone number. Neither Party shall charge the other Party for conversion from SPNP to PNP. The Parties shall comply with any SPNP/PNP transition processes established by the FCC and State commissions and appropriate industry number portability work groups.

8.8. [Electronic Interfaces Rates] [OPEN – BST/AT&T]

BellSouth has developed and made available the following mechanized systems by which AT&T may submit LSRs electronically.

LENS	Local Exchange Navigation System
EDI	Electronic Data Interface
EDI-PC	Electronic Data Interface – Personal Computer
TAG	Telecommunications Access Gateway

LSRs submitted by means of one of these interactive interfaces will incur an electronic interface ordering charge as specified in the table below. Such charges will not be refunded if the order is canceled. An individual LSR will be identified for billing purposes by its Purchase Order Number (PON). LSRs submitted by means other than one of these interactive interfaces (mail, fax, courier, etc.) will incur a manual order charge as specified in the table below:

Electronic Interfaces	AL, GA, LA, MS, SC	FL, KY, NC, TN
LSR charge, per LSR received from AT&T by one of the electronic interactive interfaces	\$3.50	\$3.50
	SOME C	SOME C
Incremental charge per LSR received from AT&T by means other than one of the electronic interface interactive interfaces	See applicable rate element	\$19.99
		SOMAN

Note: In addition to the electronic interface charges, applicable discounted service order and related discounted charges apply per the tariff.

Denial/Restoral Electronic Interface Charge

In the event AT&T provides a list of customers to be denied and restored, rather than an LSR, each location on the list will require a separate PON and, therefore will be billed as one LSR per location.

Cancellation Electronic Interface Charge

~~AT&T will incur an electronic interface charge for an accepted LSR that is later canceled by AT&T.~~

Note: Supplements or clarifications to a previously billed LSR will not incur another electronic interface charge.

Network Elements and Other Services Manual Additive

The Commissions in Alabama, Georgia, Louisiana, Mississippi and South Carolina have ordered incremental manual non-recurring charges (NRC) for network elements and other services ordered by means other than one of the interactive interfaces. These ordered network elements and other services manual additive NRCs will apply in these states, rather than the charge per LSR.

Threshold Billing Plan

The Parties agree that AT&T will incur the mechanized rate for all LSRs, both mechanized and manual, if the percentage of mechanized LSRs to total LSRs meets or exceeds the threshold percentages shown below:

Year	Ratio: Mechanized/Total LSRs
1999	70%
2000	80%
2001	90%

The threshold plan will be discontinued in 2002.

BellSouth will track the total LSR volume for each CLEC for each quarter. At the end of that time period, a Percent Electronic LSR calculation will be made for that quarter based on the LSR data tracked in the LCSC. If this percentage exceeds the threshold volume, all of that CLECs' future manual LSRs will be billed at the mechanized LSR rate. To allow time for obtaining and analyzing the data and updating the billing system, this billing change will take place on the first day of the second month following the end of the quarter (e.g. May 1

for 1Q, Aug 1 for 2Q, etc.). There will be no adjustments to the amount billed for previously billed LSRs.

The Parties agree that any charges BellSouth is unable to bill on April 15, 1999 will be trued up on or about July 1, 1999.

ATTACHMENT 5
BELLSOUTH'S PROPOSED RATES

BELLSOUTH/CLC-1 RATES
SERVICE PROVIDER
NUMBER PORTABILITY

DESCRIPTION		USOC	RATES BY STATE									
			AL	FL	GA	KY	LA	MS	NC	SC	TN	
INTERIM SERVICE PROVIDER NUMBER PORTABILITY - RCF (1) (2)												
RCF, per number ported (Business Line), 10 paths		TNPBL	NA	NA	NA	NA	NA	NA	\$2.25	NA	NA	
RCF, per number ported (Residence Line), 6 paths		TNPRL	NA	NA	NA	NA	NA	NA	\$1.15	NA	NA	
RCF, per number ported (Business Line)		TNPBL	\$2.13	NA	\$2.03	NA	\$2.29	\$2.34	NA	\$2.17	\$1.50	
NRC		TNPBL	\$0.65	NA	\$0.51	NA	\$0.49	\$0.6441	NA	\$0.7046	NA	
NRC - Disconnect Charge		TNPBL	\$0.07	NA	NA	NA	\$0.05	\$0.0644	\$0.50	NA	NA	
RCF, per number ported (Residence Line)		TNPRL	\$2.13	NA	\$2.03	NA	\$2.29	\$2.34	NA	\$2.17	\$1.25	
NRC		TNPRL	\$0.65	NA	\$0.51	NA	\$0.49	\$0.6441	NA	\$0.7046	NA	
NRC - Disconnect Charge		TNPRL	\$0.07	NA	NA	NA	\$0.05	\$0.0644	\$0.50	NA	NA	
RCF, add'l capacity for simultaneous call forwarding, per additional path		N/A	\$0.32	NA	\$0.2836	NA	\$0.38	\$0.3838	NA	\$0.3854	\$0.50	
RCF, per service order, per location		(***) Bus = TNPBD Res = TNPBD										
NRC - 1st		TNP++	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	None	\$1.37	\$25.00	
NRC - Add'l		TNP++	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	None	\$1.37	\$25.00	
NRC - Disconnect - 1st		TNP++	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	NA	NA	
NRC - Disconnect - Add'l		TNP++	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - 1st		SOMAN	\$27.37	NA	NA	NA	\$18.14	\$25.52	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l		SOMAN	\$27.37	NA	NA	NA	\$18.14	\$25.52	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	\$44.70	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	\$44.70	NA	
INTERIM SERVICE PROVIDER NUMBER PORTABILITY - DID (1) (2)												
DID per number ported, Residence - NRC		TNPDR	\$1.18	NA	\$0.93	NA	\$0.89	\$1.17	NA	\$2.25	NA	
DID per number ported, Business - NRC		TNPDR	\$1.18	NA	NA	NA	\$0.90	\$1.17	NA	NA	NA	
DID per number ported, Business - NRC		TNPDB	\$1.18	NA	\$0.93	NA	\$0.89	\$1.17	NA	\$2.25	NA	
DID per number ported, Business - NRC - Disconnect		TNPDB	\$1.18	NA	NA	NA	\$0.90	\$1.17	NA	NA	NA	
DID per service order, per location												
NRC - 1st		TNPDR	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	NA	\$1.37	NA	
NRC - Add'l		TNPDR	\$1.44	NA	\$2.10	NA	\$2.02	\$2.84	NA	\$1.37	NA	
NRC - Disconnect - 1st		TNPDR	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	\$44.70	NA	
NRC - Disconnect - Add'l		TNPDR	\$1.44	NA	NA	NA	\$2.01	\$2.84	NA	\$44.70	NA	
NRC - Incremental Charge - Manual Service Order - 1st		SOMAN	\$27.37	NA	\$18.94	NA	\$18.14	\$25.52	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Add'l		SOMAN	\$27.37	NA	NA	NA	\$18.14	\$25.52	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st		SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l		SOMAN	\$17.77	NA	NA	NA	\$11.41	\$16.06	NA	NA	NA	
DID, per trunk termination, Initial		TNPT2	\$11.84	NA	\$10.73	NA	\$12.46	\$13.78	NA	\$13.16	NA	
DID, per trunk termination, Initial - NRC		TNPT2	\$173.73	NA	\$135.47	NA	\$129.69	\$171.68	NA	\$218.03	NA	
DID, per trunk termination, Initial - Disconnect		TNPT2	\$50.43	NA	NA	NA	\$37.85	\$49.86	NA	NA	NA	
DID, per trunk termination, Subsequent		TNPT2	\$11.84	NA	\$10.73	NA	\$12.46	\$13.78	NA	\$13.16	NA	
DID, per trunk termination, Subsequent - NRC		TNPT2	\$51.35	NA	\$39.53	NA	\$37.85	\$50.69	NA	\$73.63	NA	
DID, per trunk termination, Subsequent - Disconnect		TNPT2	\$25.00	NA	NA	NA	\$18.75	\$24.71	NA	NA	NA	

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the Parties upon request by either Party.

1. Until the FCC issues its order implementing a cost recovery mechanism for permanent number portability, the Company will track its costs of providing interim SPNP with sufficient detail to verify the costs. This will facilitate the Florida PSCs consideration of the recovery of these costs in Docket 950737-TP. (FL)

2. BellSouth and CLC will each bear their own costs of providing remote call forwarding as an interim number portability option. (KY)

ATTACHMENT 5
AT&T'S PROPOSED RATES

**BELLSOUTH/AT&T RATES
SERVICE PROVIDER
NUMBER PORTABILITY**

Attachment 5
Exhibit B
Page 1

DESCRIPTION	USOC	TN
RCF, per number ported (Business Line), 10 paths	TNPBL	
RCF, per number ported (Residence Line), 6 paths	TNPRL	
RCF, per number ported (Business Line)	TNPBL	
NRC	TNPBL	
NRC - Disconnect Charge	TNPBL	
RCF, per number ported (Residence Line)	TNPRL	
NRC	TNPRL	
NRC - Disconnect Charge	TNPRL	
RCF, add'l capacity for simultaneous call forwarding, per additional path	N/A	
RCF, per service order, per location	(++) Bus = TNPBD Res = TNPRD	
NRC - 1st	TNP++	
NRC - Add'l	TNP++	
NRC - Disconnect - 1st	TNP++	
NRC - Disconnect - Add'l	TNP++	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	
Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	
DID per number ported, Residence - NRC	TNPDR	
DID per number ported, Residence - NRC - Disconnect	TNPDR	
DID per number ported, Business - NRC	TNPDB	
DID per number ported, Business - NRC - Disconnect	TNPDB	
DID per service order, per location		
NRC - 1st	TNPRD	
NRC - Add'l	TNPRD	
NRC - Disconnect - 1st	TNPRD	
NRC - Disconnect - Add'l	TNPRD	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	
DID, per trunk termination, Initial	TNPT2	
DID, per trunk termination, Initial - NRC	TNPT2	
DID, per trunk termination, Initial - Disconnect	TNPT2	
DID, per trunk termination, Subsequent	TNPT2	
DID, per trunk termination, Subsequent - NRC	TNPT2	
DID, per trunk termination, Subsequent - Disconnect	TNPT2	

NOTES:

Awaiting rates from final TRA order-C22

BELLSOUTH/AT&T RATES
SERVICE PROVIDER
NUMBER PORTABILITY

DESCRIPTION	USOC	TN
INTER-STATE PROVIDER NUMBER PORTABILITY - RCF (1-2)		
RCF, per number ported (Business Line), 10 paths	TNPBL	
RCF, per number ported (Residence Line), 6 paths	TNPRL	
RCF, per number ported (Business Line)	TNPBL	
NRC	TNPBL	
NRC - Disconnect Charge	TNPBL	
RCF, per number ported (Residence Line)	TNPRL	
NRC	TNPRL	
NRC - Disconnect Charge	TNPRL	
RCF, add'l capacity for simultaneous call forwarding, per additional path	N/A	
RCF, per service order, per location	(++) Bus = TNPBD Res = TNPRD	
NRC - 1st	TNP++	
NRC - Add'l	TNP++	
NRC - Disconnect - 1st	TNP++	
NRC - Disconnect - Add'l	TNP++	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	
INTRA-STATE PROVIDER NUMBER PORTABILITY - DID		
DID per number ported, Residence - NRC	TNPDR	
DID per number ported, Residence - NRC - Disconnect	TNPDR	
DID per number ported, Business - NRC	TNPDB	
DID per number ported, Business - NRC - Disconnect	TNPDB	
DID per service order, per location		
NRC - 1st	TNPRD	
NRC - Add'l	TNPRD	
NRC - Disconnect - 1st	TNPRD	
NRC - Disconnect - Add'l	TNPRD	
NRC - Incremental Charge - Manual Service Order - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Add'l	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - 1st	SOMAN	
NRC - Incremental Charge - Manual Service Order - Disconnect - Add'l	SOMAN	
DID, per trunk termination, Initial	TNPT2	
DID, per trunk termination, Initial - NRC	TNPT2	
DID, per trunk termination, Initial - Disconnect	TNPT2	
DID, per trunk termination, Subsequent	TNPT2	
DID, per trunk termination, Subsequent - NRC	TNPT2	
DID, per trunk termination, Subsequent - Disconnect	TNPT2	

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be negotiated by the Parties upon request by either Party.

No rates are shown for TN. The Parties agree to insert final rates adopted by the TRA in Docket
1 No. 97-01262

Local Number Portability Ordering Guide for CLECs

Network & Carrier Services

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October 1999

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Introduction

Purpose

This document contains information on Local Number Portability for CLECs interested in ordering this service from BellSouth. The Guide is intended to increase the CLEC's understanding of LNP Order Process at BellSouth; to provide guidelines for LSR completion; and to offer information on critical success factors for LSR submission.

This guide is intended to be used as a supplement to, not a replacement for, the **BellSouth Ordering Guide for CLECs** and the **LEO Implementation Guide**, which are available on-line through the BellSouth Interconnection website at: <http://www.interconnection.bellsouth.com/guides/guides.html>

Information resources reviewed for this guide include, but are not limited to:

- BellSouth CLEC Interconnections Web Site
- BellSouth Interconnection Services Ordering Guide for CLECs
- BellSouth LNP Documentation
- North American Numbering Council (NANC) Architecture and Administrative Plan for Local Number Portability
- North American Numbering Council (NANC) Inter-Service Provider LNP Operations Flows
- www.fcc.gov
- www.npac.com/home.htm
- www.ported.com

Version Information

Table A Revision History

Chapter	Action Request #	Date/Issue	Description
Various	N/A	October 1999/ 1b	General Revision
Various	N / A	April 2, 1999 / 1a	General Revisions
All	N / A	March, 1999 / 1	First Issue

1. Introduction to Local Number Portability

1.1 Description of LNP

Local Service Provider Portability

Local Number Portability (LNP) is a part of local competition that provides end users with the ability to retain their phone numbers when they change their Local Service Provider.

Phase	Description
Local Service Provider (SPP)	Allows customers to keep their current telephone number(s) if they chose to switch from their current Local Service Provider to another.

The Telecommunications Act of 1996 requires BellSouth to provide a mechanism for customers to retain their current telephone numbers when they change their Local Service Provider.

Orders of the FCC pursuant to the Telecommunications Act of 1996 provide deadlines for implementing Local Service Provider Portability (SPP) in the top 100 metropolitan areas in the United States. The BellSouth territory includes 21 of the top 100 metropolitan areas. To learn more about BellSouth's implementation schedule plan, please visit us at:

Note: http://g8058183.ga.bst.bls.com/ibu/files/infra_lnp/LNP/LNPtrack.xls

1.2 Network Provisioning for Local Number Portability

Interim Number Portability (INP) is a temporary solution for porting numbers which involves two telephone numbers to route calls to the serving wire center using one of the following methods:

- Remote Call Forwarding
- Direct Inward Dialing
- Route Index Hubbing

Local Number Portability (LNP) is the long range solution for Service Provider Portability (SPP) and includes the following characteristics:

- uses only one telephone number.
- requires significant network architecture hardware and software upgrades.
- uses the Advanced Intelligent Network (AIN).
- requires new routing methodology to send calls to the wire center of the company currently providing the local service.

Note: All calls to a port eligible NPA NXX will route using the AIN to look up the correct routing information (LRN) for the telephone number.

The **LNP Gateway (LNP GW)** is a major link in the LNP process for BellSouth since it provides both internal and external communications with various interfaces and processes, including:

- linking BellSouth to the Number Portability Administration Center (NPAC).
- allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- providing interface between NPAC and AIN SMS for LNP routing processes.

The **Number Portability Administration Center (NPAC)** is a neutral third party organization that oversees the porting of telephone numbers for Local Number Portability. The NPAC maintains and communicates LNP-related data including

- Old Service Provider ID (OCN)
- New Service Provider ID (OCN)
- Local Routing Number (LRN)
- Due Dates
- CLASS-DPC
- CLASS-SSN
- LIDB-DPC
- LIDB-SSN
- CNAM-DPC
- CNAM-SSN
- ISVM-DPC
- ISVM-SSN

The BellSouth LNP Gateway must communicate with the NPAC as to whether numbers are porting out or porting in. The messages sent to and from the NPAC are called Subscription Versions (SVs). Subscription Versions are the messages that flow through the NPAC to provide information for routing calls to ported numbers. The SV can only contain one telephone number (TN), which means that one LSR may have many TNs and SVs associated with it.

LSRs for INP

LSRs requesting Interim Number Portability (INP) will not be accepted with due dates by BellSouth after the completion for each phase. If the due date is between ready to port and completion date, the CLEC may request INP or LNP.

1.3 LNP Order Status

Online Order Status Information For Faxed LSR's

CLEC PON Status Reports for faxed LNP LSRs are now available via BellSouth's website at <https://clec.bellsouth.com>. This report is located in the same location as your company's measurement reports. The information can be found as report number 00 (PON Report) on the CLEC reports page.

The report will provide status for all orders tracked into BellSouth's Local Order Number (LON) systems for the most recent 31 days. The report is CLEC specific. This will answer the majority of questions CLECs have about orders that have been submitted.

Each CLEC will be required to have a specific login and password to access these reports. The application for this report is also found on the web. Once the form is completed, it should be sent to the account team for processing.

EDI/TAG POS and CN

Users submitting LSR's through EDI or TAG receive Pending Order Statuses (POS) and Jeopardy Notifications back through the return path for these systems. Completion notification (CN) is sent when all service orders associated with the LSR are complete.

2. LNP Order Process Flows

2.1 High Level LNP Order Process Flow and Narrative

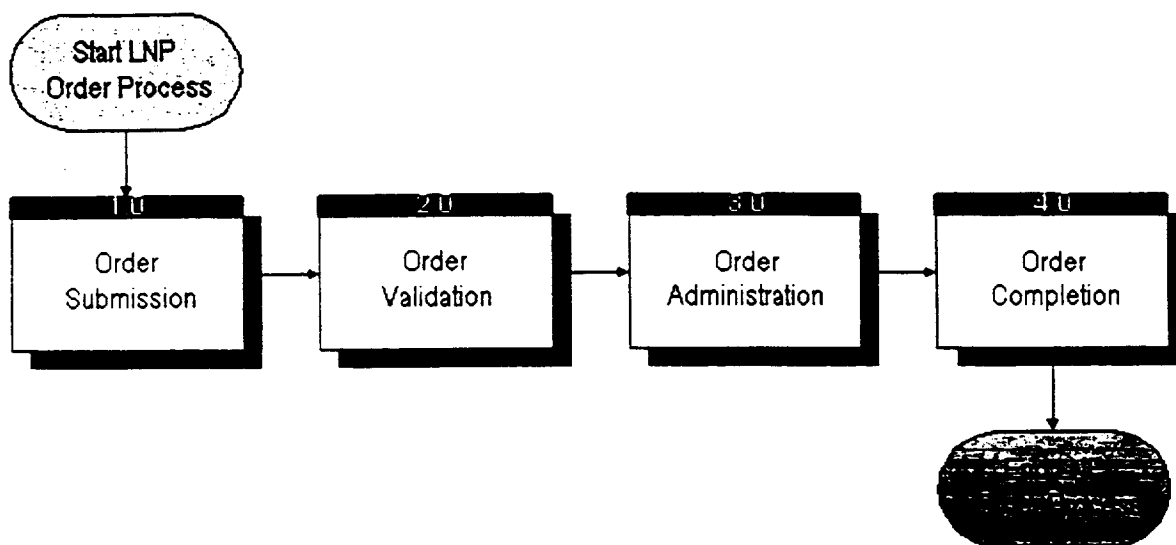


Figure 1 High Level LNP Order Process Flow

Step	Action
1.0 Order Submission:	CLEC sends LNP LSR to BellSouth LCSC via fax, EDI, or TAG.
2.0 Order Validation:	BellSouth validates CLEC LSR for errors, and requests clarification when necessary.

Step	Action
3.0 Order Administration:	BellSouth sends FOC to CLEC if clarification is not needed. CLEC receives FOC and immediately sends Create SV to NPAC. BellSouth then sends Concur SV to NPAC. The CLEC sends the Activate SV to NPAC on the Due Date, porting the number.
4.0 Order Completion:	BellSouth completes the Disconnect order and sends E911 Unlock message to SCC. CLEC sends E911 Migrate message to SCC.

2.2 Detailed LNP Order Process Flow and Narrative

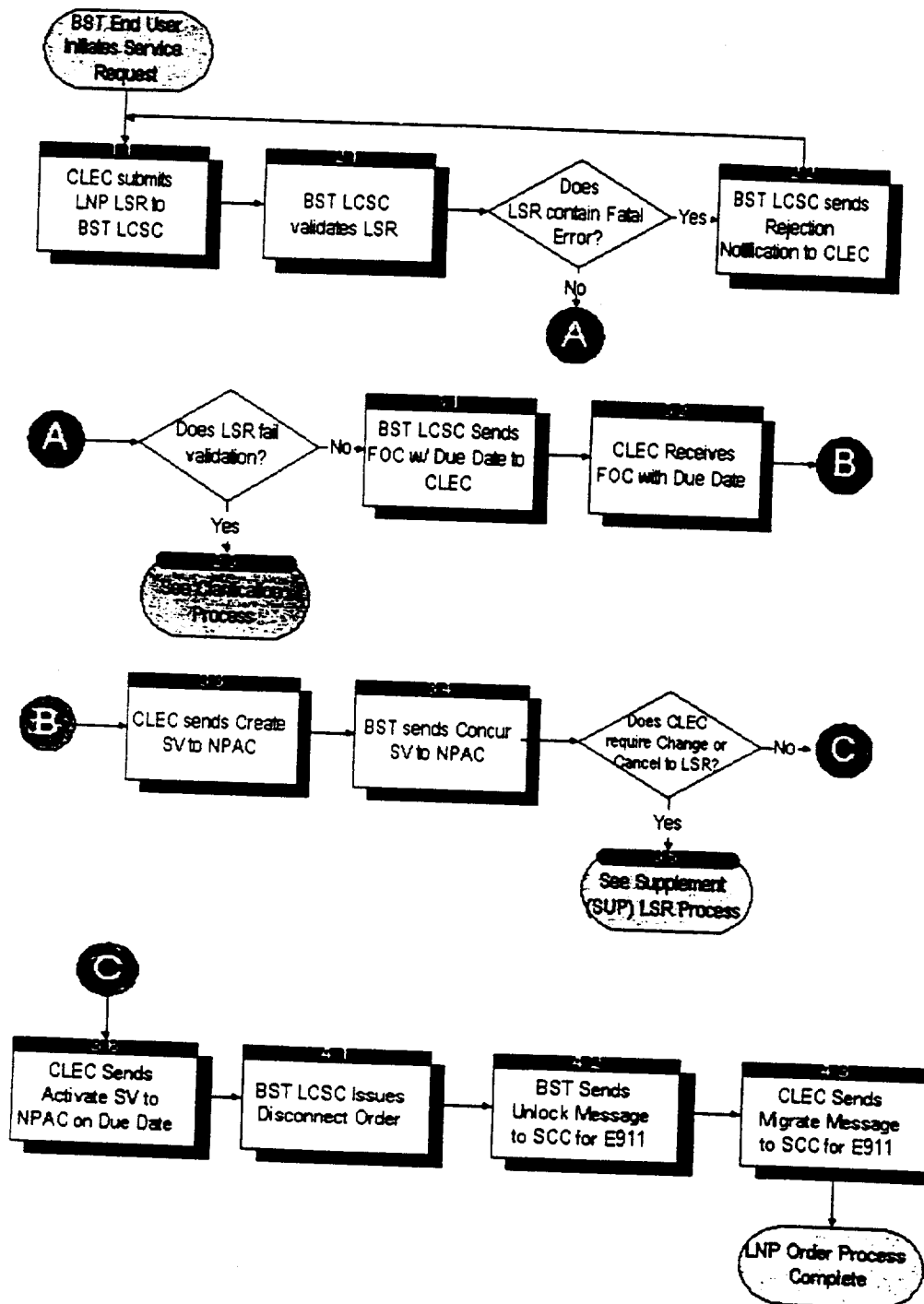


Figure 2 Detailed LNP Order Process Flow

2.2.1 LNP Order Process - Port Out and Port Out with Loop

1.0 Order Submission

1.1

Step	Action
Process Step	CLEC sends LNP LSR to BST LCSC via fax, EDI or TAG
Predecessor	Bell South End User initiates LNP Request with CLEC
Input	End-user CSR; BellSouth Ordering Guide for CLECs; order forms; BellSouth Standard Interval information; BellSouth LNP Ordering Checklist (Section 8.0 of BellSouth LNP Ordering Guide for CLECs)
Output	BellSouth LCSC receives paper copy LSR via fax server OR digital LSR for EDI or TAG orders
Key Interface	Fax; EDI; TAG
Notes	LSR format defined by OBF

2.0 Order Validation

2.1

Step	Action
Process Step	BST LCSC validates LSR
Predecessor	CLEC submission of LSR
Input	CLEC LSR
Output	Validated LSR

Step	Action
Key Interface	BellSouth LNP-Gateway
Notes	CLECs may access pre-order support using a web browser and the LENS interface. Use the Inquiry function to confirm the accuracy of customer record information, address, etc.
Decision Point	
Step	Action
Process Step	Does LSR contain Fatal Error*?
If YES:	Proceed to 2.2 "BST LCSC sends Rejection Notification to CLEC"
If NO:	Proceed to Decision Point "Does LSR fail validation?"
Notes	*Fatal Reject errors include missing required fields, duplicate PON, and invalid entries.
2.2	
Step	Action
Process Step	BST LCSC sends Rejection Notification to CLEC
Predecessor	CLEC LNP LSR contains fatal errors (e.g., missing fields, duplicate PON, invalid entries)
Input	Rejected LSR
Output	Notification of fatal errors sent to CLEC
Key Interface	Fax, EDI, TAG, BellSouth LNP-Gateway
Notes	Fatal reject notices for EDI or TAG orders will be transmitted electronically via EDI or TAG. Fatal reject notices for faxed orders will be transmitted via fax.

Decision Point

Step	Action
------	--------

Process Step	Does LSR fail validation?
If YES:	Proceed to 2.3 "Clarification Process"
If NO:	Proceed to 3.1 "BellSouth LCSC Sends FOC with Due Date to CLEC"

2.3
See Clarification Process

3.0 Order Administration

3.1

Step	Action
------	--------

Process Step	BST LCSC Sends FOC with Due Date to CLEC
Predecessor	CLEC LSR passes BellSouth LNP Gateway validation.
Input	Valid LSR
Output:	FOC is sent to CLEC via EDI, TAG, or fax; BellSouth LCSC issues 10 digit trigger order if applicable
Key Interface	EDI; TAG; fax; BellSouth LNP Gateway
Notes	"Trigger" may not be applicable for all types of service. See Local Number Portability Rules in section 4.0 for more details.

3.2

Step	Action
Process Step	CLEC receives FOC with Due Date
Predecessor	BellSouth LCSC sends CLEC FOC via fax, EDI, or TAG
Input	Valid LSR with FOC
Output	CLEC receives FOC with Due Date
Key Interface	Fax; EDI; TAG

3.3

Step	Action
Process Step	CLEC sends Create SV to NPAC with Due Date on FOC and Time set to 00:00
Predecessor	FOC received by CLEC
Input	FOC with Due Date sent by BellSouth LCSC
Output	NPAC notifies BellSouth LCSC that CLEC has sent Create SV
Key Interface	NPAC - Service Order Administration (SOA); BellSouth LNP Gateway
Notes	SV - Subscription Version BellSouth will place SVs in Conflict if CLEC sends the Create SV to NPAC prior to CLEC receiving FOC from BellSouth.

3.4

Step	Action
Process Step	BST LCSC sends Concur SV to NPAC with Due Date on FOC and Time set to 00:00
Predecessor	BellSouth receives notification of Create SV from NPAC
Input	Create SV sent by CLEC to NPAC
Output	NPAC notifies CLEC that Concur SV has been sent by BellSouth
Key Interface	NPAC - Service Order Administration (SOA); BellSouth LNP Gateway
Notes	BellSouth LCSC has <u>18 hours</u> after Create SV to send Concur SV to NPAC.
Decision Point	

Step	Action
Process Step	Does CLEC require Change* or Cancel to Original LSR?
If YES:	Proceed to 3.5 "Supplement (SUP) LSR Process"
If NO:	Proceed to 3.6 "CLEC sends Activate SV to NPAC with Due Date on FOC"
Notes	*Change to original LSR includes: Due Date change; Add/Remove TNs

3.5
See Supplement (SUP) LSR Process

3.6

Step	Action
Process Step	CLEC Sends Activate SV to NPAC on Due Date on FOC
Predecessor	BellSouth LCSC sends Concur SV to NPAC
Input	CLEC receives Concur SV from NPAC
Output	NPAC receives Activate SV from CLEC on Due Date on FOC
Key Interface	NPAC - Service Management System (SMS); BellSouth LNP Gateway
Notes	BellSouth is no longer responsible for customer after CLEC sends Activate SV to port the number. Activate SV should be sent for <u>all</u> telephone numbers on the LSR.

4.0 Order Completion

4.1

Step	Action
Process Step	BST LCSC Issues Disconnect Order
Predecessor	CLEC sends Activate SV to port number.
Input	NPAC notification of CLEC Activate SV sent to BellSouth
Output	Disconnect service orders issued by BellSouth LCSC

Step	Action
Key Interface	NPAC - Service Management System (SMS); BellSouth LNP Gateway
Notes	Following this point, questions regarding maintenance & repair should go to the UNE Center. LCSC will not issue disconnect until the Activate SV is received for <u>all</u> telephone numbers on LSR.

4.2

Step	Action
Process Step	BST sends Unlock Message to SCC for E911
Predecessor	BellSouth completes Disconnect service order
Input	Disconnect service order
Output	SCC receives BellSouth's Unlock message
Key Interface	SCC
Notes	BellSouth will not send the Unlock message to SCC before the Disconnect service order is complete. BellSouth will not send the Unlock message for E911 until Activate SV is received for <u>all</u> telephone numbers on LSR.

4.3

Step	Action
Process Step	CLEC Sends Migrate Message to SCC for E911
Predecessor	BellSouth Unlock message has been received by E911 SCC
Input	BellSouth Unlock message

Step	Action
Output	E911 record locked
Key Interface	SCC
Notes	If CLEC Migrate (Lock) message makes it to SCC before BellSouth's Unlock Message, then the CLEC message goes on an error report. BellSouth will not send Unlock message to SCC until CLEC has sent Activate SVs to NPAC for <u>all</u> telephone numbers on LSR.

3. LNP Clarification and Supplement (SUP) LSR Process Flows

3.1 Detailed LNP Clarification Process Flow and Narrative

Clarifications

Any LSR will be returned to the CLEC for clarification when BellSouth is not able to issue the orders requested due to:

- incomplete information
- incorrect information
- conflicting information

For faxed requests, clarifications will be sent via fax. Clarifications for EDI or TAG orders are sent via EDI or TAG. The CLEC has 10 business days to respond to the request for clarification by submitting a supplemental LSR. (SUP)* If no response is received, the LSR will be canceled on the eleventh day. If canceled by BellSouth, a new LSR (PON) must be submitted.

Note: * SUP LSRs must be sent using the same ordering method as the original LSR (i.e., Fax, EDI, TAG)

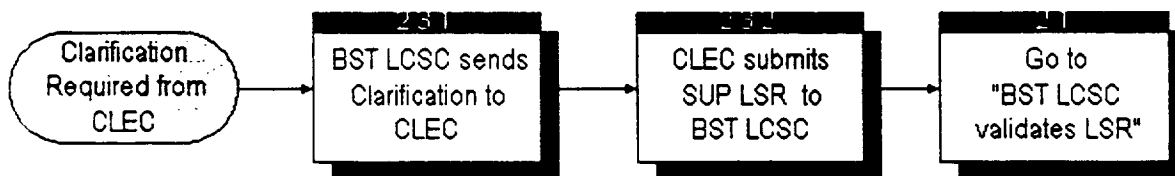


Figure 3 Detailed LNP Clarification Process Flow

3.1.1 Clarification Process

2.3.1

Step	Action
Process Step	BST LCSC sends Clarification to CLEC via Fax, EDI, or TAG
Predecessor	LSR falls out of BellSouth LNP-Gateway and requires clarification

Step	Action
Input	LSR rejected by BellSouth LNP-Gateway for clarification
Output	Clarification sent to CLEC via fax, EDI, or TAG
Key Interface	Fax; EDI; TAG
2.3.2	

Step	Action
Process Step	CLEC submits SUP LSR via fax, EDI, or TAG to BST LCSC
Predecessor	LSR falls out of LNP-Gateway and requires clarification
Input	Clarification sent by LCSC via fax, EDI, or TAG to CLEC
Output	SUP LSR sent to LCSC
Key Interface	Fax; EDI; TAG
Notes	SUP must be sent via the same channel (EDI, TAG or fax) as the original LSR.
2.1	
Go to "BST LCSC validates LSR"	

3.2 Detailed Supplement (SUP) LSR Process Flow and Narrative

Supplement (SUP) LSR

A supplemental change (SUP) LSR will be required if a CLEC:

- has been asked for clarification on an LNP LSR.
- is requesting a Due Date Change,

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- would like to cancel an LSR,
- would like to add/remove telephone numbers for porting on LSR.

If a CLEC is changing the original LSR, a SUP LSR must be filed with BellSouth prior to any contact with NPAC.

Note: SUP LSRs must be sent using the same ordering method as the original LSR (i.e., Fax, EDI, TAG)

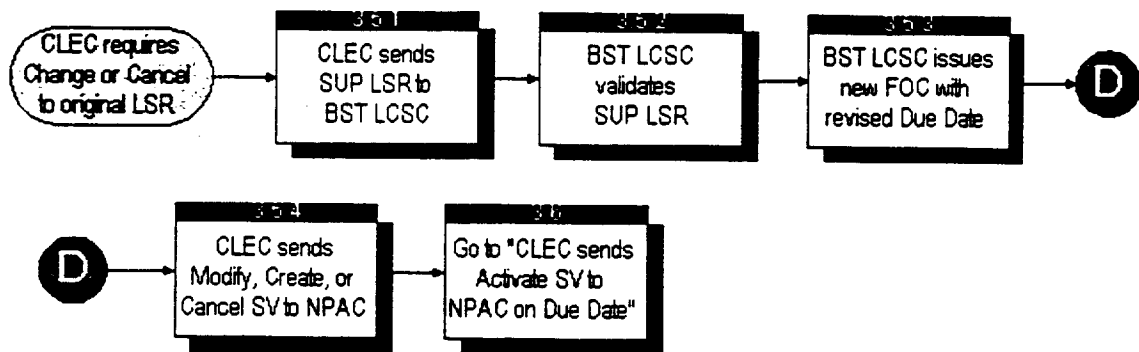


Figure 4 Detailed Supplement (SUP) LSR Process Flow

3.2.1 Supplement (SUP) LSR Change Process

3.5.1

Step	Action
Process Step	CLEC sends SUP LSR to BST LCSC
Predecessor	Create and Concur SV received by NPAC for original LSR
Input	Original FOC and LSR; SUP LSR
Output	BST LCSC receives SUP LSR via fax, EDI, or TAG

Step	Action
Key Interface	EDI; TAG; Fax
Notes	SUP LSR must be sent to BellSouth LCSC and revised FOC received by CLEC prior to CLEC sending Modify SV to NPAC. CLEC must complete SUP field and VER field on LSR form.

3.5.2

Step	Action
Process Step	BST LCSC validates SUP LSR
Predecessor	CLEC submission of SUP LSR
Input	CLEC SUP LSR
Output	Validated SUP LSR; BellSouth updates internal records with supplemental information on LSR
Key Interface	BellSouth LNP-Gateway

3.5.3

Step	Action
Process Step	
Predecessor	BellSouth receives and validates SUP LSR from CLEC
Input	SUP LSR; original LSR and FOC
Output	BellSouth LCSC updates internal records with new Due Date; new FOC sent to CLEC via fax, EDI, or TAG

Step	Action
Key Interface	BST LNP-Gateway; EDI; TAG; fax
Notes	CLEC must receive FOC prior to sending Modify SV to NPAC Revised Due Date on FOC will be based on the receipt of SUP LSR and the BST Standard Intervals.

3.4

Step	Action
Process Step	CLEC sends Modify, Create or Cancel SV to NPAC
Predecessor	CLEC receives revised FOC with new Due Date
Input	SUP LSR; Revised FOC with new Due Date
Output	NPAC receives Modify, Create, or Cancel SV
Key Interface	NPAC - Service Order Administration (SOA)
Notes	If changing the Due Date on LSR, CLEC sends a Modify SV If removing TNs to port from original LSR, CLEC sends a Cancel SV for each TN. If adding TNs for porting, CLEC sends Create SVs for each new TN on the SUP LSR. If canceling the original LSR, CLEC sends Cancel SV to NPAC.

3.6

Go to "CLEC Sends Activate SV to NPAC on Due Date"

4. Requirements for LNP Ordering

4.1 Requirements for LNP Ordering

A telephone number may port out when all of the following are true:

- NPA NXX is portable.
- telephone number is a working number or end user is paying to reserve the number.
- end user name on the LSR matches the BellSouth customer record.
- end user address on the LSR is in the same Toll Message Rate Center (TMRC) as the address on the BellSouth customer record.
- number is associated with a line type that is portable. (Refer to Local Number Portability Rules - Section 4.2 below to determine if service type is portable and if a trigger order is necessary)

The responsibilities for porting out telephone numbers are described in the following table.

Table B The responsibilities for porting out telephone numbers are described in the following table

Work Group	Responsibilities
CLEC	• Send LSR to BellSouth to request number(s) to be ported. • Receives FOC before sending SVs to NPAC. • Provide service to end user. • Notify the NPAC when ready to port the number. • Update E911 information. • Send SUP LSR to change Due Date, Cancel LSR, or modify TN on LSR.
LCSC	• Process LSR and FOC for port out requests. • Issue trigger/port out/listing/loop service orders. • Send and receive NPAC messages.
UNE Center	• Coordinate port out with loop orders with CLEC as needed. • Complete port out with loop orders as needed. Note: UNE Center is involved in provisioning only if loop is requested.

4.2 Local Number Portability Rules

The following table may be used to determine if the service type is portable and if a trigger order is required. The existing service or line type is for reference only because the service is not portable. Only the number is ported.

Table C Local Number Portability Rules

Service / Line Type	Portable - w/ LRN	Trigger	Notes
AdWatch	Y	N	The number will no longer work for AdWatch once it is Ported.
Choke Codes	N		Does not involve LRN

Table C Local Number Portability Rules (continued)

Service / Line Type	Portable - w/ LRN	Trigger	Notes
Denied for Non-Pay	Y	N	
DID (Block of 20)	Y	N	To Port a portion of a range will require special assembly.
ESSX / MultiServ	Y	Y	If lines are in a hunting arrangement, see hunting Lines below.
FX / FCO	Y	Y	The number can be ported within the same Toll Message Rate Center (TMRC). The BST designed circuit will be disconnected and the new service provider must establish the service.
Hunting Lines	Y	Y	If not all of the numbers in the hunt group are porting, the numbers porting must be removed from the hunt group the day before the port due date. CLEC can determine Frame Due Time or use BST default of 9:00 PM day before Port.
ISDN	Y	Y	
N11	N		
Out dial trunks	Y	N	
Party Line	Y	N	The number may be ported without loop. The BST service must be disconnected
Remote Call Forwarding / Interim Number Portability	Y	N	
Reserved numbers	Y	N	Only numbers reserved with chargeable USOCs may be ported
RingMaster	Y	N	
Sub-Let	Y	Y	
Surrogate Client Number	Y	N	
Suspend for season	Y	N	
Uniserve	N		

- continued -

Table C Local Number Portability Rules (continued)

Service / Line Type	Portable - w/ LRN	Trigger	Notes
Warm Line	N		
ZipCONNECT	N		

4.3 Required Forms

Required Forms for Port Out

The CLEC submits the following forms to the LCSC to request telephone numbers to Port Out:

- Local Service Request (LSR)
- End User (EU)
- Number Portability (NP) or Loop Service with Number Portability (LSNP)

Conditional Forms for Porting Out

- Directory Listing Request (DLR)

If listings are required, the Directory Listing Request (DLR) will be needed unless the ACT code is W. The W ACT code is a switch as is for listings and directory delivery requirements. This activity code is only valid when porting out all numbers on an account. Without a W ACT code on a full port, all listings are deleted unless the CLEC submits a DLR.

LNP Order Form Matrix

Table D LNP Order Form Matrix

When Ordering:	These Forms Are:				
	LSR	EU	NP	LSNP	DLR
Number Portability	R	R	R	P	C*
Loop Service with Number Portability	R	R	P	R	C*

Form Names:	Form Requirements:
LSR = Local Service Request Form	R=Required
EU = End User Form	P=Prohibited
NP = Number Portability Form	C=Conditional

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- continued -

LSNP = Loop Service with Number Portability Form	O=Optional
DLR = Directory Listing Request Form	

* If all the telephone numbers for the Account are converting (Full Migration) and no change is being made to the listing, the DLR is not required. (This requires an ACT code of W.) However, if only a portion of the lines on the account are converting (Partial Migration), the DLR should be submitted to request listings. A DLR is **not required** when associated with LNP (Local Number Portability), even for partial migration. However, directory listings or directory delivery will not be established without a DLR.

Required Forms for SUPs

A supplemental change (SUP) LSR will be required if a CLEC:

- has been asked for clarification on an LNP LSR,
- is requesting a Due Date Change,
- would like to cancel an LSR,
- would like to add/remove telephone numbers for porting on LSR.

Use the **LNP Order Matrix Form** above to determine which order forms must be used.

A supplemental change LSR (SUP) should contain complete information and will supersede the original LSR. The SUP must reflect the same PON and CC from the original request. It must also have a higher version number in the VER field. The SUP field must be populated with:

- (1) to Cancel. (Prohibited if CLEC has sent Activate SV to NPAC for any numbers on the LSR)
- (2) for Desired Due Date changes. The new date is specified in the DDD field. If the request is to establish a due date less than the standard interval (from the date the SUP is sent), the EXP field must also be populated.
- (3) for other types of changes. This includes adding or removing porting numbers. Also includes requests for a change in desired due date in conjunction with other changes to a pending order. The standard interval should be used to establish a new due date when adding or removing ported numbers.

EDI, TAG and Fax requests may not be combined for the same PON. If an LSR is submitted via:

- EDI all SUPs for the PON must be sent through EDI.
- Fax all SUPs for the PON must be faxed.
- TAG all SUPs for the PON must be sent through TAG.

4.4 Minimum Required Fields for Faxed LNP Orders

Minimal Required Fields on the Faxed LSR for LNP

Please review the notes for each field, as they may highlight common errors on LNP LSRs. The fields below are those required for LNP orders. They may be required, conditional, or optional for other types of orders.

4.4.1 LSR Minimal Required Fields for Faxed Orders (LNP Port-out With or Without Loop)

Table E LSR Minimal Required Fields for Faxed Orders (LNP Port-out With or Without Loop)

Field Abbreviation	Field Name	Explanation
CCNA	Customer Carrier Name Abbreviation	Refer to CLEC Order Guide 9.1.2.1 Note: Required for orders with loop.
PON	Purchase Order Number	Refer to CLEC Ordering Guide 9.1.2.2 Note: Every new request requires a unique PON number. Note: When issuing a SUP, the same PON number on the original LSR should be used; however, the (VER) must be different.
VER	Version Identification	Refer to CLEC Ordering Guide 9.1.2.3 Note: This field is conditional. When submitting a supplement (SUP) LSR, the CLEC must populate this field to uniquely distinguish this LSR from any other version. Note: If VER is entered, CLEC must also complete SUP field.
SC	Service Center	Refer to CLEC Ordering Guide 9.1.2.7
PG__OF__	Page number / Total pages	Refer to CLEC Ordering Guide 9.1.2.8
D / TSENT	Date and Time Sent	Refer to CLEC Ordering Guide 9.1.2.9

- continued -

Table E LSR Minimal Required Fields for Faxed Orders (LNP Port-out With or Without Loop) (continued)

Field Abbreviation	Field Name	Explanation
DDD	Desired Due Date	Refer to CLEC ordering guide 9.1.2.10 Note: Reference BST Standard Intervals for LNP when completing this field.
DFDT	Desired Frame Due Time	Refer to CLEC Ordering guide 9.1.2.14
REQTYP	Requisition Type and Status	Refer to CLEC Ordering Guide 9.1.2.17 Note: LNP with loop, will always be BB . LNP without loop, will always be CB
ACT	Activity	Refer to CLEC Ordering Guide 9.1.2.18. Note: Will be V to indicate conversion to another local service provider or C for INP to LNP conversion or W for Conversion Listing as Is (LNP Full Migrations Only)
SUP	Supplement Type	Refer to CLEC Ordering Guide 9.1.2.19 Note: This field is conditional. When submitting a supplement (SUP) LSR, this field must be populated.
CC	Company Code	Refer to CLEC Ordering Guide 9.1.2.23 Note: This code must be the code used for the NPAC and for CLEC Q-accounts. The CC is also known as the four digit OPERATING COMPANY NUMBER (OCN)
ACTL	Access Customer Terminal Location	Refer to CLEC Ordering Guide 9.1.2.30 Note: Required for orders with designed loop.
LSO	Local Service Office	Refer to CLEC Ordering Guide 9.1.2.34 Note: Required for loop orders or when a directory listing is requested on the end user telephone number which is from a CLEC assigned NPA NXX.

- continued -

Table E LSR Minimal Required Fields for Faxed Orders (LNP Port-out With or Without Loop) (continued)

Field Abbreviation	Field Name	Explanation
TOS	Type of Service	Refer to CLEC Ordering Guide 9.1.2.35 Note: Identifies type of service (business, residential, or government) for the existing account which is porting out. Note: Be sure to use D as the second character for Complex service.
NC	Network Channel	Refer to CLEC Ordering Guide 9.1.2.37 Note: Required for loop orders.
NCI	Network Channel Interface	Refer to CLEC Ordering Guide 9.1.2.38 Note: Required for designed loop orders.
SECNCI	Secondary Network Channel Interface	Refer to CLEC Ordering Guide 9.1.2.40 Note: Required for designed loop orders.
CIC	Carrier Identification Code	Refer to CLEC Ordering Guide 9.1.2.48
CUST	Customer Name	Refer to CLEC Ordering Guide 9.1.2.49
BAN1	Billing Account Number 1	Refer to CLEC Ordering Guide 9.1.2.51
ACNA	Access Customer Name Abbreviation	Refer to CLEC Ordering Guide 9.1.2.54 Note: Required for orders with loop.
TE	Tax Exemption	Generated by BST
INIT	Initiator Identification	Refer to CLEC Ordering Guide 9.1.2.69
TEL NO (INIT)	Telephone Number	Refer to CLEC Ordering Guide 9.1.2.70
FAX NO	Initiator Fax Number	Refer to CLEC Ordering Guide 9.1.2.72 Note: Required to send FOC via fax
STREET	Initiator Street Address	Refer to CLEC Ordering Guide 9.1.2.73
CITY	City	Refer to CLEC Ordering Guide 9.1.2.76

- continued -

Table E LSR Minimal Required Fields for Faxed Orders (LNP Port-out With or Without Loop) (continued)

Field Abbreviation	Field Name	Explanation
STATE	State	Refer to CLEC Ordering Guide 9.1.2.77
ZIPCODE	Zip Code	Refer to CLEC Ordering Guide 9.1.2.78
MPCON	Implementation Contact	Refer to CLEC Ordering Guide 9.1.2.79 Note: : Required for orders with loop and for ACT of V (indicates conversion to another local service provider)
TEL NO	Telephone Number	Refer to CLEC Ordering Guide 9.1.2.80 Note: Required for orders with loop and for ACT of V (indicates conversion to another local service provider)
DRC	Design Routing Code	Refer to CLEC Ordering Guide 9.1.2.86 Note: Required on orders with non-designed loop when requesting a Loop Make-up.

Critical Fields on LSR

There are certain critical fields on the LSR that cannot be changed once the LSR has been validated. If these fields are to be changed, the first LSR must be canceled and a new LSR issued on a different PON. The critical fields are:

- PON
- CC
- ATN
- AN
- EATN
- EAN
- ACT
- NPT

4.4.2 Faxed End User Information Form Fields

Please review the notes for each field, as they may highlight common errors on LNP LSRs. The fields below are those required for LNP orders. They may be required, conditional, or optional for other types of orders

Table F Minimal Required Fields for Faxed End User Form

Field Abbreviations	Field Name	Explanation
PON	Purchase Order Number	Refer to CLEC Ordering Guide 9.2.2.1 Note: This entry must be identical to the PON entry on the LSR form.
VER	Version Identification	Refer to CLEC Ordering Guide 9.2.2.2 Note: This field is conditional. When submitting a supplement (SUP) LSR, this entry must be identical to VER entry on the SUP LSR.
PG__OF__	Page Number / Total Pages	Refer to CLEC Ordering Guide 9.2.2.6
NAME	End User Name	Refer to CLEC Ordering Guide 9.2.3.1
SANO*	Service Address House Number	Refer to CLEC Ordering Guide 9.2.3.4
SASN	Service Address Street Name	Refer to CLEC Ordering Guide 9.2.3.7
CITY	City	Refer to CLEC Ordering Guide 9.2.3.14
STATE	State / Province	Refer to CLEC Ordering Guide 9.2.3.15
ZIP CODE	Zip Code	Refer to CLEC Ordering Guide 9.2.3.16

Note: Depending on the address associated with the order, conditional address fields may be required to provide a complete and valid end user location.

Note: The CLEC must advise BellSouth how to handle additional telephone numbers on the end user account. The additional telephone numbers may be associated with features such as:

- Ringmaster
- Surrogate Client MemoryCall
- Flexible Call Forwarding Dial Around (FCPAN)

If these telephone numbers are not porting, use the disconnect section on the End User Form to detail this information.

4.4.3 Faxed Number Portability Form Fields

Faxed Number Portability Form Fields

Note: The PS Form must always be associated with the Local Service Request (LSR) and End User (EU) forms. Please review the notes for each field, as they may highlight common errors on LNP LSRs. The fields below are those required for LNP orders. They may be required, conditional, or optional for other types of orders.

Table G Minimal Required Fields for the Faxed Number Portability Form

Field Abbreviation	Field Name	Explanation
PON	Purchase Order Number	Refer to CLEC Ordering Guide 9.8.2.1 Note: This entry must be identical to the PON entry on the LSR form.
VER	Version Identification	Refer to CLEC Ordering Guide 9.8.2.2 Note: This field is conditional. When submitting a supplement (SUP) LSR, this entry must be identical to VER entry on the SUP LSR.
NPQTY	Number Portability Quantity	Refer to CLEC Ordering Guide 9.8.2.5
PG__OF__	Page Number / Total Pages	Refer to CLEC Ordering Guide 9.8.2.6
REF NUM	Reference Number	Refer to CLEC Ordering Guide 9.8.3.1 Note: REF NUMs must be unique on each form associated with the LSR. REF NUMs may not be duplicated and are associated with porting numbers, disconnecting numbers, and directory listings.

- continued -

**Table G Minimal Required Fields for the Faxed Number Portability Form
(continued)**

Field Abbreviation	Field Name	Explanation
LNA	Line Activity	Refer to CLEC Ordering Guide 9.8.3.3 Note: V= conversion of service to new LSP C= change existing account (e.g. INP to LNP)
PORTED #	Ported Telephone Number	Refer to CLEC Ordering Guide 9.8.3.7
NPT	Number Portability Type	Refer to CLEC Ordering Guide 9.8.3.10 Note: D= Local Number Portability

4.4.4 Faxed Loop Service with Number Portability Form Fields

Faxed Loop Service with Number Portability Form Fields

Note: The LSNP form must always be associated with the Local Service Request (LSR) and End User (EU) forms. Please review the notes for each field, as they may highlight common errors on LNP LSRs. The fields below are those required for LNP orders. They may be required, conditional, or optional for other types of orders.

Table H Minimal Required Fields for Faxed Loop Service with Number Portability Form

Field	Abbreviation Field	Name Explanation
PON	Purchase Order Number	Refer to CLEC Ordering Guide 9.10.2.1 Note: This entry must be identical to the PON entry on the LSR form.
VER	Version Identification	Refer to CLEC Ordering Guide 9.10.2.2 Note: This field is conditional. When submitting a supplement (SUP) LSR, this entry must be identical to VER entry on the SUP LSR.
LQTY	Loop Quantity	Refer to CLEC Ordering Guide 9.10.2.5
PG__OF__	Page Number / Total Pages	Refer to CLEC Ordering Guide 9.10.2.6

- continued -

Table H Minimal Required Fields for Faxed Loop Service with Number Portability Form (continued)

Field	Abbreviation Field	Name Explanation
REF NUM	Reference Number	Refer to CLEC Ordering Guide 9.10.3.1 Note: For LNP, REF NUMs must be unique on each form associated with the LSR. REF NUMs may not be duplicated and are associated with porting numbers, disconnecting numbers, and directory listings.
LNA	Line Activity	Refer to CLEC Ordering Guide 9.10.3.3 Note: V= conversion of service to new LSP
SYSTEM ID	System Identification	Refer to CLEC Ordering Guide 9.10.3.8
CABLE ID	Cable Identification	Refer to CLEC Ordering Guide 9.10.3.11 Note: Required for port-out with loop orders. Note: Note: In some wire centers, CFA (Connecting Facility Assignment) may be used instead of cable ID and chain/pair. Refer to CLEC Ordering Guide 9.10.3.9
SHELF		Refer to CLEC Ordering Guide 9.10.3.12
SLOT		Refer to CLEC Ordering Guide 9.10.3.13
RELAY RACK		Refer to CLEC Ordering Guide 9.10.3.14

- continued -

Table H Minimal Required Fields for Faxed Loop Service with Number Portability Form (continued)

Field	Abbreviation Field	Name Explanation
CHAN / PAIR	Channel / Pair	Refer to CLEC Ordering Guide 9.10.3.15 Note: Identifies the customer's system to be used in a collocation arrangement. Required when the customer has assignment control in a collocation arrangement, otherwise prohibited. Note: Required for port-out with loop orders. In some wire centers, CFA (Connecting Facility Assignment) may be used instead of cable ID and chain/pair. Refer to CLEC Ordering Guide 9.10.3.9
PORTED #	Ported Telephone Number	Refer to CLEC Ordering Guide 9.10.3.23
NPT	Number Portability Type	Refer to CLEC Ordering Guide 9.10.3.26 Note: D= Local Number Portability

4.5 Complex LNP Orders

Definition of Complex Services

The Local Number Portability (LNP) request is classified as complex if the number(s) being ported out is working on a complex class of service. Requests to port out telephone numbers working on the following types of service are considered complex:

- ESSEX / MultiServ
- Primary Rate ISDN
- Basic Rate ISDN
- Channelized Megalink
- PBX - DID, Inward/Outward/Combination trunks
- Pathlink

4.6 Faxed Loop Service with Number Portability Fields

Faxed Loop Service with Number Portability Fields

Note: The LSNP form must always be associated with the Local Service Request (LSR) and End User (EU) forms. Please review the notes for each field, as they may highlight common errors on LNP LSRs. The fields below are those required for LNP orders. They may be required, conditional, or optional for other types of orders.

Field	Abbreviation Field	Name Explanation
PON	Purchase Order Number	Refer to CLEC Ordering Guide 9.10.2.1 Note: This entry must be identical to the PON entry on the LSR form.
VER	Version Identification	Refer to CLEC Ordering Guide 9.10.2.2 Note: This field is conditional. When submitting a supplement (SUP) LSR, this entry must be identical to VER entry on the SUP LSR.
LQTY	Loop Quantity	Refer to CLEC Ordering Guide 9.10.2.5
PG_OF_	Page Number/Total Pages	Refer to CLEC Ordering Guide 9.10.2.6
REF NUM	Reference Number	Refer to CLEC Ordering Guide 9.10.3.1 Note: For LNP, REF Num's must be unique on each form associated with porting numbers, and directory listings.
LNA	Line Activity	Refer to CLEC Ordering Guide 9.10.3.3 Note: V= conversion of service to new LSP N= new loop
System ID	System Identification	Refer to CLEC Ordering Guide 9.10.3.8

4.7 Project Managed LNP Orders and Standard Intervals

Note: For information on project management and due date intervals, refer to BellSouth Products and Services Interval Guide Interconnection Services @ http://interconnection.bellsouth.com/guides/guides_html

5. Critical Success Factors for LNP Ordering

5.1 Pre-Order Information

1. CLEC can proactively check the following points in the LSR before submitting via fax, EDI, or TAG.
 - a. Customer address is RSAG valid and within the rate center;
 - b. NPA-NXX is marked portable in the LERG;
 - c. TNs on LSR match TNs on end user account;
 - d. Due Date intervals are based on BellSouth Standard Intervals.
2. CLEC must have a Q-account for each OCN registered with NPAC and stated on LSR. All new OCNs registered with NPAC should be updated with BellSouth and a Q-account should be established.
3. CLEC should use correct OCN. OCN used at NPAC must match OCN used in CC field on CSR and OCN for Q account in BAN field.
4. CLEC must obtain end-user authorization to request LNP before submitting LNP LSR.

5.2 LSR Order Forms for LNP

1. CLEC should complete all required fields. Refer to Section 4.2, Minimum Required Fields, in this Guide.
2. CLEC should provide previously unassigned PON on LSR.
3. If CLEC is porting on any day other than the Due Date stated on the FOC, the CLEC should send BellSouth a SUP LSR prior to the Due Date stated on the LSR. BellSouth will then send a revised FOC with the new due date to the CLEC.
4. Per the BellSouth Ordering Guide for CLECs, a REF NUM may not be duplicated on an individual PON. **REF NUMs are associated with:**
 - porting numbers
 - disconnecting numbers
 - directory listings

Example: If a REF NUM is used on the Directory Listing Request form, it may not be repeated on the Number Portability/Loop form or the End User Disconnect form.

- PONs containing duplicate REF NUMs are placed in clarification.
5. The CLEC must advise BellSouth how to handle additional telephone numbers on the end user account. The additional telephone numbers may be associated with features such as:
 - Ringmaster
 - Surrogate Client MemoryCall
 - Flexible Call Forwarding Dial Around

If these telephone numbers are not porting, use the disconnect section on the End User Form to detail this information.

6. For all LNP orders, the LSR must provide the initiator's fax number in the FAX NO field, even for EDI or TAG LSRs.
7. CLEC should provide accurate cable & pair information for loop orders to avoid provisioning delays.
8. An LSR must contain numbers on one CSR. An LSR must be sent for each CSR..

5.3 Supplemental LSRs

1. If CLEC intends to port on any day other than the Due Date stated on the FOC, the CLEC should send BellSouth a SUP LSR prior to the due date originally stated on the FOC.
2. A supplemental change LSR (SUP) must reflect the same PON, CC, ATN, AN, EATN, EAN, ACT, and NPT as the original request.
3. SUP must also have a higher VER number and SUP field entry complete
4. EDI/TAG vs. FAX: EDI or TAG and Fax requests may not be combined for the same PON. If an LSR is submitted via:
 - EDI all SUPs for the PON must be sent through EDI.
 - TAG all SUPs for the PON must be sent through TAG.
 - Fax all SUPs for the PON must be faxed.

Example: The original LSR is sent via EDI and then placed in clarification by the LCSC. CLEC must send a SUP through EDI to change or cancel the request.

5.4 Clarifications

1. The CLEC has 10 business days to respond to the request for clarification by submitting a supplemental LSR.
2. If no response is received by BellSouth LCSC within 10 business days, the LSR will be canceled on the eleventh business day.
3. If original LSR is canceled by BellSouth, a new LSR with new PON must be submitted.
4. CLEC should not send Create SV to NPAC until an FOC has been received.
5. BellSouth will place SVs in Conflict if CLEC sends Create before FOC is received.

5.5 Standard Intervals

1. CLEC should review BellSouth Standard Interval Guide prior to submitting LSR.
2. The minimum Due Date for port-out is five business days after the FOC receipt date. The first TN ported in an NPA-NXX is no earlier than five business days after FOC receipt date.

5.6 NPAC Communication

1. CLEC must receive FOC from BellSouth prior to sending any NPAC SV messages (Create or Modify).
2. The CLEC should send the Create SV immediately upon receipt of FOC.
3. The Due Date on the Create SV sent to NPAC by the CLEC must match Due Date on FOC sent by BellSouth.
4. The Due Time on the Create SV must be set to 00:00.
5. CLEC should send Activate SV to NPAC on FOC due date.
6. BellSouth LCSC does not issue the Disconnect service order until notification of CLEC Activate SV is received from NPAC for all TNs on the LSR. This is done to avoid disruption to end-user service.
7. For any change in the Due Date to port numbers, to cancel port, or to add/remove telephone numbers, a SUP LSR must be sent to BellSouth LCSC and CLEC must receive revised FOC prior to sending a Modify message to NPAC.

5.7 E911 Lock Down

1. CLEC must send Activate SV to NPAC before BellSouth LCSC will issue the Disconnect.
2. BellSouth will not send the Unlock Message until Disconnect service order is complete.
3. If CLEC Migrate message reaches SCC before BellSouth's Unlock Message, the CLEC Migrate message will be shown on an error report which is sent to CLECs daily. CLEC must be sure they have sent Activate SVs to NPAC for all TNs which appear on error reports from SCC. (Refer to Section 7.2 of this guide for more details)
4. CLEC and BellSouth should send Migrate and Unlock messages to SCC with the same due date as the Activate SV to NPAC.

6. System Interfaces

6.1 Interface Options for Order Submission

Ordering Options for LSRs

The CLEC must send the Local Service Request (LSRs) for Local Number Portability or Loop Service with Number Portability to the BellSouth LCSC for processing. The request may be faxed or sent electronically through Electronic Data Interchange (EDI) or Telecommunication Access Gateway (TAG).

If the LSR is received electronically, the FOC is sent to the CLEC automatically through EDI or TAG. The CLEC also receives completion notices through EDI or TAG once the service orders are complete. EDI, TAG and Fax requests may not be combined on the same PON. If an LSR is originally submitted via EDI, then all SUPS for this PON must be sent through EDI.

For further information on EDI, refer to **BellSouth Ordering Guide for CLECs**, Section 6.2.1 on Electronic Data Interchange. (EDI)

6.2 System Interface Descriptions

Local Exchange Navigational System (LENS)

Step	Action
Description	Front-end GUI application which provides pre-ordering support for LNP orders using the Inquiry function.
Inputs	Customer address, customer information
Outputs	RSAG Address Validation Service availability for a particular NPA NXX Customer record information
Notes	LNP LSRs <u>can</u> not be submitted via LENS.

PON Order Status via the Web

Step	Action
Description	Supports on-line viewing of faxed LSR order status.
Inputs	Faxed LSRs
Outputs	CLEC-specific LSR status by PON
Notes	For faxed LSRs
Fax	

Step	Action
Description	Supports the transmission of manual CLEC orders.
Inputs	Paper LSR
Outputs	Clarifications; FOCs
Notes	Clarifications and FOCs for faxed LSRs are sent via fax. SUP LSRs for faxed LSRs must be submitted via fax. EDI, TAG and faxed requests may not be combined on the same PON.

Electronic Data Interchange (EDI)

Step	Action
Description	Supports the CLEC transmission of orders to BellSouth, and the acknowledgment of receipt of orders to CLEC by BellSouth.
Inputs	Digital LSR
Outputs	Clarifications; Rejects, FOCs, Pending Order Statuses, Completion Notices

Telecommunications Access Gateway (TAG)

Step	Action
Description	Supports the CLEC transmission of orders to BellSouth, and the acknowledgment of receipt of orders to CLEC by BellSouth. CLEC has access to ordering and pre-ordering functionality via TAG.
Inputs	Digital LSR
Outputs	Clarifications; Rejects, FOCs, Pending Order Statuses, Completion Notices

BellSouth LNP Gateway

Step	Action
Description	Supports both internal and external communications with various interfaces and processes, including NPAC (SOA & SMS), EDI, and TAG.
Inputs	LNP LSRs, NPAC messages, EDI and TAG orders
Outputs	Rejects; Clarifications; FOCs NPAC concurrence messages Service orders to provisioning

NPAC

Step	Action
Description	NPAC is the third party organization that oversees the porting of telephone numbers for Local Number Portability.
Inputs	CLEC and BellSouth subscription versions.
Outputs	CLEC and BellSouth subscription versions.

Note: Interface descriptions are specific to LNP orders only.

7. Frequently Asked Questions

7.1 General

1. 1. What should be done if it is determined that some numbers sent on an LSR are not to be ported?
A sup should be sent immediately to delete the telephone numbers from the NP or LSNP form if they are not porting. The account will not be disconnected until all telephone numbers on the NP or LSNP form have been ported.
2. 2. How is a CLEC LSR validated?
The validation process includes the following steps to ensure that the requested number(s) may be ported out.

Step	Action
1	Are the porting number(s) on the LSR working number(s) on the CSR (or customer is paying to reserve the numbers)? If yes, go to step 2. If no, go to step 7.
2	Does the end user name on the LSR match the listed name and/or billing name on the CSR? If yes, go to step 3. If no, go to step 7.
3	Are the telephone number(s) on the LSR associated with a line type that is portable? Refer to Local Number Portability Rules (Section 4.2 of this guide). If yes, go to step 4. If no, go to step 7.
4	Does the service address information on the LSR match the LA or SA on the CSR? If yes, go to step 6. If no, go to step 5. Note: If the line type on the existing end user service is FX/FCO, go to step 5.
5	Is the Toll Message Rate Center (TMRC) for the porting number(s) shown on the LSR the same as the TMRC for the address shown on the LSR? If yes, go to step 6. If no, go to step 7.
6	Is LNP available for the NPA NXX at this time? If yes, go to step 8. If no, go to step 7.
7	Send CLEC Clarification request and wait for receipt of SUP LSR.
8	Proceed with Service Order Issuance Process.

3. What CLEC actions would cause an LNP request to fall out of the order process at Bell-South?
Some reasons for an LSR to fall out of the order process are:
 - CLEC sent a create SV before receiving an FOC. BellSouth will put SV in Conflict with NPAC

- CLEC sent a create on the wrong TN
- CLEC sent create with due date different than FOC due date
- CLEC sent create with time other than 00:00
- CLEC ported number before or after Due Date on the FOC

If the CLEC LSR has fallen out of the order process, BellSouth will not be able to automatically send Concur SV to the CLEC Create SV.

- 4. What CLEC actions should be taken if the end user is continuing to receive a bill from BST after the account is ported out?
- CLEC should verify that the activate SV has been sent on all telephone numbers provided on the LSR. If yes, refer the account to the LCSC for investigation. If no, send the activate SV to the NPAC.

7.2 Ordering Options

1. In what form should a CLEC expect to receive an FOC, Clarification, or Reject response?
 - If an order was sent via EDI, the response will be sent via EDI.
 - If an order was sent via TAG, the response will be sent via TAG
 - If an order was sent via fax, the response will be sent via fax.
2. Why can't the status of an LSR submitted via EDI be viewed in the PON Status Reports which are available on-line?

The PON Status Reports are for orders which were submitted via fax. Status for orders submitted via EDI/TAG are received via EDI/TAG.

7.3 LSR Error Notices

1. What types of errors would require clarification?

Some examples of errors for which BellSouth will request clarification:

- Some numbers on an account are being ported, but information/instruction has not been provided on **ALL** numbers listed on the account (i.e., Ringmaster; Surrogate Client MemoryCall; Flexible Call Forwarding Dial Around (FCPAN))
- REF NUM are duplicated on the LSR
- LSR does not contain the minimum required fields
- Duplicate PON
- Data was entered into a prohibited field
- Busy cable & pair
- Incorrect address
- End user & central office are not in same wire center (may be wrong ACTL)
- Invalid ACT
- Invalid Q-account

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- TN listed is not a working BellSouth TN
 - Listing 2 numbers to port from two different CSRs on one LSR
2. Why would the CLEC receive error reports from SCC, Manager of the E911 database?
If the CLEC sends the Migrate message to the SCC to lock E911 prior to SCC receiving BellSouth's Unlock message, the CLEC Migrate message will be placed on an error report (755) which is distributed daily to CLECs from SCC. SCC will mechanically process the Migrate/Unlock record match for 7 days for all 755 error messages. After 7 days the record will move to a 760 error file. SCC will manually continue to look for the record match there. CLEC should be sure that the Activate SV has been sent to NPAC for the Migrate messages which appear on the 755 or 760 error reports.

7.4 Due Dates

1. What are the key steps to changing the Due Date for a previously submitted LNP LSR?
The most important part of a Due Date change is submitting a SUP LSR to the BellSouth LCSC and receipt of a revised FOC prior to sending the Modify SV to NPAC. If the Modify SV is sent to NPAC prior to receipt of the revised FOC from BellSouth, the LSR will fall out of the order process at BellSouth. Due Date changes should be requested prior to the due date and not later than the due date originally stated.
2. Why does the FOC have a Due Date which is different than the Desired Due Date?
If the Desired Due Date on the original LSR did not adhere to BellSouth Standard Intervals for LNP orders, then the Due Date on the FOC would reflect the appropriate interval. Refer to BellSouth Standard Interval Guide for more details.
3. Why does the CLEC have to send the Activate SV on the Due Date?
If the CLEC sends the Activate SV before or after the Due Date on the FOC, end user service could be impacted.

7.5 NPAC Communication

1. What does it mean when a CLEC receives an SV with Authorization set to NO (Conflict) from NPAC?
This SV indicates that the CLEC sent a Create SV to NPAC prior to receipt of an FOC for the TN. CLEC should check for receipt of an FOC for the TN.
2. Why can't the CLEC send the Create SV to NPAC prior to receiving an FOC from BellSouth?
If the CLEC sends the Create SV to NPAC prior to receiving an FOC from BellSouth, BellSouth will send SV with Authorization set to NO (Conflict) to NPAC. CLEC should follow industry flow for successful porting.
3. How does CLEC know BellSouth is ready to port number?
CLEC should complete the following steps at least the day before the due date:
- verify FOC was received
 - verify FOC due date
 - verify SV is Pending with Concurrence for all TNs on LSR

- verify SV due date is same as FOC due date for all TNs on LSR
- 4. What happens if the NPAC telephone number disconnect option is used after sending the activate (number ported) message?
The telephone number and not the end user is returned to BellSouth. The CLEC must arrange to provide service for the end user because upon receipt of the Activate SV, BST will proceed with the disconnect order.

8. LNP Ordering Checklist

8.1 LNP Ordering Checklist

1. Pre- Submission: The LSR Form for LNP

Has the pre-order information been validated? CLECs may access pre-order support using a web browser and the LENS interface. Use the Inquiry function to confirm the accuracy of the following information:

- TNs on LSR match TNs on CSR
 - LSR address is RSAG valid
2. Have you included/checked the following items:
 - Previously unassigned PON on LSR
 - Unique REF NUMs on all associated forms for LSR
 - Minimum required fields are complete
 3. Is there a Q-account for each OCN registered at the NPAC and stated on the LSR in the CC field?
 4. Were BellSouth Standard Due Date Intervals followed when assigning the Desired Due Date? (Refer to BellSouth Products and Services Interval Guide.)
 5. **NPAC Communication**
Do not send NPAC messages (e.g., Create or Modify) prior to receipt of FOC. (For original LSR or SUP LSR)
 6. The Create SV should be sent immediately upon receipt of FOC by the CLEC for all TNs on the LSR.
 7. Does the Due Date on Create message must match Due Date on FOC sent by BST?
 8. For any change in the Due Date to port numbers, a SUP LSR must be sent to BellSouth LCSC prior to sending a Modify message to NPAC. Any other changes, such as Cancellations, also require a SUP LSR.
 9. Does the Due Time have setting of 00:00?
 10. **E911 Lockdown**

The Migrate message to lock records at an E911 SCC should be sent after the Activate message is sent to NPAC.

Note: This list is not all inclusive, but highlights the actions which would most contribute to the submission of a valid LSR.

9. Glossary of LNP Terms

9.1 Glossary of LNP Terms

Advanced Intelligent Network (AIN)	Evolving, service-independent network architecture that provides important new capabilities for rapid creation of customized telecommunications services. AIN offers one way for a network element to query a central database to obtain local number portability routing information.
BST	Acronym used to indicate BellSouth.
Central Office (CO)	An environmentally controlled space in which a telecommunications network switching system and other associated operating systems are installed.
Central Office Exchange (CENTREX)	A telephone service offered by LSPs that provides the end-user with advanced features and services from the LSPs EO
Clarification	Requested by BellSouth LCSC when an CLEC LSR contains incomplete or inaccurate information which requires further documentation from the CLEC to allow order processing to continue.
Competitive Local Exchange Carrier (CLEC)	A new entrant into a market where there is already an incumbent LEC (ILEC) providing local phone service.
Conflict	An SV status which indicates that an error has occurred in the ordering process which will require further CLEC action for BellSouth to resume order processing. For example, BST will place SV in conflict if CLEC sends a Create SV before an FOC has been issued.
Directory Number (DN)	An end-user's telephone number, also known as a TN. In its most restrictive definition, an end-user number which is listed in a directory or with directory assistance.
Donor Switch	Switch/Office/Exchange Refers to the local switch from which an end-user was served, prior to changing SPs.

End Office (EO)	A switching system used to provide local service for a local telephone company; also known as a central office. End offices are typically equipped with both line and trunk terminations.
Fall-Out	Human eyes are needed to review the order, e.g. with a partial migration.
Fatal Reject	A type of error which suggests that the minimal requirements of an LSR were not fulfilled. For example, a missing required field or a duplicate PON. A Fatal Reject will not allow the CLEC order to be processed further by the BellSouth LCSC.
Federal Communications Commission (FCC)	Congressionally credited governmental agency with the responsibility to direct the U.S. national and international telecommunications regulatory environment.
Firm Order Confirmation (FOC)	Verification/acknowledgment from one SP to another of receipt of a valid Local Service Request (LSR)
Incumbent Local Exchange Carrier (ILEC)	Typically, the RBOC or independent who services local end-users (prior to a market opening up to local competition)
Intelligent Network (IN)	Hardware and software platform used to provide enhanced voice, video and data services. IN offers one way for a network element to query a central database to obtain local number portability routing information.
Inter-Exchange Carrier (IXC)	A carrier that provides connections between LATAs, between serving areas, and between LATAs and serving areas where the calling or called end-user is located in the United States.
Interim Number Portability (INP)	A temporary solution for porting telephone numbers that routes calls to the CLEC wire center using: • Remote Call Forwarding (RCF) • Direct Inward Dialing (DID) • Route Index Hubbing (RTI)
Local Exchange Carrier (LEC)	A company that provides local telephone service. LECs also include independent local telephone companies.

Local Exchange Routing Guide (LERG)	Bellcore administered Network Routing and V&H Coordinate information for U.S. Telecommunications Industry and others.
Local Number Portability (LNP)	Provides end users with the ability to retain their numbers when they change their local service provider.
Local Number Portability Gateway (LNP GW)	A BellSouth System created to support LNP that: • includes desktop application for LCSC Service Representatives. • is used to process LNP LSR's on-line. • communicates with the NPAC. • interfaces with the AIN database to update call routing information.
Local Service Management System (LSMS)	The LSP owned network database which holds downloaded ported number information.
Local Service Provider (LSP)	A company that provides basic local telephone service.
Location Routing Number (LRN)	A routing code that is: • unique • 10 digits • identifies the switch in which a ported number resides. LRN utilizes AIN triggers, SS7 signaling, and unique 10-digit code for switch identification.
Lockheed-Martin IMS (LM-IMS)	The neutral third-party administrator for the LNP database NPAC.
New Service Provider (NSP)	Subscribers selection of exchange carrier that will be providing dial tone. This will usually be the exchange carrier that is not the default SP for the NPA NXX. This would be the recipient switch for the porting of a number when the end-user is being ported. When the end-user is changing from ported to non-porting the NSP would be the donor switch.
Non-Portable Number	Numbers are those that have not been designated as ported exchanges or portable capabilities in the LERG.
North American Numbering Council (NANC)	FCC -mandated task force assigned to oversee NPAC and NANP administration for the U.S. telecommunications industry.

**North American Numbering Plan
(NANP)**

A plan for the allocation of unique 10 digit address numbers. The numbers consist of a 3 digit area (numbering plan area) code, a 3 digit office code, and a 4 digit line number. The plan also extends to format variations (e.g., 3 digit and 7 digit address), prefixes (e.g., 1, 0, 01 and 011), and special code applications (e.g., Service Access Codes).

**Number Portability Administration
Center (NPAC)**

A neutral third party vendor contracted by BellSouth and the CLEC's to:

- maintain the master database for LNP.
- coordinate the flow of information between service providers.

Numbering Plan Area (NPA)

A defined geographic area identified by a unique three digit code used in the North American Numbering Plan Area.

NXX

End Office Code

A three digit code used to identify a central office exchange. However, in a portable environment the last 4 digits or the 7-digit telephone number may not always reside in the central office exchange to which the NXX was natively assigned.

Plain Old Telephone Service (POTS)

Basic residence or business telephone service which provides users with simple telephone features or service.

Port In

A term used with Local Number Portability to indicate that a customer is changing his facility based local service provider from a CLEC to BellSouth and wishes to keep his same telephone number.

Port Out

A term used with Local Number Portability to indicate that a BellSouth customer is taking his telephone number with him to another facility based local service provider.

Portability

The ability of the user to change local telephone companies, location and/or service without changing the telephone number.

Portable Number	Those numbers within an exchange that have portable capabilities and are assigned to a designated portable exchange. These are the numbers that are assigned to the designated default switch and have not been ported to another LSP. These numbers are commonly identified as working on the "Donor" switch. Portable numbers are all numbers in an NXX where portability is allowed. Numbers will be declared portable on an NXX basis.
Ported Number	Those that have been assigned to other LSPs providing recipient switch access for Portable exchanges. This is commonly termed as the numbers assigned to the "Recipient" switches. The "Recipient" switch is not the default switch in the SCP. Ported numbers are the subset of portable numbers that have actually been moved from the LERG based switch (donor) to another switch (recipient).
Private Branch Exchange (PBX)	System typically installed in a business that serves as the central telephone system for that business and which may provide certain enhanced services for that business.
Recipient Switch	Switch/Office/Exchange — Refers to local end office switch to which an end-user is served, after changing SPs.
Remote Call Forwarding (RCF)	LNP deployment model generally viewed as an interim solution. For customers changing their local telephone company and wanting to keep their phone number, routes all incoming calls to the old company switch first. Then the calls are forwarded to a new phone
SCC	Neutral third party responsible for the E911 database administration. (SCC is not an abbreviation.)
Service Management System (SMS)	Computer facility permitting access to records contained in the number portability database. Receives Number Ported messages from NPAC.
Service Order Administration (SOA)	Interface to the NPAC for porting end-user TNs. Receives create and sends concurrence SVs.
Service Provider (SP)	A company that provides telephone service.
Subscription Version (SV)	A message that flows through the NPAC to provide information regarding LNP.

Telecommunications Access Gateway
(TAG)

TAG is a transaction based messaging system with data translation. TAG provides a bi-directional flow of information between the CLEC and BellSouth, and gives the CLEC access to pre-ordering and ordering functionality.

Toll Message Rate Center (TMRC)

A uniquely defined geographic area:

- created to allow for the proper rating of toll and message charges.
- appears in LERG for a wire center/switch.

Trigger Order

6-Digit Trigger – identifies NPA XXX that is portable and causes querying. 10-Digit Trigger – end-users' telephone number. This trigger causes look up process so when the 10-digit trigger is dialed the call is routed through AIN to the SS7 database.

Note: "Trigger" is not available for all service types.

Exhibit C

Electronic Interfaces Rates

BellSouth has developed and made available the following mechanized systems by which AT&T may submit LSRs electronically.

LENS	Local Exchange Navigation System
EDI	Electronic Data Interface
EDI-PC	Electronic Data Interface – Personal Computer
TAG	Telecommunications Access Gateway

LSRs submitted by means of one of these interactive interfaces will incur an electronic interface ordering charge as specified in the table below. Such charges will not be refunded if the order is canceled. An individual LSR will be identified for billing purposes by its Purchase Order Number (PON). LSRs submitted by means other than one of these interactive interfaces (mail, fax, courier, etc.) will incur a manual order charge as specified in the table below:

Electronic Interfaces	
LSR charge, per LSR received from AT&T by one of the electronic interactive interfaces	\$200 NRC for initial set-up, \$500 per first 1,000 orders per month, \$110 for next 1,000 orders per month
Incremental charge per LSR received from AT&T by means other than one of the electronic interface interactive interfaces	See Attachment 2, Exhibit A, incorporated herein by reference

Denial/Restoral Electronic Interface Charge

In the event AT&T provides a list of customers to be denied and restored, rather than an LSR, each location on the list will require a separate PON and, therefore will be billed as one LSR per location.

Note: Supplements or clarifications to a previously billed LSR will not incur another electronic interface charge.

Network Elements and Other Services Manual Additive

The Commission in Georgia has ordered incremental manual non-recurring charges (NRC) for network elements and other services ordered by means other than one of

the interactive interfaces. These ordered network elements and other services manual additive NRCs will apply.

6

ATTACHMENT 6
CONNECTIVITY BILLING AND RECORDING

Open/Disagree Issues:

Section 1.2.2	Open-BST
Section 1.2.3	Open-AT&T
Section 1.2.4	Open-BST
Section 1.6.1	Open-AT&T
Section 1.7.1	Open-AT&T BST
Section 1.17.1.5	Open-BST
Section 1.17.2	Open-AT&T

ATTACHMENT 6
CONNECTIVITY BILLING AND RECORDING

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EXHIBIT A

EXHIBIT B

EXHIBIT C

EXHIBIT D

CONNECTIVITY BILLING AND RECORDING

1.1 General

- 1.1.1 This Section describes the requirements for BellSouth to bill and record all charges AT&T incurs for purchasing: (a) telecommunications services that BellSouth currently provides, or may offer hereafter for resale; (b) interconnection of BellSouth's network to AT&T's network; (c) certain unbundled Network Elements and certain combinations of such unbundled Network Elements (Network Elements and Combinations) (resale, interconnection, Network Elements and Combinations) shall collectively be referred to as "Billed Services"); and to provide Meet Point Billing and Mutual Compensation.
- 1.1.2 After receiving certification as a local exchange company from the appropriate regulatory agency, AT&T will provide the appropriate BellSouth service center the necessary documentation in order for BellSouth to establish service for AT&T.
- 1.1.3 Prior to submitting orders to BellSouth for local service, a master account must be established for AT&T. The AT&T is required to provide the following before a master account is established: proof of PSC/PUC certification, the Application for Master Account, an Operating Company Number ("OCN") assigned by the National Exchange Carriers Association ("NECA") and a tax exemption certificate, if applicable.
- 1.1.4 Payment of all charges will be the responsibility of AT&T. AT&T shall make payment to BellSouth for all services billed. BellSouth is not responsible for payments not received by AT&T from AT&T's end user. BellSouth will not become involved in billing disputes that may arise between AT&T and its end user. Payments made to BellSouth as payment on account will be credited to an accounts receivable master account and not to an end user's account.
- 1.1.5 Upon proof of tax exempt certification from AT&T, the total amount billed to AT&T will not include any taxes due from the end user to reflect the tax exempt certification and local tax laws. AT&T will be solely responsible for the computation, tracking, reporting, and payment of taxes applicable to AT&T's end user.
- 1.1.6 BellSouth will not perform billing and collection services for AT&T as a result of the execution of this Agreement. All requests for billing services should be referred to the appropriate entity or operational group within BellSouth.

1.2 Billable Information and Charges

- 1.2.1 BellSouth will bill and record in accordance with this Agreement those charges AT&T incurs as a result of AT&T's purchasing Billed Services from BellSouth. BellSouth will bill charges for Billed Services through Carriers Access Billing System (CABS) or in the CABS format. BellSouth will format all bills in CBOS Standard or CRIS/CLUB format, depending on the type of service ordered, and will include sufficient bill detail to identify the particular services ordered. For those Billed Services where standards have not yet been developed, BellSouth's billing format will change as necessary when standards are finalized by the industry forum.
- 1.2.2 BellSouth shall provide AT&T a monthly bill that includes all charges incurred by and credits and/or adjustments due to AT&T for those Billed Services ordered, established, utilized, discontinued or performed pursuant to this Agreement. Each bill provided by BellSouth to AT&T shall include: (1) all non-usage sensitive charges incurred for the period beginning with the day after the current bill date and extending to, and including, the next bill date; (2) any known unbilled non-usage sensitive charges for prior periods; (3) unbilled usage sensitive charges for the period beginning with the last bill date and extending through the current bill date, except for detail usage for resold services which could extend beyond the current bill date, which are: per use vertical services, Directory Services, operator charges, IntraLATA to II and optional calling plans, excluding Watsaver® Service, [including but not limited to Directory Assistance, intralata tolls and usage sensitive TouchStar® features], [OPEN-BSTAT&T]; (4) any known unbilled usage sensitive charges for prior periods; and (5) any known unbilled adjustments. Each bill shall set forth the quantity and description of each such Billed Services billed to AT&T. All charges billed to AT&T must indicate the state from which such charges were incurred except in cross boundary state situations. A listing of cross boundary exchanges has been provided to AT&T.
- 1.2.3 **[The Bill Date, as defined herein, must be present on each bill transmitted by BellSouth to AT&T and, must be a valid calendar date, and not more than [one (1) year] old. Bills shall not be rendered for any charges which are incurred after the applicable statute of limitations has run or as stated in any Access Billing Supplier Quality Certification Operating Agreement. Until a Access Billing Supplier Quality Certification Operating Agreement is developed, the statute of limitations will apply.] [OPEN-AT&T] under this Agreement on or before [one (1) year] preceding the Bill Date, except as otherwise permitted by law. In addition, on each bill where "Jurisdiction" is identified, local and local toll charges shall be identified as "Local" and not as interstate, interstate/interLATA, intrastate, or intrastate/intraLATA. BellSouth will provide from and through dates for charges rendered on all bills. In addition, BellSouth**

will separately identify business charges from residence charges, as appropriate.

1.2.4 **[Charges for Billed Services shall be in conversation seconds for those services that are billed based on conversation time. For resold services, charges will be billed in accordance with retail billing standards. For other than resold services, the total seconds per chargeable rate element per end office will be totaled and rounded to the next nearest whole minute. The incremental seconds per chargeable rate element per end office will be totaled and rounded to the next whole minute. For resold services, charges will be billed in accordance with retail billing standards. Self reporting factors such as PLU and PIU will be used to determine jurisdiction of unidentifiable traffic.] [OPEN-BST re: unidentifiable traffic]**

1.2.5 Billing Account Numbers ("BANS") will be established in accordance with BellSouth billing policy and OBF standards. The BellSouth billing policy in effect at the time this Agreement is signed will govern the billing account structure during the term of this Agreement. BellSouth will provide such policy to AT&T at such time. Changes to the BellSouth billing policy will be co-ordinated with AT&T and the AT&T Account Team to ensure that AT&T will not be adversely impacted by such changes. AT&T may request that certain categories of charges be included in separate bills which are to be sent to different billing addresses. AT&T will submit such request through the Bona Fide Request/New Business Request ("BFR/NBR") process set forth in Attachment ____ of this Agreement, incorporated herein by this reference.

1.2.6 Each Party shall provide the other Party, at no additional charge, a contact person for the handling of any billing questions or problems that may arise during the implementation and performance of the terms and conditions of this Attachment 6. Billing questions subsequent to implementation will be directed to the appropriate BellSouth billing specialist.

1.3 Meet Point Billing

1.3.1 Where appropriate, AT&T and BellSouth will establish meet-point billing ("MPB") arrangements in accordance with the Meet-Point Billing guidelines adopted by and contained in the OBF's MECAB and MECOD documents, except as modified herein. Both Parties will individually and collectively maintain provisions in their respective federal and state access tariffs, and/or provisions within the National

Exchange Carrier Association ("NECA") Tariff No. 4, or any successor tariff to reflect the MPB arrangements identified in this Agreement, in MECAB and in MECOD.

- 1.3.2 AT&T and BellSouth will implement the "Multiple Bill/Multiple Tariff" option in order to bill any interexchange carrier ("IXC") for that portion of the jointly provided switched exchange access service provided by AT&T or BellSouth.
- 1.3.3 BellSouth shall provide to AT&T the billing name, billing address, and carrier identification code ("CIC") of the IXCs that may utilize any portion of AT&T's network in an AT&T/BellSouth MPB arrangement in order to comply with the MPB Notification process as outlined in the MECAB document. Such information shall be provided to AT&T in the format and via the medium that the Parties agree. If BellSouth does not have a CIC for any IXC that will utilize a portion of AT&T's network in an AT&T/BellSouth MPB arrangement, and for whom BellSouth must supply to AT&T MPB billing information, BellSouth agrees that it will assist such carrier in obtaining a CIC expeditiously. Until such carrier has obtained a CIC, BellSouth will submit BellSouth's CIC on those MPB records provided to AT&T for MPB. BellSouth understands and agrees that it will be solely responsible for obtaining any reimbursements from those carriers who have utilized the jointly provided networks of BellSouth and AT&T.
- 1.3.4 BellSouth and AT&T agree that in an MPB arrangement where one Party provides local transport and the other Party provides the end office switching, the Party who provides the end office switching is entitled to bill any residual interconnection charges ("RIC") and common carrier line ("CCL") charges associated with the traffic. The Parties further agree that in those MPB situations where one Party sub-tends the other Party's access tandem, the Party providing the access tandem is only entitled to bill the access tandem fee and any associated local transport charges. The Parties also agree that the Party who provides the end office switching is entitled to bill end office switching fees, local transport charges, RIC and CCL charges, as appropriate, and such other applicable charges. BellSouth and AT&T agree that in a MPB arrangement, where transport is jointly provided, and/or the tandem is owned by one Party and the end office is owned by the other Party, charges will be billed using tariff rates and in accordance to MECAB guidelines.
- 1.3.5 BellSouth and AT&T will record and transmit switched exchange access service records in accordance with the MECAB standards. Such data shall be transmitted to the other Party within ten (10) days of its recording. BellSouth and AT&T will coordinate and exchange the billing account reference ("BAR") and billing account cross reference

("BACR") numbers or Operating Company Number ("OCN"), as appropriate, for the MPB arrangements described in this Agreement. Each Party will notify the other if the level of billing or other BAR/BACR elements change, resulting in a new BAR/BACR number.

- 1.3.6 If MPB data is not processed and delivered by either BellSouth or AT&T and sent to the other Party within ten (10) days of their recording and in turn such Party is unable to bill the IXC for the appropriate charges, the Party who failed to deliver the data will be held liable for the amount of the unbillable charges.
- 1.3.7 If MPB data is not submitted within ten (10) days of their recording or is not in the proper format as set forth in this Agreement, and if as a result the other Party is delayed in billing the IXC for the appropriate charges it incurs, the delaying Party shall pay the other Party a late MPB data delivery charge which will be the total amount of the delayed charges times the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date the MPB charges should have been received to and including the date the MPB charge information is actually received.
- 1.3.8 Errors in MPB data exchanged by the Parties may be discovered by AT&T, BellSouth or the billable IXC. Both AT&T and BellSouth agree to provide the other Party with notification of any discovered errors within two (2) business days of the discovery. The other Party shall correct the error within eight (8) business days of notification and resubmit the data. In the event the errors cannot be corrected within the time period specified above, the erroneous data shall be considered lost. If MPB data is lost due to incorrigible errors or otherwise, the Parties shall follow the procedures set forth in Section ____ of this Attachment 6.
- 1.3.9 Both Parties will provide the other a single point of contact to handle any MPB questions.
- 1.3.10 MPB will apply for all traffic bearing the 500, 700, 900, 8YY or any other non-geographic NPA which may be likewise designated for such traffic in the future.

1.4 Collocation

- 1.4.1 When AT&T collocates with BellSouth in BellSouth's facility as described in this Agreement, capital expenditures (e.g., costs associated with building the "cage"), shall not be included in the bill provided to AT&T pursuant to this Attachment 6. All such capital expenses shall be given a unique BAN and invoice number. All

invoices for capital expenses shall be sent to the location specified by AT&T for payment. All other non-capital recurring collocation expenses shall be billed to AT&T in accordance with this Agreement. The CABS Billing Output Specifications ("BOS") documents provide the guidelines on how to bill the charges associated with collocation. The bill label for those collocation charges shall be entitled "Expanded Interconnection Service." For those nonmechanized bills, the bill label for non-capital recurring collocation expenses shall be entitled "Collocation".

1.5 Right-of-Way

1.5.1 Billing for right-of-way, poles and conduits will be addressed in Attachment ____ of this Agreement, incorporated herein by this reference.

1.6 Information Services

1.6.1 [The transport for 976 and other information services calls will be billed in accordance with the reciprocal compensation arrangement described in Section 2.1 of Attachment ____ of this Agreement, incorporated herein by this reference.] [OPEN-AT&T to review]

1.7 Local Number Portability

~~6.21.7.1~~ When an IXC terminates an interLATA or intraLATA toll call to an AT&T local exchange customer whose telephone number has been ported from BellSouth, the Parties agree that AT&T shall receive those IXC access charges associated with end office switching, local transport, RIC and CCL, as appropriate. BellSouth shall receive any access tandem fees, dedicated and common transport charges, to the extent provided by BellSouth, and any Service Provider Number Portability ("SPNP") ~~INP~~ fees (i.e., such as RCF charges) set forth in this Agreement. [When a call for which access charges are not applicable is terminated to an AT&T local exchange customer whose telephone number has been ported from BellSouth, and is terminated on AT&T's own switch, the Parties agree that the mutual compensation arrangements described in this Agreement shall apply.] [OPEN-AT&T ~~BST~~ to rewrite]

1.8 Issuance of Bills - General

- 1.8.1 BellSouth and AT&T will issue all bills in accordance with the terms and conditions set forth in this Section. BellSouth and AT&T will establish monthly billing dates ("Bill Date") for each Billing Account Number ("BAN"). Each BAN shall remain constant from month to month, unless changed as agreed to by the Parties. Each Party shall provide the other Party at least thirty (30) calendar days written notice prior to changing, adding or deleting a BAN. The Parties will provide one billing invoice associated with each BAN. Each invoice must contain an invoice number (which will vary from month to month). The bill date is the only varying invoice number available on the Resale bill. On each bill associated with a BAN, the appropriate invoice number and the charges contained on such invoice must be reflected. All bills must be received by the other Party no later than ten (10) calendar days from Bill Date and at least twenty (20) calendar days prior to the payment due date, whichever is earlier. Any bill received on a Saturday, Sunday or a day designated as a holiday by the Chase Manhattan Bank of New York (or such other bank as AT&T shall specify) will be deemed received the next business day. If either Party fails to receive billing data and information within the time period specified above, the payment due date will be extended by the number of days the bill is late.
- 1.8.2 BellSouth and AT&T shall issue all CABS bills or bills in CBOS format containing such billing data and information in accordance with the most current version of CBOS, or if development time is required, within two (2) versions of the current CBOS standard. To the extent that there are no CBOS or MECAB standards governing the formatting of certain data, such data shall be issued in the format as mutually agreed upon by the parties.
- 1.8.3 Within thirty (30) days of finalizing the chosen billing media, each Party will provide the other Party written notice of which bills are to be deemed the official bills to assist the Parties in resolving any conflicts that may arise between the official bills and other bills received via a different media which purportedly contain the same charges as are on the official bill. If either Party requests an additional copy(ies) of a bill, such Party shall pay the other Party a reasonable fee per additional bill copy, unless such copy was requested due to errors, omissions, or corrections or the failure of the transmission to comply with the specifications set forth in this Agreement.
- 1.8.4 When sending bills via electronic transmission, to avoid transmission failures or the receipt of billing information that cannot be processed, the Parties shall provide each other with their respective process specifications. Each Party shall comply with the mutually acceptable billing processing specifications of the other. AT&T and BellSouth shall provide each other reasonable notice if a billing transmission is

received that does not meet such Party's specifications or that such Party cannot process. Such transmission shall be corrected and resubmitted to the other Party, at the resubmitting Party's sole expense, in a form that can be processed. The payment due date for such resubmitted transmissions will be twenty (20) days from the date that the transmission is received in a form that can be processed and that meets the specifications set forth in this Attachment 6.

1.9 Electronic Transmissions

- 1.9.1 BellSouth and AT&T agree that each Party will transmit billing information and data in the appropriate CABS format electronically via CONNECT:Direct to the other Party at the location specified by such Party. The Parties agree that a T1.5 or 56kb circuit to Gateway for CONNECT:Direct is required. AT&T data centers will be responsible for originating the calls for data transmission via switched 56kb or T1.5 lines. If BellSouth has an established CONNECT:Direct link with AT&T, that link can be used for data transmission if the location and applications are the same for the existing link. Otherwise, a new link for data transmission must be established. BellSouth must provide AT&T/Alpharetta its CONNECT:Direct Node ID and corresponding VTAM APPL ID before the first transmission of data via CONNECT:Direct. AT&T's CONNECT:Direct Node ID is "NDMATTA4" and VTAM APPL ID is "NDMATTA4" and must be included in BellSouth's CONNECT:Direct software. AT&T will supply to BellSouth its RACF ID and password before the first transmission of data via CONNECT:Direct. Any changes to either Party's CONNECT:Direct Node ID must be sent to the other Party no later than twenty-one (21) calendar days before the changes take effect.
- 1.9.2 The following dataset format shall be used as applicable for those charges transmitted via CONNECT:Direct in CABS format:

Production Dataset

AF25.AXXXXYYY.AZZZ.DDDEE	Production Dataset Name
AF25 =	Job Naming Convention
AXXXX =	Numeric Company Code
YYY =	LEC Remote
AZZZ =	RAO (Revenue Accounting Office)
DDD =	BDT (Billing Data Tape with or without CSR), MEGA, JBILL, TDGXX (XX=Bill Period), or CSR (Customer Service Record)
EE =	01 thru 31 (Bill Period) (optional) or GA (US Postal-State Code)

Test Dataset

AF25.ATEST.AXXXX.DDD	Test Dataset Name
AF25.ATEST =	Job Naming Convention
AXXXX =	Numeric Company Code
DDD =	BDT (Billing Data Tape with or without CSR) or CSR (Customer Service Record)

1.10 Tape or Paper Transmissions

- 1.10.1 In the event either Party does not temporarily have the ability to send or receive data via CONNECT:Direct, that Party will transmit billing information to the other party via magnetic tape or paper, as agreed to by AT&T and BellSouth. Billing information and data contained on magnetic tapes or paper for payment shall be sent to the Parties at the following locations. The Parties acknowledge that all tapes transmitted to the other Party via U.S. Mail or Overnight Delivery and which contain billing data will not be returned to the sending Party.

TO AT&T:

Tape Transmissions via U.S. Mail:	AT&T 300 North Point Parkway FLOC 217M01 Alpharetta, Georgia 30005 Attn: Access Bill Coordinator
Tape Transmissions via Overnight Delivery:	AT&T 500 North Point Parkway FLOC B1404 Alpharetta, Georgia 30005 Attn: Access Bill Coordinator

Paper Transmissions via U.S. Mail:	AT&T Caller Service 6908 Alpharetta, Georgia 30009 Attn: Access Bill Coordinator
Paper Transmissions via Overnight Delivery:	AT&T 500 North Point Parkway FLOC B1404 Alpharetta, Georgia 30005 Attn: Access Bill Coordinator

TO BellSouth:

Tape Transmissions:	BellSouth 600 N. 19th Street 7th Floor Birmingham, Alabama 35203 Attn: Interconnection Purchasing Center
Paper Transmissions:	<u>BellSouth</u> <u>600 N. 19th Street</u> <u>7th Floor</u> <u>Birmingham, Alabama</u> <u>35203</u> <u>Attn: Interconnection</u> <u>Purchasing Center</u>

- 1.10.2 Each Party will adhere to the tape packaging requirements set forth in this subsection. Where magnetic tape shipping containers are transported in freight compartments, adequate magnetic field protection shall be provided by keeping a typical 6-inch distance from any magnetic field generating device (except a magnetron-tape device). The Parties agree that they will only use those shipping containers that contain internal insulation to prevent damage. Each Party will clearly mark on the outside of each shipping container its name, contact and return address. Each Party further agrees that it will not ship any billing tapes in tape canisters.
- 1.10.3 All billing data transmitted via tape must be provided on a cartridge (cassette) tape and must be of high quality, conform to the Parties' record and label standards, 9-track, odd parity, 6250 BPI, group coded recording mode and extended binary-coded decimal interchange code ("EBCDIC"). Each reel of tape must be 100% tested at 20% or better "clipping" level with full width certification and permanent error free at final inspection. AT&T reserves the right to destroy a tape that has been determined to have unrecoverable errors. AT&T also reserves the right to replace a tape with one of equal or better quality.
- 1.10.4 Billing data tapes shall follow CBOS standards.
- 1.10.5 A single 6-digit serial number must appear on the external (flat) surface of the tape for visual identification. This number shall also appear in the "dataset serial number field" of the first header record of the IBM standard tape label. This serial number shall consist of the character "V" followed by the reporting location's four digit Originating Company Code and a numeric character chosen by the sending company. The external and internal label shall be the same. The dataset name shall appear on the flat side of the reel and also in the "data set name field" on the first header record of the IBM standard tape label. BellSouth's name, address, and contact shall appear on the flat side of the cartridge or reel.
- 1.10.6 Tape labels shall conform to IBM OS/VS Operating System Standards contained in the IBM Standard Labels Manual (GC26-3795-3). IBM standard labels are 80-character records recorded in EBCDIC, odd parity. The first four characters identify the labels:

Volume 1	Volume label
HDR1 and HDR2	Data set header labels

EOV1 and EOVS	Data set trailer labels (end-of-volume for multi-reel files)
EOF1 and EOF2	Data set trailer labels (end-of-data-set)

The HDR1, EOVS, and EOF1 labels use the same format and the HDR2, EOVS, and EOF2 labels use the same format.

1.10.7 The Standard Volume Label Format (Vol. 1) is described below:

FIELD NAME	CONTENTS
Label Identifier (3 bytes)	The characters "VOL" identify this label as a volume label.
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 1 for the IBM standard volume label.
Volume Serial Number (6 bytes)	A unique identification code, normally numeric characters (000001-999999), but may be alpha-numeric; if fewer than 6 characters, must be left-justified. This same code should also appear on the external (flat) surface of the volume for visual identification.
Reserved (1 byte)	Reserved for future use - should be recorded as blanks.
VTOS Pointer (10 bytes)	Direct-access volumes only. This field is not used for tape volumes and should be recorded as blanks.
Reserved (10 bytes)	Reserved for future use - should be recorded as blanks.
Owner Name and Address Code(10 bytes)	Indicates a specific customer, person, installation, department, etc., to which the volume belongs. Any code or name is acceptable.
Reserved (29 bytes)	Reserved for future use - should be recorded as blanks.

1.10.8 The IBM Standard Dataset Label 1 Format (HDR1, EOVS, EOF1) is described below:

FIELD NAME	CONTENTS
Label Identifier (3 bytes)	Three characters that identify the label are: HDR Header label (at the beginning of a dataset) EOVS Trailer label (at the end of a tape volume, when the dataset continues on another volume) EOF Trailer label (at the end of a dataset).
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 1 for dataset label 1.
Dataset Identifier (17 bytes)	The rightmost 17 bytes of the dataset name (includes GnnnnVnn if the dataset is part of a generation data group). If the dataset name is less than 17 bytes, it is left-justified and the remainder of this field is padded with blanks.

FIELD NAME	CONTENTS
Dataset Serial Number (6 bytes)	The volume serial number of the tape volume containing the dataset. For multi-volume datasets, this field contains the serial number of the first volume of the aggregate created at the same time. The serial number can be any 6 alphanumeric characters, normally numeric (000001-999999). If the number of characters is fewer than 6 characters, the code must be left-justified and followed by blanks.
Volume Sequence Number (4 bytes)	A number (0001-9999) that indicates the order of volume within the multi-volume group created at the same time. This number is always 0001 for a single volume dataset.
Dataset Sequence Number (4 bytes)	A number (0001-9999) that indicates the relative position of the dataset within a multi-dataset group. This number is always 0001 for a single dataset organization.
Generation Number (4 bytes)	If the dataset is part of a generation data group, this field contains a number from 0001 to 9999 indicating the absolute generation number (the first generation is recorded as 0001). If the dataset is not part of a generation data group, this field contains blanks.
Version Number Of Generation (2 bytes)	If the dataset is part of a generation data group, this field a number from 00 to 99 indicating the version number of the generation (the first version is recorded as 00). If the dataset is not part of a generation data group, this field contains blanks.
Creation Date (6 bytes)	Year and day of the year when the dataset was created. The date is shown in the format byydd where: b = blank yy = year(00-99) ddd = day(001-366)
Expiration Date (6 bytes)	Year and day of the year when the dataset may be scratched or overwritten. The data is shown in the format byydd where: b = blank yy = year (00-99) ddd = day (001-366)
Dataset Security (1 byte)	A code number indicating the security status of the dataset is as follows: 0 No password protection 1 Password protection Additional identification of the dataset is required before it can be read, written, or deleted (ignored if volume is RACF-defined) 3 Password protection Additional identification of the dataset is required before it can be read, written, or deleted (ignored if volume is RACF-defined).

FIELD NAME	CONTENTS
Block Count (6 bytes)	This field in the trailer label shows the number of data blocks in the dataset on the current volume. This field in the header label is always zeros (000000).
System Code (13 bytes)	Unique code that identifies the system.
Reserved (7 bytes)	Reserved for future use - should be recorded as blanks.

1.10.9 The IBM Standard Dataset Label 2 Format (HDR2, EOVS, EOF2) always follows dataset label 1 and contains additional information about the associated dataset as described below:

Label Identifier (3 bytes)	Three characters that identify the label are as follows: HDR Header label (at the beginning of a dataset) EOV Trailer label (at the end of a tape volume, when the dataset continues on another volume) EOF Trailer label (at the end of a dataset).
Label Number (1 byte)	The relative position of this label within a set of labels of the same type; it is always a 2 for dataset label 2.
Record Format (1 byte)	An alphabetic character that indicates the format of records in the associated dataset as follows: F Fixed length V Variable length U Undefined length.
Block Length (5 bytes)	A number up to 32760 that indicates the block length, in bytes. Interpretation of the number depends on the following associated record format in Field 3: Format F - Block length (must be a multiple of the logical record length in Field 5) Format V - Maximum block length (including the 4 byte length indicator in the block) Format U - Maximum block length.
Record Length (5 bytes)	A number that indicates the record length, in bytes. Interpretation of the number depends on the following associated record format in Field 3: Format F - Logical record length Format V - Maximum logical record length (including the 4 byte length indicator in the records) Format U - Zeros.

Tape Density (1 byte)	A code indicating the record density of the tape, as follows: Recording Density DEN Value 9-Track Tape 3 1600 (PE) 4 6250 (GCR) PE - is for phase encoded mode GCR - is for group coded recording mode.
Dataset Position (1 byte)	A code, indicating a volume switch, is as follows: 0 - No volume switch has occurred 1 - A volume switch previously occurred.
Job/Job Step (17 bytes)	Identification of the job and job step that created the dataset. The first 8 bytes contain the name of the job, the ninth byte is a slash (/), and the final 8 bytes contain the name of the job step.
Tape Recording Technique (2 bytes)	A code or blanks indicating the tape recording technique used. This field is recorded as blanks for 9-track tape. The only technique available for 9-track tape is odd parity and no translation.
Control Characters (1 byte)	A code indicating whether a control character set was used to create the dataset and the type of control characters used: A Contains ASCII control characters M Contains machine control characters b Contains no control characters.
Reserved (1 byte)	Reserved for future use - should be recorded as blanks.
Block Attribute (1 byte)	A code indicating the block attribute used to create the dataset: B Blocked records S Spanned records R Blocked and spanned records b No blocked and no spanned records.
Reserved (8 bytes)	Bytes 40-42 - reserved for future use —should be blanks. Bytes 43-47 - (3420 tape units only) serial number of creating tape unit. Blank for other units.
Checkpoint Dataset (1 byte)	In VS2-Release 2, this byte contains the identifier character C if the dataset is a checkpoint dataset; the byte is blank if the dataset is not a check point dataset or in other releases of the VS systems.
Reserved (32 bytes)	Reserved for future use - should be recorded as blanks.

1.11 Testing Requirements

- 1.11.1 At least thirty (30) calendar days prior to any BellSouth software releases that affect the mechanized bill format, BellSouth shall send to AT&T bill data in the appropriate mechanized format for testing to ensure that the bills can be processed and that the bills comply with

CBOS standards. After receipt of the test data from BellSouth, AT&T will notify BellSouth at least ten (10) days prior to the software release implementation date of any processing problems as a result of the software changes. If the transmission fails to meet CBOS standards, BellSouth shall make the necessary corrections prior to implementation to meet such CBOS standards.

- 1.11.2 BellSouth shall provide to AT&T's Company Manager, located at 500 North Point Parkway, FLOC B1104B, Alpharetta, Georgia 30005, BellSouth's originating or state level company code so that it may be added to AT&T's internal tables at least thirty (30) calendar days prior to testing or prior to a change in BellSouth's originating or state level company code.

~~10.41.11.3 During the testing period, BellSouth shall transmit to AT&T billing data and information. Test tapes will be sent via paper transmission. Test tapes shall be sent to AT&T, upon request, to at the following location: Test tapes containing the transmitted AT&T billing data and information will be sent during the testing period, per request, to the following location:~~

Test Tapes:	AT&T 500 North Point Parkway FLOC B1104B Alpharetta, Georgia 30005 Attn: Access Bill Testing Coordinator
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1.12 Additional Requirements

- 1.12.1 BellSouth agrees that if it transmits data to AT&T in a mechanized format, BellSouth will also comply with the following specifications which are not contained in CABS guidelines but which are necessary for AT&T to process billing information and data:
- 1.12.1.1 The BAN shall not contain embedded spaces or low values.
- 1.12.1.2 The Bill Date shall not contain spaces or non-numeric values.
- 1.12.1.3 Each bill must contain at least one detail record.
- 1.12.1.4 Any "From" Date should be less than the associated "Thru" Date and neither date can contain spaces.

- 1.12.1.5 The Invoice Number must not have embedded spaces or low values.

1.13 Bill Accuracy Certification

- 1.13.1 The Parties agree that in order to ensure the proper performance and integrity of the entire billing process, BellSouth will be responsible and accountable for transmitting to AT&T an accurate and current bill. BellSouth agrees to implement control mechanisms and procedures to render a bill that accurately reflects the Billed Services ordered and used by AT&T. Accordingly, at AT&T's option on a connectivity by connectivity basis, AT&T and BellSouth agree to model, for the purposes of this Agreement, the process and methodology for access certification set forth in the Access Billing Supplier Quality Certification Operating Agreement dated August 13, 1993, executed by AT&T and BellSouth which governs certification of access bills for interLATA and intraLATA calls. At the point AT&T and BellSouth mutually agree that pre-certification is complete, all billing disputes will be handled pursuant to a billing supplier quality certification operating agreement to be executed by the Parties.

1.14 Payment Of Charges

- 1.14.1 Subject to the terms of this Agreement, AT&T and BellSouth will pay each other within thirty (30) calendar days from the Bill Date, or twenty (20) calendar days from the receipt of the bill, whichever is later. If the payment due date is a Sunday or is a Monday that has been designated a bank holiday by the Chase Manhattan Bank of New York (or such other bank as AT&T specifies), payment will be made the next business day. If the payment due date is a Saturday or is on a Tuesday, Wednesday, Thursday or Friday that has been designated a bank holiday by the Chase Manhattan Bank of New York (or such other bank as AT&T specifies), payment will be made on the preceding business day.
- 1.14.2 Payments shall be made in U.S. Dollars via electronic funds transfer ("EFT") to the other Party's bank account. At least thirty (30) days prior to the first transmission of billing data and information for payment, BellSouth and AT&T shall provide each other the name and address of its bank, its account and routing number and to whom billing payments should be made payable. If such banking information changes, each Party shall provide the other Party at least sixty (60) days written notice of the change and such notice shall include the new banking information. The Parties will render payment via EFT. AT&T will provide BellSouth with one address to which such payments shall be rendered and BellSouth will provide to AT&T with only one address to which such payments shall be rendered. In the event AT&T receives multiple bills from BellSouth which are payable on the same date,

AT&T may remit one payment for the sum of all bills payable to BellSouth's bank account specified in this subsection if AT&T provides payment advice to BellSouth. Each Party shall provide the other Party with a contact person for the handling of billing payment questions or problems.

1.15 Billing Disputes

- 1.15.1 On a connectivity by connectivity basis and until such time as a precertification process is in place, each party agrees to notify the other party in writing upon the discovery of a billing dispute. The disputing party agrees to provide the billing party sufficient documentation to investigate the dispute and may withhold any disputed amounts supported by such documentation. Until documentation is provided all outstanding billed amounts will be considered past due. In the event of a billing dispute, the parties will endeavor to resolve the dispute within sixty (60) calendar days of the dispute notification date. Resolution of the dispute is expected to occur at the first level of management resulting in a recommendation for settlement of the dispute.
- 1.15.2 If the issues are not resolved within the allotted time frame, each of the parties shall appoint a designated representative who has authority to settle the dispute and who is at a higher level of management than the persons with direct responsibility for administration of this Agreement. The designated representatives shall meet as often as they reasonably deem necessary in order to discuss the dispute and negotiate in good faith in an effort to resolve such dispute. The specific format for such discussions will be left to the discretion of the designated representatives, however all reasonable requests for relevant information made by one Party to the other Party shall be honored.
- 1.15.3 If the Parties are unable to resolve issues related to the disputed amounts within forty-five (45) days after the parties' appointment of designated representatives, the dispute will be resolved in accordance with the dispute resolution procedure set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference..
- 1.15.4 If a party disputes a charge and does not pay such charge by the payment due date, such charges shall be subject to late payment charges as set forth in Section ____ (Late Payment Charges) of this Attachment 6. If a party disputes charges and the dispute is resolved in favor of such party, the other party shall credit the bill of the disputing party for the amount of the disputed charges along with any late payment charges assessed no later than the second Bill Date after

the resolution of the dispute. Accordingly, if a party disputes charges and the dispute is resolved in favor of the other party, the disputing party shall pay the other party the amount of the disputed charges and any associated late payment charges assessed no later than the second bill payment due date after the resolution of the dispute.

1.16 Late Payment Charges

- 1.16.1 If either Party fails to remit payment for any charges described in this Attachment 6 by the payment due date, or if a payment or any portion of a payment is received by either Party after the payment due date, or if a payment or any portion of a payment is received in funds which are not immediately available to the other Party, then a late payment penalty shall be assessed. For bills rendered by BellSouth for payment by AT&T, the late payment charge shall be calculated based on the portion of the payment not received by the payment due date times the late factor as set forth in the following BellSouth tariffs, based upon the service for which payment was not received: for general subscriber services, Section A2 of the General Subscriber Services Tariff; for private line service, Section B2 of the Private Line Service Tariff; and for access service, Section E2 of the Access Service Tariff. For bills rendered by AT&T for payment by BellSouth the late payment charge shall be calculated based on the portion of the payment not received by the payment date times the lesser of (i) one and one-half percent (1 ½%) per month or (ii) the highest interest rate (in decimal value) which may be charged by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that payment is actual made. In no event, however, shall interest be assessed by AT&T on any previously assessed late payment charges. BellSouth shall only assess interest on previously assessed late payment charges in a state where it has the authority pursuant to its tariffs.

1.17 Discontinuance of Service

- 1.17.1 The procedures for discontinuing service to an end user are as follows:
- 1.17.1.1 Where possible, BellSouth will deny service to AT&T's end user on behalf of, and at the request of, AT&T. Upon restoration of the end user's service, restoral charges will apply and will be the responsibility of AT&T.
- 1.17.1.2 At the request of AT&T, BellSouth will disconnect an AT&T end user.
- 1.17.1.3 All requests by AT&T for denial or disconnection of an end user for nonpayment must be in writing.

- 1.17.1.4** AT&T will be made solely responsible for notifying the end user of the proposed disconnection of the service.
- 1.17.1.5** [BellSouth may disconnect and reuse facilities when the facility is in a denied state and BellSouth has received an order to establish new service or transfer of service from an end user or an end user's CLEC at the same address served by the denied facility.]
[OPEN-BST]
- 1.17.2** [The procedures for discontinuing service to AT&T are as follows:
- 1.17.2.1** BellSouth reserves the right to suspend to terminate service for nonpayment of undisputed amounts or in the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities by AT&T.
- 1.17.2.2** If payment of undisputed amounts is not received by the bill day in the month after the original bill day, BellSouth may provide written notice to AT&T, that additional applications for service will be refused and that any pending orders for service will not be completed if payment of undisputed amounts is not received by the fifteenth day following the date of the notice. In addition BellSouth may, at the same time, give thirty days notice to the person designated by AT&T to receive notices of noncompliance, and discontinue the provision of existing services to AT&T at any time thereafter.
- 1.17.2.3** In the case of such discontinuance, all billed undisputed charges, as well as applicable termination charges, shall become due.
- 1.17.2.4** If BellSouth does not discontinue the provision of the services involved on the date specified in the thirty ~~(30)~~ days' notice and AT&T's noncompliance continues, nothing contained herein shall preclude BellSouth's right to discontinue the provision of the services to AT&T without further notice.
- 1.17.2.5** If payment of undisputed charges is not received or arrangements made for payment by the date given in the written notification, AT&T's services will be discontinued. Upon discontinuance of service on a AT&T's account, service to AT&T's end users will be denied. BellSouth will also reestablish service at the request of the end user or AT&T upon payment of the appropriate connection fee and subject to BellSouth's normal application procedures. AT&T is solely responsible for notifying the end user of the proposed disconnection of the service.

17.2.6 If within fifteen days after an end users' service has been denied, AT&T has not contacted BellSouth in reference to restoring service, the end user's service will be disconnected. (OPEN-BST/AT&T)

~~1.17.2.2 BellSouth reserves the right to suspend or terminate service for nonpayment of undisputed amounts or in the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation or noncompliance by AT&T of the rules and regulations of BellSouth's Tariffs.~~

~~1.17.2.3 If payment of account is not received by the bill day in the month after the original bill day, BellSouth may provide written notice to AT&T, that additional applications for service will be refused and that any pending orders for service will not be completed. If payment is not received by the fifteenth day following the date of the notice, In addition BellSouth may, at the same time, give thirty days notice to the person designated by AT&T to receive notices of noncompliance, and discontinue the provision of existing services to AT&T at any time thereafter.~~

~~1.17.2.4 In the case of such discontinuance, all billed charges, as well as applicable termination charges, shall become due.~~

~~1.17.2.5 If BellSouth does not discontinue the provision of the services involved on the date specified in the thirty days notice and AT&T's noncompliance continues, nothing contained herein shall preclude BellSouth's right to discontinue the provision of the services to AT&T without further notice.~~

~~1.17.2.6 If payment is not received or arrangements made for payment by the date given in the written notification, AT&T's services will be discontinued. Upon discontinuance of service on a AT&T's account, service to AT&T's end users will be denied. BellSouth will also reestablish service at the request of the end user or AT&T upon payment of the appropriate connection fee and subject to BellSouth's normal application procedures. AT&T is solely responsible for notifying the end user of the proposed disconnection of the service.~~

~~1.17.2.7 If within fifteen days after an end user's service has been denied no contact has been made in reference to restoring service, the end user's service will be disconnected.~~

1.18 Adjustments

1.18.1 Subject to the terms of this Attachment 6, BellSouth will adjust incorrect billing charges to AT&T. Such adjustments shall be set forth

in the appropriate section of the bill pursuant to CBOS or CLUB/EDI standards.

1.19 Revenue Protection

1.19.1 Where BellSouth services are being resold and where AT&T is using a BellSouth port, AT&T will have the use of all present and future fraud prevention or revenue protection features, including prevention, detection, or control functionality embedded within any of the network elements available to BellSouth. These features include, but are not limited to, screening codes, call blocking of international, 800, 900, and 976 numbers.

1.19.2 The Party causing a provisioning, maintenance or signal network routing error that results in uncollectible or unbillable revenues to the other Party shall be liable for the amount of the revenues lost by the Party unable to bill or collect the revenues less costs that would have been incurred from gaining such revenues.

1.19.3 Uncollectible or unbillable revenues resulting from the accidental or malicious alteration of software underlying Network Elements or their subtending operational support systems by unauthorized third parties shall be the responsibility of the Party having administrative control of access to said Network Element or operational support system software to the extent such unbillable or uncollectible revenue results from the gross negligence or willful act or omission of the Party having such administrative control.

1.19.4 BellSouth shall be responsible for any uncollectible or unbillable revenues resulting from the unauthorized physical attachment to loop facilities from the Main Distribution Frame up to and including the Network Interface Device, including clip-on fraud to the extent such unbillable or uncollectible revenue results from the gross negligence or willful act or omission of BellSouth. BellSouth shall provide soft dial tone to allow only the completion of calls to final termination points required by law.

2. PROVISION OF CUSTOMER USAGE DATA

2.1 Introduction

2.1.1 This Section sets forth the terms and conditions for BellSouth's provision of Recorded Usage Data to AT&T.

2.1.2 Line Information Database ("LIDB") is a database system designed to provide for validation of calling card and other billing information. LIDB provides screening validation on operator assisted calls on billing number records and is offered under a separate agreement. The

Parties' agreement relating to LIDB Storage is included as Exhibit ____ to this Attachment 6, incorporated herein by this reference.

- 2.1.3 RAO Hosting is the process by which a telecommunications company agrees to "host" another company solely for the purpose of message exchange over the Centralized Message Distribution System ("CMDs"). RAO Hosting includes the following: RAO Code Assignment, Message Exchange via the CMDs system, and Inter-Company Settlements. The Parties' RAO Hosting Agreement is included as Exhibit ____ to this Attachment 6, incorporated herein by this reference.
- 2.1.4 Optional Daily Usage File ("ODUF") contains billable messages that were carried over the BellSouth Network and processed in the BellSouth Billing System, but billed to the AT&T account. The Parties' ODUF agreement is included as Exhibit ____ to this Attachment 6, incorporated herein by this reference.
- 2.1.5 Enhanced Optional Daily Usage File ("EODUF") provides usage data for local calls originating from resold Flat Rate Business and Residential Lines. The Parties' EODUF agreement is included as Exhibit ____ to this Attachment 6, incorporated herein by this reference.
- 2.1.6 Access Daily Usage File ("ADUF") contains access messages associated with a port that AT&T has purchased from BellSouth. The Parties' ADUF agreement is included as Exhibit ____ to this Attachment 6, incorporated herein by this reference.

3. LOCAL ACCOUNT MAINTENANCE

- 3.1 When BellSouth provides unbundled local switching to AT&T (e.g., where AT&T is reselling BellSouth's services or is employing UNE-P to provide local service) BellSouth shall provide local account maintenance information and service as described herein.
- 3.2 When notified by a CLEC (or from the end user to change to the ILEC service) that an AT&T end user has switched its local service to the other CLEC's service (or to BellSouth), BellSouth shall send AT&T a loss notification message to inform AT&T that its end user has switched to another CLEC (or to BellSouth). The Parties agree to utilize LSOG4 or the most current industry ordering guideline standard established by the OBF that contains the loss notification message.
- 3.3 BellSouth shall send loss notification messages to AT&T six (6) days a week using the applicable release of EDI as the electronic medium for transmitting the loss notification message.

- 3.4 BellSouth shall accept and process intraLATA and interLATA PIC changes sent by AT&T. When an AT&T local end user switches its IXC, AT&T will enter the PIC change into the current local order system, and will generate an intraLATA or interLATA PIC Service Change Order that will be sent to BellSouth for provisioning over the existing ordering gateway.
- 3.5 When AT&T is notified by an intraLATA or interLATA carrier using a Transaction Code (TC) "01" PIC order record that an AT&T local end user has changed its intraLATA or interLATA PIC, BellSouth shall reject the order and notify the intraLATA or interLATA carrier that a CARE PIC record should be sent to AT&T. BellSouth shall notify the intraLATA or interLATA carrier by creating a '3148' (for resale or UNE-P) or a '3150' (for ported numbers) reject transaction record, and shall populate the AT&T provided AT&T Operating Company Code on the reject record. The intraLATA and interLATA carrier should redirect the TC01 order to AT&T for processing the PIC.
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LINE INFORMATION DATA BASE ("LIDB")
STORAGE AGREEMENT

I. SCOPE

- 1.1 This Exhibit sets forth the terms and conditions pursuant to which BST agrees to store in its LIDB certain information at the request of AT&T and pursuant to which BST, its LIDB customers and AT&T shall have access to such information. AT&T understands that BST provides access to information in its LIDB to various telecommunications service providers pursuant to applicable tariffs and agrees that information stored at the request of Local Exchange Carrier, pursuant to this Exhibit, shall be available to those telecommunications service providers.
- 1.2 Definitions
- 1.2.1 Billing number - a number used by BST for the purpose of identifying an account liable for charges. This number may be a line or a special billing number.
- 1.2.2 Line number - a ten-digit number assigned by BST that identifies a telephone line associated with a resold local exchange service, or with a SPNP arrangement.
- 1.2.3 Special billing number - a ten-digit number that identifies a billing account established by BST in connection with a resold local exchange service or with a SPNP arrangement.
- 1.2.4 Calling Card number - a billing number plus PIN number assigned by BST.
- 1.2.5 PIN number - a four digit security code assigned by BST which is added to a billing number to compose a fourteen digit calling card number.
- 1.2.6 Toll billing exception indicator - associated with a billing number to indicate that it is considered invalid for billing of collect calls or third number calls or both, by the Local Exchange Company.

- 1.2.7 Billed Number Screening - refers to the activity of determining whether a toll billing exception indicator is present for a particular billing number.
- 1.2.8 Calling Card Validation - refers to the activity of determining whether a particular calling card number exists as stated or otherwise provided by a caller.
- 1.2.9 Billing number information - information about billing number or Calling Card number as assigned by BST and toll billing exception indicator provided to BST by the Local Exchange Company.

- 1.3 LIDB is accessed for the following purposes:

Billed Number Screening
Calling Card Validation
Fraud Control

- 1.4.1 BST will provide seven days per week, 24-hours per day, fraud monitoring on Calling Cards, bill-to-third and collect calls made to numbers in BST's LIDB, provided that such information is included in the LIDB query. BST will establish fraud alert thresholds and will notify AT&T within 2 hours of fraud alerts so that the AT&T may take action it deems appropriate. At AT&T's request, BellSouth shall block and restrict calling card, third party billing and collect call, and validation in its LIDB within 2 (two) hours of receiving AT&T's request. Local Exchange Company understands and agrees BST will administer all data stored in the LIDB, including the data provided by Local Exchange Company pursuant to this Exhibit, in the same manner as BST's data for BST's end user ~~customers~~. BST shall not be responsible to AT&T for any lost revenue which may result from BST's administration of the LIDB pursuant to its established practices and procedures as they exist and as they may be changed by BST in its sole discretion from time to time.
- 1.4.2 AT&T understands that BST currently has in effect numerous billing and collection agreements with various interexchange carriers and billing clearing houses. AT&T further understands that these billing and collection customers of BST query BST's LIDB to determine whether to accept various billing options from end users. Additionally, AT&T understands that presently BST has no method to differentiate between BST's own billing and line data in the LIDB and such data which it includes in the LIDB on AT&T's behalf pursuant to this Exhibit.

Therefore, until such time as BST can and does implement in its LIDB and its supporting systems the means to differentiate AT&T's data from BST's data and the Parties execute appropriate amendments hereto, the following terms and conditions shall apply:

- 1.4.2.1 AT&T agrees that it will accept responsibility for telecommunications services billed by BST for its billing and collection customers for AT&T's end user accounts which are resident in LIDB pursuant to this Exhibit. AT&T's authorizes BST to place such charges on AT&T's bill from BST and agrees that it shall pay all such charges. Charges for which AT&T hereby takes responsibility include, but are not limited to, collect and third number calls.
- 1.4.2.2 Charges for such services shall appear on a separate BST bill page identified with the name of the entity for which BST is billing the charge.
- 1.4.2.3 AT&T shall have the responsibility to render a billing statement to its end users for these charges, but AT&T's obligation to pay BST for the charges billed shall be independent of whether AT&T is able or not to collect from the AT&T's end users.
- 1.4.2.4 BST shall not become involved in any disputes between AT&T and the entities for which BST performs billing and collection. BellSouth will not issue adjustments for charges billed on behalf of an entity to AT&T. It shall be the responsibility of the AT&T and the other entity to negotiate and arrange for any appropriate adjustments.

2. FEES FOR SERVICE AND TAXES

- 2.1 AT&T will not be charged a fee for storage services provided by BST to AT&T, as described in Section I of this Exhibit.

3. MISCELLANEOUS

- 3.1 It is understood and agreed to by the parties that BST may provide similar services to other companies.
- 3.2 All terms, conditions and operations under this Agreement shall be performed in accordance with, and subject to, all applicable local, state or federal legal and regulatory tariffs, rulings, and other requirements of the federal courts, the U. S. Department of Justice and state and federal regulatory agencies. Nothing in this Agreement shall be construed to cause either party to violate any such legal or regulatory

requirement and either party's obligation to perform shall be subject to all such requirements.

- 3.3 This Exhibit constitutes the entire agreement between AT&T and BST which supersedes all prior agreements or contracts, oral or written representations, statements, negotiations, understandings, proposals and undertakings with respect to the subject matter hereof.

4. RESALE

- 4.1 This Section sets forth the terms and conditions for AT&T's provision of billing number information to BST for inclusion in BST's LIDB. BST will store in its LIDB the billing number information provided by AT&T, and BST will provide responses to on-line, call-by-call queries to this information for purposes specified in Section IV.B of this Exhibit AB.

4.2 Responsibilities of Parties

- 4.2.1 BST will include billing number information associated with resold exchange lines or SPNP arrangements in its LIDB. The AT&T will request any toll billing exceptions via the Local Service Request (LSR) form used to order resold exchange lines, or the SPNP service request form used to order SPNP arrangements.

- 4.2.2 Under normal operating conditions, BST shall include the billing number information in its LIDB upon completion of the service order establishing either the resold local exchange service or the SPNP arrangement, provided that BST shall not be held responsible for any delay or failure in performance to the extent such delay or failure is caused by circumstances or conditions beyond BST's reasonable control. BST will store in its LIDB an unlimited volume of the working telephone numbers associated with either the resold local exchange lines or the SPNP arrangements. For resold local exchange lines or for SPNP arrangements, BST will issue line-based calling cards only in the name of AT&T. BST will not issue line-based calling cards in the name of AT&T's individual end users. In the event that AT&T wants to include calling card numbers assigned by AT&T in the BST LIDB, a separate agreement is required.

- 4.2.3 BST will provide responses to on-line, call-by-call queries to the stored information for the specific purposes listed in the next paragraph.

- 4.2.4 BST is authorized to use the billing number information to perform the following functions for authorized users on an on-line basis:

- 4.2.4.1 Validate a 14 digit Calling Card number where the first 10 digits are a line number or special billing number assigned by BST, and where the last four digits (PIN) are a security code assigned by BST.
- 4.2.4.2 Determine whether the AT&T has identified the billing number as one which should not be billed for collect or third number calls, or both.

RAO Hosting

- 1 RAO Hosting, Calling Card and Third Number Settlement System ("CATS") and Non-Intercompany Settlement System ("NICS") services provided to AT&T by BellSouth will be in accordance with the methods and practices regularly adopted and applied by BellSouth to its own operations during the term of this Agreement, including such revisions as may be made from time to time by BellSouth. BellSouth shall provide AT&T with notice of such revisions sixty (60) days prior to implementation.
- 2 AT&T shall furnish all relevant information required by BellSouth for the provision of RAO Hosting, CATS and NICS.
- 3 Applicable compensation amounts will be billed by BellSouth to AT&T on a monthly basis in arrears. Amounts due from one Party to the other (excluding adjustments) are payable within thirty (30) days of receipt of the billing statement.
- 4 AT&T must have its own unique RAO code. Requests for establishment of RAO status where BellSouth is the selected Centralized Message Distribution System ("CMDS") interfacing host, require written notification from AT&T to the BellSouth RAO Hosting coordinator at least eight (8) weeks prior to the proposed effective date. The proposed effective date will be mutually agreed upon between the Parties with consideration given to time necessary for the completion of required Telcordia (formerly BellCore) functions. BellSouth will request the assignment of an RAO code from its connecting contractor, currently Telcordia (formerly BellCore), on behalf of AT&T and will coordinate all associated conversion activities.
- 5 BellSouth will receive messages from AT&T that are to be processed by BellSouth, another LEC or CLEC in the BellSouth region or a LEC outside the BellSouth region.
- 6 BellSouth will perform invoice sequence checking, standard EMI format editing, and balancing of message data with the EMI trailer record counts on all data received from AT&T.
- 7 All data received from AT&T that is to be processed or billed by another LEC or CLEC within the BellSouth region will be distributed to that LEC or CLEC in accordance with the agreement(s) which may be in effect between BellSouth and the involved LEC or CLEC.
- 8 All data received from AT&T that is to be placed on the CMDS network for distribution outside the BellSouth region will be handled in accordance with

the agreement(s) which may be in effect between BellSouth and its connecting contractor [currently Telcordia (formerly BellCore)].

- 9 BellSouth will receive messages from the CMDS network that are destined to be processed by AT&T and will forward them to AT&T on a daily basis.
- 10 Transmission of message data between BellSouth and AT&T will be via CONNECT:Direct.
- 11 All messages and related data exchanged between BellSouth and AT&T will be formatted in accordance with accepted industry standards for EMI formatted records and packed between appropriate EMI header and trailer records, also in accordance with accepted industry standards.
- 12 AT&T will ensure that the recorded message detail necessary to recreate files provided to BellSouth will be maintained for back-up purposes for a period of three (3) calendar months beyond the related message dates.
- 13 Should it become necessary for AT&T to send data to BellSouth more than sixty (60) days past the message date(s), AT&T will notify BellSouth in advance of the transmission of the data. If there will be impacts outside the BellSouth region, BellSouth will work with its connecting contractor and AT&T to notify all affected Parties.
- 14 In the event that data to be exchanged between the two Parties should become lost or destroyed, both Parties will work together to determine the source of the problem. Once the cause of the problem has been jointly determined and the responsible Party (BellSouth or AT&T) identified and agreed to, the company responsible for creating the data (BellSouth or AT&T) will make every effort to have the affected data restored and retransmitted. If the data cannot be retrieved, the responsible Party will be liable to the other Party for any resulting lost revenue. Lost revenue may be a combination of revenues that could not be billed to the end users and associated access revenues. Both Parties will work together to estimate the revenue amount based upon historical data through a method mutually agreed upon. The resulting estimated revenue loss will be paid by the responsible Party to the other Party within three (3) calendar months of the date of problem resolution, or as mutually agreed upon by the Parties.
- 15 Should an error be detected by the EMI format edits performed by BellSouth on data received from AT&T, the entire pack containing the affected data will not be processed by BellSouth. BellSouth will notify AT&T of the error condition. AT&T will correct the error(s) and will resend the entire pack to BellSouth for processing. In the event that an out-of-sequence condition

occurs on subsequent packs, AT&T will resend these packs to BellSouth after the pack containing the error has been successfully reprocessed by BellSouth.

- 16 In association with message distribution service, BellSouth will provide AT&T with associated intercompany settlements reports (CATS and NICS) as appropriate.
- 17 In no case shall either Party be liable to the other for any direct or consequential damages incurred as a result of the obligations set out in this agreement.
- 18 RAO Compensation
 - 18.1 Rates for message distribution service provided by BellSouth for AT&T are as set forth in Exhibit A to this Attachment 6, incorporated herein by this reference.
 - 18.2 Rates for data transmission associated with message distribution service are as set forth in Exhibit A to this Attachment 6, incorporated herein by this reference.
 - 18.3 Data circuits (private line or dial-up) will be required between BellSouth and AT&T for the purpose of data transmission. Where a dedicated line is required, AT&T will be responsible for ordering the circuit, overseeing its installation and coordinating the installation with BellSouth. AT&T will also be responsible for any charges associated with this line. Equipment required on the BellSouth end to attach the line to the mainframe computer and to transmit successfully ongoing will be negotiated on a case by case basis. Where a dial-up facility is required, dial circuits will be installed in the BellSouth data center by BellSouth and the associated charges assessed to AT&T. Additionally, all message toll charges associated with the use of the dial circuit by AT&T will be the responsibility of AT&T. Associated equipment on the BellSouth end, including a modem, will be negotiated on a case by case basis between the Parties.
 - 18.4 All equipment, including modems and software, that is required on AT&T's end for the purpose of data transmission will be the responsibility of AT&T.
- 19 Intercompany Settlements Messages
 - 19.1 This Section addresses the settlement of revenues associated with traffic originated from or billed by AT&T as a facilities based provider of local exchange telecommunications services outside the BellSouth region. Only

traffic that originates in one Bell operating territory and bills in another Bell operating territory is included. Traffic that originates and bills within the same Bell operating territory will be settled on a local basis between AT&T and the involved company(ies), unless that company is participating in NICS.

- 19.2 Both traffic that originates outside the BellSouth region by AT&T and is billed within the BellSouth region, and traffic that originates within the BellSouth region and is billed outside the BellSouth region by AT&T, is covered by this Agreement (CATS). Also covered is traffic that either is originated by or billed by AT&T, involves a company other than AT&T, qualifies for inclusion in the CATS settlement, and is not originated or billed within the BellSouth region (NICS).
- 19.3 Once AT&T is operating within the BellSouth territory, revenues associated with calls originated and billed within the BellSouth region will be settled via Telcordia's (formerly BellCore), its successor or assign, NICS system.
- 19.4 BellSouth will receive the monthly NICS reports from Telcordia (formerly BellCore), its successor or assign, on behalf of AT&T. BellSouth will distribute copies of these reports to AT&T on a monthly basis.
- 19.5 BellSouth will receive the monthly CATS reports from Telcordia (formerly BellCore), its successor or assign, on behalf of AT&T. BellSouth will distribute copies of these reports to AT&T on a monthly basis.
- 19.6 BellSouth will collect the revenue earned by AT&T from the Bell operating company in whose territory the messages are billed (CATS), less a per message billing and collection fee of five cents (\$0.05), on behalf of AT&T. BellSouth will remit the revenue billed by AT&T to the Bell operating company in whose territory the messages originated, less a per message billing and collection fee of five cents (\$0.05), on behalf of AT&T. These two amounts will be netted together by BellSouth and the resulting charge or credit issued to AT&T via a monthly Carrier Access Billing System ("CABS") miscellaneous bill.
- 19.7 BellSouth will collect the revenue earned by AT&T within the BellSouth territory from another CLEC also within the BellSouth territory (NICS) where the messages are billed, less a per message billing and collection fee of five cents (\$0.05), on behalf of AT&T. BellSouth will remit the revenue billed by AT&T within the BellSouth region to the CLEC also within the BellSouth region, where the messages originated, less a per message billing and collection fee of five cents (\$0.05). These two amounts will be netted together by BellSouth and the resulting charge or credit issued to AT&T via a monthly CABS miscellaneous bill.

- 19.8 BellSouth and AT&T agree that monthly netted amounts of less than fifty dollars (\$50.00) will not be settled.

Optional Daily Usage File

- 1 Upon written request from AT&T, BellSouth will provide the Optional Daily Usage File (ODUF) service to AT&T pursuant to the terms and conditions set forth in this section.
- 2 AT&T shall furnish all relevant information required by BellSouth for the provision of the Optional Daily Usage File.
- 3 The Optional Daily Usage Feed will contain billable messages that were carried over the BellSouth Network and processed in the BellSouth Billing System, but billed to an AT&T end user ~~customer~~.

Charges for delivery of the Optional Daily Usage File will appear on the AT&Ts' monthly bills. The charges are as set forth in Exhibit A to this Attachment 6, incorporated herein by this reference.

- 4 The Optional Daily Usage Feed will contain both rated and unrated messages. All messages will be in the standard Alliance for Telecommunications Industry Solutions (ATIS) EMI record format.
- 5 Messages that error in the billing system of the AT&T will be the responsibility of the AT&T. If, however, the AT&T should encounter significant volumes of errored messages that prevent processing by the AT&T within its systems, BellSouth will work with the AT&T to determine the source of the errors and the appropriate resolution.
- 6 The following specifications shall apply to the Optional Daily Usage Feed.

6.1 Usage To Be Transmitted

- 6.1.1 The following messages recorded by BellSouth will be transmitted to the AT&T:

- message recording for per use/per activation type services (examples: Three Way Calling, Verify, Interrupt, Call Return, ETC.)
- measured billable Local
- Directory Assistance messages
- intraLATA Toll
- WATS & 800 Service
- N11
- Information Service Provider Messages
- Operator Services Messages

- Operator Services Message Attempted Calls (UNE only)
- Credit/Cancel Records
- Usage for Voice Mail Message Service

6.1.2 Rated Incollects (originated in BellSouth and from other companies) can also be on Optional Daily Usage File. Rated Incollects will be intermingled with BellSouth recorded rated and unrated usage. Rated Incollects will not be packed separately.

6.1.3 BellSouth will perform duplicate record checks on records processed to Optional Daily Usage File. Any duplicate messages detected will be deleted and not sent to AT&T.

6.1.4 In the event that AT&T detects a duplicate on Optional Daily Usage File they receive from BellSouth, AT&T will drop the duplicate message (AT&T will not return the duplicate to BellSouth).

6.2 Physical File Characteristics

6.2.1 The Optional Daily Usage File will be distributed to AT&T via an agreed medium with CONNECT:Direct being the preferred transport method. The Daily Usage Feed will be a variable block format (2476) with an LRECL of 2472. The data on the Daily Usage Feed will be in a non-compacted EMI format (175 byte format plus modules). It will be created on a daily basis (Monday through Friday except holidays). Details such as dataset name and delivery schedule will be addressed during negotiations of the distribution medium. There will be a maximum of one dataset per workday per OCN.

6.2.2 Data circuits (private line or dial-up) may be required between BellSouth and AT&T for the purpose of data transmission. Where a dedicated line is required, AT&T will be responsible for ordering the circuit, overseeing its installation and coordinating the installation with BellSouth. AT&T will also be responsible for any charges associated with this line. Equipment required on the BellSouth end to attach the line to the mainframe computer and to transmit successfully ongoing will be negotiated on a case by case basis. Where a dial-up facility is required, dial circuits will be installed in the BellSouth data center by BellSouth and the associated charges assessed to AT&T. Additionally, all message toll charges associated with the use of the dial circuit by AT&T will be the responsibility of AT&T. Associated equipment on the BellSouth end, including a modem, will be negotiated on a case by case basis between the parties. All equipment, including modems and software, that is required on AT&T end for the purpose of data transmission will be the responsibility of AT&T.

6.3 Packing Specifications

- 6.3.1 A pack will contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record. One transmission can contain a maximum of 99 packs and a minimum of one pack.
- 6.3.2 The OCN, From RAO, and Invoice Number will control the invoice sequencing. The From RAO will be used to identify to AT&T which BellSouth RAO that is sending the message. BellSouth and AT&T will use the invoice sequencing to control data exchange. BellSouth will be notified of sequence failures identified by AT&T and resend the data as appropriate.

THE DATA WILL BE PACKED USING ATIS EMI RECORDS.

6.4 Pack Rejection

- 6.4.1 AT&T will notify BellSouth within one business day of rejected packs (via the mutually agreed medium). Packs could be rejected because of pack sequencing discrepancies or a critical edit failure on the Pack Header or Pack Trailer records (i.e. out-of-balance condition on grand totals, invalid data populated). Standard ATIS EMI Error Codes will be used. AT&T will not be required to return the actual rejected data to BellSouth. Rejected packs will be corrected and retransmitted to AT&T by BellSouth.

6.5 Control Data

AT&T will send one confirmation record per pack that is received from BellSouth. This confirmation record will indicate AT&T received the pack and the acceptance or rejection of the pack. Pack Status Code(s) will be populated using standard ATIS EMI error codes for packs that were rejected by AT&T for reasons stated in the above section.

6.6 Testing

- 6.6.1 Upon request from AT&T, BellSouth shall send test files to AT&T for the Optional Daily Usage File. The parties agree to review and discuss the file's content and/or format. For testing of usage results, BellSouth shall request that AT&T set up a production (LIVE) file. The live test may consist of AT&T's employees making test calls for the types of services AT&T requests on the Optional Daily Usage File. These test calls are logged by AT&T, and the logs are provided to BellSouth. These logs will be used to verify the files. Testing will be completed within 30 calendar days from the date on which the initial test file was sent.

Enhanced Optional Daily Usage File

1 Upon written request from AT&T, BellSouth will provide the Enhanced Optional Daily Usage File (EODUF) service to AT&T pursuant to the terms and conditions set forth in this section. EODUF will only be sent to existing ODUF subscribers who request the EODUF option.

2 The AT&T shall furnish all relevant information required by BellSouth for the provision of the Enhanced Optional Daily Usage File.

3 The Enhanced Optional Daily Usage File (EODUF) will provide usage data for local calls originating from resold Flat Rate Business and Residential Lines.

Charges for delivery of the Enhanced Optional Daily Usage File will appear on the AT&Ts' monthly bills. The charges are as set forth in Exhibit A to this Attachment 6, incorporated herein by this reference.

4 All messages will be in the standard Alliance for Telecommunications Industry Solutions (ATIS) EMI record format.

5 Messages that error in the billing system of the AT&T will be the responsibility of the AT&T. If, however, the AT&T should encounter significant volumes of errored messages that prevent processing by the AT&T within its systems, BellSouth will work with the AT&T to determine the source of the errors and the appropriate resolution.

6 The following specifications shall apply to the Optional Daily Usage Feed.

6.1 Usage To Be Transmitted

6.1.1 The following messages recorded by BellSouth will be transmitted to AT&T:

Customer usage data for flat rated local call originating from CLEC end user lines (1FB or 1FR). The EODUF record for flat rate messages will include:

Date of Call
From Number
To Number
Connect Time
Conversation Time
Method of Recording
From RAO
Rate Class

Message Type
Billing Indicators
Bill to Number

- 6.1.2 BellSouth will perform duplicate record checks on EODUF records processed to Optional Daily Usage File. Any duplicate messages detected will be deleted and not sent to AT&T.
- 6.1.3 In the event that AT&T detects a duplicate on Enhanced Optional Daily Usage File they receive from BellSouth, AT&T will drop the duplicate message (AT&T will not return the duplicate to BellSouth).

6.2 Physical File Characteristics

- 6.2.1 The Enhanced Optional Daily Usage Feed will be distributed to AT&T over their existing Optional Daily Usage File (ODUF) feed. The EODUF messages will be intermingled among AT&T's Optional Daily Usage File (ODUF) messages. The EODUF will be a variable block format (2476) with an LRECL of 2472. The data on the EODUF will be in a non-compacted EMI format (175 byte format plus modules). It will be created on a daily basis (Monday through Friday except holidays).
- 6.2.2 Data circuits (private line or dial-up) may be required between BellSouth and AT&T for the purpose of data transmission. Where a dedicated line is required, AT&T will be responsible for ordering the circuit, overseeing its installation and coordinating the installation with BellSouth. AT&T will also be responsible for any charges associated with this line. Equipment required on the BellSouth end to attach the line to the mainframe computer and to transmit successfully ongoing will be negotiated on a case by case basis. Where a dial-up facility is required, dial circuits will be installed in the BellSouth data center by BellSouth and the associated charges assessed to AT&T. Additionally, all message toll charges associated with the use of the dial circuit by AT&T will be the responsibility of AT&T. Associated equipment on the BellSouth end, including a modem, will be negotiated on a case by case basis between the parties. All equipment, including modems and software, that is required on AT&T end for the purpose of data transmission will be the responsibility of AT&T.

6.3 Packing Specifications

- 6.3.1 A pack will contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record.

One transmission can contain a maximum of 99 packs and a minimum of one pack.

6.3.2 The Operating Company Number (OCN), From Revenue Accounting Office (RAO), and Invoice Number will control the invoice sequencing. The From RAO will be used to identify to AT&T which BellSouth RAO that is sending the message. BellSouth and AT&T will use the invoice sequencing to control data exchange. BellSouth will be notified of sequence failures identified by AT&T and resend the data as appropriate.

6.3.3 THE DATA WILL BE PACKED USING ATIS EMI RECORDS.

ATTACHMENT 6
BELLSOUTH'S PROPOSED RATES

BELLSOUTH/CLEC-1 RATES
ODUF/EODUF/ADUF/CMD5

DESCRIPTION	USOC	RATES BY STATE									
		AL	FL	GA	KY	LA	MS	NC	SC	TN	
ODUF/EODUF/ADUF/CMD5											
ODUF: Recording, per message	N/A	\$0.0002	\$0.008	\$0.008	\$0.0008611	\$0.00019	\$0.0001179	\$0.008	\$0.0002862	\$0.008	
EODUF: Message Processing, per message	N/A	\$0.0033	\$0.004	\$0.004	\$0.0032357	\$0.0024	\$0.0032089	\$0.004	\$0.0032344	\$0.004	
ADUF: Message Processing, per message	N/A	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	
ADUF: Message Processing, per message	N/A	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	
ADUF: Message Processing, per message	N/A	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	\$0.004	
CMD5: Message Processing, per magnetic tape provisioned	N/A	\$55.19	\$54.95	\$54.95	\$55.68	\$47.30	\$54.62	\$54.95	\$54.72	\$54.95	
ODUF: Message Processing, per magnetic tape provisioned	N/A	\$47.30	\$47.30	\$47.30	\$47.30	\$47.30	\$47.30	\$47.30	\$47.30	\$47.30	
EODUF: Message Processing, per magnetic tape provisioned	N/A	\$54.95	\$54.95	\$54.95	\$54.95	\$54.95	\$54.95	\$54.95	\$54.95	\$54.95	
ADUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.00004	\$0.001	\$0.001	\$0.0000365	\$0.00003	\$0.0000354	\$0.001	\$0.0000357	\$0.001	
EODUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	\$0.0000364	
ADUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	
CMD5: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	\$0.001	
NOTES:											
All rates identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the parties upon request by either party.											

NOTES:

If no rate is identified in the contract, the rate for the specific service or function will be as set forth in applicable BellSouth tariff or as negotiated by the parties upon request by either party.

ATTACHMENT 6
AT&T'S PROPOSED RATES

ODUF/EDOUF/ADUF

DESCRIPTION	USOC	TN
ODUF: Recording, per message	N/A	\$0.0000044
ODUF: Message Processing, per message	N/A	\$0.0027366
EODUF: Message Processing, per message	N/A	\$0.0027366
ADUF: Message Processing, per message	N/A	\$0.0027366
CMDS: Message Processing, per message	N/A	\$0.0027366
ODUF: Message Processing, per magnetic tape provisioned	N/A	\$52.75
EODUF: Message Processing, per magnetic tape provisioned	N/A	\$52.75
ADUF: Message Processing, per magnetic tape provisioned	N/A	\$52.75
ODUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.0000339
EODUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.0000339
ADUF: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.0000339
CMDS: Data Transmission (CONNECT:DIRECT), per message	N/A	\$0.0000339

ATTACHMENT 6

EXHIBIT E -- **DISAGREE**

Inter-Carrier Compensation (BellSouth UNE-P Call Flows)

CALL TYPE	BST Call Flow Diagram	No Billing	Switching		Tandem		Shared Transport *		Melded Tandem**		800 Query Charge
			Port	Switching	Port	Switching	Fixed	Per Mile	Port	Switching	
IntraOffice/Intrastwitch											
AT&T Originating	1,2	N/A	1	0	0	0	0	0	0	0	0
AT&T Terminating	2,9	1	0	0	0	0	0	0	0	0	0
IntraOffice/Interswitch											
AT&T Originating	3,4	N/A	2	2	0	0	1	0	0	0	0
AT&T Terminating***	4,10	1	0	0	0	0	0	0	0	0	0
IntraLATA Interoffice											
AT&T Originating	5	N/A	2	2	0	0	1	1	1	2	0
ILEC or TSR Terminating	6	N/A	2	2	0	0	1	1	1	2	0
AT&T or CLEC (UNE) Terminating***	13	N/A	2	2	0	0	1	1	1	2	0
CLEC (FBN) Terminating											
AT&T Terminating	11	1	0	0	0	0	0	0	0	0	0
ILEC, TSR Originating	6	1	0	0	0	0	0	0	0	0	0
CLEC (UNE) Originating***	6	1	0	0	0	0	0	0	0	0	0
AT&T (UNE) Originating***											
CLEC (FBN) Originating***	26	1	0	0	0	0	0	0	0	0	0
InterLATA, IntraLATA/Toll Calls											
AT&T Originating	14	N/A	1	1	0	0	1	1	1	2	0
CLEC (FBN) Terminating	22,23	N/A	1	1	1	1	1	1	0	0	0
IXC Terminating****											
AT&T Terminating	27	N/A	1	1	1	1	1	1	0	0	0
CLEC (FBN) Originating****	33,34	N/A	1	1	1	1	1	1	0	0	0
IXC Originating****											
AT&T Originated 800 Calls											
IntraLATA Intraoffice/Intrastwitch 800	37	N/A	1	0	0	0	0	0	0	0	1
IntraLATA Intraoffice/Interswitch 800	37a	N/A	1	1	0	0	1	0	0	0	1
IntraLATA Interoffice 800	38	N/A	1	1	0	0	1	1	1	2	1
InterLATA 800****	22	N/A	1	1	1	1	1	1	0	0	1

Inter-Carrier Compensation (BellSouth UNE-P Call Flows)

<u>CALL TYPE</u>	<u>Exchange Message Record</u>	<u>AMA Usage Recordings</u>
IntraOffice/Intraswitch		
AT&T Originating	EMI 101031	Call Code 001/072
AT&T Terminating	N/A	Call Code 001/072
IntraOffice/Interswitch		
AT&T Originating	EMI 101031	Call Code 001/072
AT&T Terminating***	N/A	Call Code 001/072
IntraLATA Interoffice		
AT&T Originating		
ILEC or TSR Terminating	EMI 100131	Call Code 001/072 or 006/072 (expanded local calling area)
AT&T or CLEC (UNE) Terminating***	EMI 100131	Call Code 001/072 or 006/072 (expanded local calling area)
CLEC (FBN) Terminating	EMI 100131	Call Code 001/072 or 006/072 (expanded local calling area)
AT&T Terminating		
ILEC, TSR Originating	N/A	Call Code 001/072 or 006/072 (expanded local calling area)
CLEC (UNE) Originating***	N/A	Call Code 001/072 or 006/072 (expanded local calling area)
AT&T (UNE) Originating***	N/A	Call Code 001/072 or 006/072 (expanded local calling area)
CLEC (FBN) Originating***	N/A	Call Code 119, 066, or 720
InterLATA, IntraLATA/Toll Calls		
AT&T Originating		
CLEC (FBN) Terminating	EMI 100101	Call Code 001/072 or 006/072 (expanded local calling area)
IXC Terminating****	EMI 1101XX	Call Code 110/117 on FGD or 134 on FGB
AT&T Terminating		
CLEC (FBN) Originating****	EMI 1101XX	Call Code 119, 066, or 720
IXC Originating****	EMI 1101XX	Call Code 119 on FGD or 135 on FGB
AT&T Originated 800 Calls		
IntraLATA Intraoffice/Intraswitch 800	EMI 110125 w/ CIC 5124	Call Code 142 for 800
IntraLATA Intraoffice/Interswitch 800	EMI 110125 w/ CIC 5124	Call Code 142 for 800
IntraLATA Interoffice 800	EMI 110125 w/ CIC 5124	Call Code 142 for 800
InterLATA 800****	EMI 110125	Call Code 110/117 on FGD or 134 on FGB

Billing of the loop and port monthly charges are assumed and not represented in this chart.

* Shared Transport mileage is from End Office to Tandem or End Office B (BellSouth multinet network).

** BellSouth applies a melded Tandem rate (e.g. assumes 20% tandem routed) for transit traffic (i.e., multinet network).

*** Since terminating switching and reciprocal compensation are equal:

1 Terminating CLEC does not pay BST for terminating switching and does not receive reciprocal compensation from Originating CLEC (net=0)

2 Originating CLEC pays terminating switching to BST instead of paying reciprocal compensation to terminating CLEC

3 BST does not have to provide the recording to Terminating CLEC that it would need to bill Originating CLEC for reciprocal compensation.

**** If Tandem routed: Switching Port, Tandem Switching, Tandem Port and Shared Transport also apply.

Note: A "0" entry indicates that no charge should apply. A "1" entry, for ex., indicates number of charges applicable.

Note: Unless specifically identified, BST differentiates between IntraLATA Local and IntraLATA Toll.

MULTI-NETWORK ISSUE: Call Flows 13 & 26. BST allows FBN CLEC to bill BST Reciprocal Compensation when BST terminates traffic to FBN CLEC.

However, when FBN CLEC terminates traffic to BST, BST expects UNE CLEC to bill the FBN CLEC for the Local Interconnection.

Matrix represents AT&T's view of charges where FBN CLEC originated calls are terminated as if to BST (even though ultimately delivered to UNE CLEC).

7

ATTACHMENT ~~457~~

**INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING,
MAINTENANCE AND REPAIR AND PRE-ORDERING**

Open/Disagree Issues:

Section 1.1	Open-AT&T
Section 2.3	Open- BST /AT&T
Section 3.5	Open AT&T
Section 3.16	Open AT&T
Section 3.20	Open BST
Section 3.21	Open BST
Section 3.22	Open BST
Section 3.23	Open BST
Section 4.2	Open-BST Disagree
Section 4.6	Open- BST AT&T
Section 5.2	Open AT&T
Section 6	Open-AT&T
Exhibit A	Open-BST/ AT&T

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3	Ordering and Provisioning	6
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5	Operational Readiness Test ("ORT")	11
6	[Joint Implementation Agreement Development] [OPEN-AT&T to redraft Section 7].....	<u>1212121211</u>

1011

**INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING,
MAINTENANCE AND REPAIR AND PRE-ORDERING**

1. General Conditions

- 1.1 This Attachment 745 sets forth the terms and conditions under which BellSouth will provide AT&T access to the following BellSouth Operations Support Systems ("OSS") functions. Access to these functions shall be via various interfaces ~~and personnel~~ and may be used by AT&T for pre-ordering, ordering, provisioning, maintenance and repair, and billing functions, which are supported by BellSouth databases, ~~and information, and personnel.~~ **[Ordering of Services and Elements shall be electronic in all instances except where electronic ordering capability has not been developed for the particular Services and Elements being ordered or in the instance where the electronic interface is temporarily unavailable. If the electronic interface is not available, orders may be sent to BellSouth via facsimile, United States Mail, or in a manner otherwise agreed to by the Parties.] [OPEN-AT&T]** BellSouth's current interfaces to OSS functions are:

Interfaces	Function
EDI, TAG, LENS, <u>LENS99</u> , ROBO TAG	Ordering
TAG, LENS, <u>LENS99</u>	Pre-order
EDI, TAG, LENS, <u>LENS99</u> , ROBO TAG , CSOTS	Provisioning
EBI (ECTA), TAFI	Maintenance and Repair
CABS, CRIS, BIBS	Billing and Recording

~~OPEN BST (MJP) to provide language re: utilization of manual process.]~~

- 1.2 BellSouth will provide AT&T with access to the interfaces twenty-four (24) hours a day, seven (7) days a week, except for scheduled maintenance. BellSouth shall provide AT&T a minimum of fifteen (15) calendar days advance notice of any scheduled maintenance.

- 1.3 Downtime shall be scheduled when systems experience minimum usage.
- 1.4 Single Point of Contact ("SPOC")
 - 1.4.1 BellSouth will provide a SPOC to provide technical support for the interfaces described herein. AT&T will also provide a SPOC for technical issues related to said interfaces.
 - 1.4.2 BellSouth will provide a SPOC for all ordering and provisioning contacts and order flow involved in the purchase and provisioning of BellSouth's Services and Elements.
 - 1.4.3 BellSouth and AT&T will provide one another with toll-free contact numbers for their respective SPOCs.
- 1.5 The Parties agree that the current Change Control Process attached hereto as Exhibit A, and incorporated herein by this reference, will be used to manage changes to existing interfaces, introduction of new interfaces and retirements of interfaces. AT&T and BellSouth agree to comply with the provisions of the current Change Control Process.
- 1.6 Throughout the term of this Agreement, the quality of the technology, equipment, facilities, processes, and techniques (including, without limitation, such new architecture, equipment, facilities, and interfaces as BellSouth may deploy) that BellSouth provides to AT&T under this Agreement must be at least equal in quality to that provided by BellSouth to itself and its affiliates. The service standards, measurements and performance incentives applicable to the interfaces are set forth in Attachment 9 (Performance Standards, Measurements and Remedies) of this Agreement, incorporated herein by this reference.
- 1.7 AT&T and BellSouth will utilize standard industry formats and data elements developed by the Alliance for Telecommunications Industry Solutions ("ATIS"), including without limitation to the Ordering and Billing Forum ("OBF") ("ATIS and its associated committees"). Where standard industry formats and data elements are not developed by ATIS and its associated committees, AT&T and BellSouth will use the Change Control Process to address the specific format or data element requirements. When an ATIS and its associated committees standard or format is subsequently adopted, the Parties will utilize the Change Control Process to determine whether to continue to utilize the non-ATIS and its associated committees standard or format and when to implement the ATIS and its associated committees standard or format.

- 1.8 Subscription Functions. In cases where BellSouth performs subscription functions for an inter-exchange carrier [i.e., PIC, and LPIC changes via Customer Account Record Exchange ("CARE")], BellSouth will provide the affected inter-exchange carriers with the Operating Company Number ("OCN") of the local provider for the purpose of obtaining end user billing account and other end user information required under subscription requirements.

2 Pre-ordering

- 2.1 BellSouth shall provide access to the following pre-ordering functions: service address validation, telephone number selection, service and feature availability, due date information, dispatch and available installation appointments, PIC options for intraLATA and interLATA toll, loop qualification information and end user record information.
- 2.2 BellSouth shall provide AT&T with non-discriminatory access to the loop qualification information that is available to BellSouth, so that AT&T can make an independent judgment about whether the loop is capable of supporting the advanced services equipment that AT&T intends to install. Loop qualification information is defined as information, such as the composition of the loop material, including but not limited to: fiber optics or copper; the existence, location and type of any electronic or other equipment on the loop, including but not limited to, digital loop carrier or other remote concentration devices, feeder/distribution interfaces, bridge taps, load coils, pair-gain devices, disturbers in the same or adjacent binder groups; the loop length, including the length and location of each type of transmission media; the wire gauge(s) of the loop; and the electrical parameters of the loop, which may determine the suitability of the loop for various technologies.

- 3.32.3** BellSouth and AT&T will provide access to end user ~~customer~~ service record information where the Parties have the appropriate written authorization from the end user ~~customer~~. Neither Party shall be required to present prior written authorization from each end user ~~customer~~ to the other Party before being allowed access to end user ~~customer~~ record information. Each Party will issue the other a blanket letter of authorization that states that AT&T and BellSouth will obtain the ~~customer~~ end user's permission before accessing end user ~~customer~~ records. **[Each Party shall retain the letters of authorization from its end users.] [If BellSouth desires to request a Customer Service Record ("CSR") for an AT&T customer, BellSouth is required to complete a Customer Service Information**

Query ("CSIQ") form and send via facsimile to AT&T. AT&T will accept CSR requests from BellSouth as acting agent for the customer (BellSouth should retain Letter of Authorization ("LOA") on file). AT&T will provide the CSR and return via facsimile both the CSIQ form and the CSR within 48 hours or 2 business days, if the first of the two days falls on a Friday or a holiday. The provisioning of local service for the territory served by BellSouth is handled by AT&T's work center located in Atlanta, Georgia. The work center's facsimile telephone number is (404) 329-2169. Voice inquiries on the CSIQ should be directed to (404) 982-6611.] [OPEN-AT&T]

3 Ordering and Provisioning

- 3.1 BellSouth will recognize AT&T as the customer of record for services ordered by AT&T pursuant to this Agreement and will send all notices, invoices and pertinent information directly to AT&T. Except as otherwise specifically provided in this Agreement, AT&T shall be the single and sole point of contact for all AT&T end users.
- 3.2 Each Party shall refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by the other Party. Each Party shall ensure that all their representatives who receive inquiries regarding the other Party's services or products: (i) provide such numbers to callers who inquire about the other Party's services or products; and (ii) do not in any way disparage or discriminate against the other Party, or its products or services.
- 3.3 BellSouth will provide access to ordering and provisioning functions via the interfaces as set forth in Section 1.1 of this Attachment ~~745~~. To order the services, AT&T will format the service request pursuant to the requirements of the Interface utilized.
- 3.4 AT&T may submit, and BellSouth will accept, orders for Services and Elements on a single service request per end user account.
- 3.5 Currently all telecommunications services for resale; unbundled network elements, and interconnection are requested via BellSouth's Local Service Request ("LSR"). The exception to this is an industry wide exception dealing with ordering interconnection local trunking which is ordered on an Access Service Request ("ASR"). Ordering procedures are as outlined in the ordering guide posted on the web. Changes or additions to ordering procedures resulting from new

Services and Elements shall be provided to AT&T through its account team and BellSouth's Internet website and shall comply with Exhibit A, attached hereto and incorporated herein by this reference.

- 3.6 BellSouth shall provide all ordering and provisioning services to AT&T during the same business hours of operation that BellSouth provisions service to its affiliates or end users. Ordering and provisioning support required by AT&T outside of these hours will be considered outside of normal business hours and will be subject to overtime billing.
- ~~3.83.7~~ If AT&T requests that BellSouth perform provisioning services at times or on days other than as required in the preceding sentence, BellSouth shall provide AT&T a quote for such services consistent with the provisions set forth in Exhibit A of Attachment 2 of this Agreement, incorporated herein by this reference.
- ~~3.73.8~~ To ensure the most efficient use of facilities and resources, orders placed in the hold or pending status by AT&T will be held for a maximum of thirty (30) days from the date the order is placed on hold. After such time, if AT&T wishes to reinstate an order, AT&T may be required to submit a new service order.
- ~~3.83.9~~ Upon request from AT&T, and consistent with the provisions of Section ____ of Attachment 2 of this Agreement, incorporated herein by reference, BellSouth will provide an intercept referral message for any order for Services and Elements which include any new AT&T telephone number.
- ~~3.93.10~~ BellSouth will provide AT&T with a Firm Order Confirmation ("FOC") in compliance with the provisions of Attachment 9 of this Agreement, incorporated herein by this reference. The FOC will provide AT&T with the BellSouth order number, the negotiated service due date, telephone/circuit numbers (as applicable to the service). Additional specific data may also be provided, if appropriate.
- ~~3.103.11~~ AT&T will specify on each order its Desired Due Date ("DDD") for completion of that particular order. BellSouth shall not complete the order prior to DDD unless early turn-up is needed for testing purposes. BellSouth will notify AT&T if the DDD cannot be met. BellSouth will make best effort to meet the DDD for service requests.
- 3.12 If, during the provisioning visit to the AT&T end user premises, the AT&T end user requests additional work, BellSouth will contact AT&T for authorization to perform said work; will provide an estimate of time

and materials required; will quote time and charges at the completion of the visit; and will notify AT&T if a subsequent visit is required.

3.113.13 Expedite and Escalation Procedures:

3.11.13.14 Requests for due dates that are earlier than the BellSouth offered date will be treated as an expedite request. In order to request an expedited due date, AT&T must request the expedite through the appropriate BellSouth service center on the appropriate service request form. The BellSouth service center will coordinate the request internally with the appropriate groups within BellSouth in order to establish the date BellSouth will target as the offered date. The BellSouth service center will advise AT&T of this date on the FOC. If the date on the FOC does not meet AT&T's expedited request, AT&T may escalate to the appropriate center. BellSouth may bill expedite charges for expedited due date and will advise AT&T of any charges at the time the offered date is provided. BellSouth will provide an escalation list to AT&T containing the names and numbers of the appropriate personnel escalations are to be referred.

3.123.15 When AT&T orders Services and Elements pursuant to this Agreement, BellSouth shall provide notification electronically of any instances when (1) BellSouth's Committed Due Dates are in jeopardy of not being met by BellSouth on any service, (2) an order contains Rejections/Errors in any of the data element(s) fields, or (3) completion notice. When AT&T orders Services and Elements pursuant to this Agreement manually, BellSouth shall provide notification in the same manner in which it was sent of any instances when an order contains Rejections/Errors in any of the data element(s) fields. Any other notification or request for manual orders shall be available through BellSouth's Internet web site. Such notice will be made as soon as the jeopardy or reject is identified.

3.133.16 BellSouth and AT&T will perform co-operative testing (including trouble shooting to isolate problems) to test any Services and Elements purchased by AT&T pursuant to this Agreement in order to identify any performance problems identified at turn-up of the Services and Elements.

3.143.17 Where BellSouth provides installation on behalf of AT&T, BellSouth shall advise the AT&T end user to notify AT&T

immediately if the AT&T end user requests a service change at the time of installation.

~~3.153.18~~

Upon AT&T's request through a Suspend/Restore Order, BellSouth shall suspend or restore the functionality of any Services and Elements provided pursuant to this Agreement.

~~3.163.19~~

Unless otherwise ordered by AT&T, when AT&T orders Services and Elements pursuant to this Agreement, all pre-assigned trunk or telephone numbers currently associated with those Services and Elements shall be retained without loss of switched based features where such features exist. AT&T shall be responsible for ensuring that associated functions (e.g., entries to databases and 911/E911 capability) are properly ordered or retained on the service request.

3.20

[For the currently combined loop-port combination, BellSouth shall establish an unbundled network element infrastructure to support the ordering of local service utilizing BellSouth's NIDs, loops, switching and interoffice transport.]

3.21

The UNE-Platform will consist of two orders sent from AT&T to BellSouth; the first is the footprint combination order, and the second is the end user UNE-P combination order.

3.22

The footprint combination order shall instruct BellSouth to establish the common equipment necessary to provide local service from a given central office. AT&T will transmit one footprint order for each BellSouth central office.

3.23

The end user UNE-P order shall request that BellSouth provide a NID, loop, and vertical switching features for a specific AT&T local customer. The order shall include all customer specific custom calling and blocking features, along with directory listing information.] [OPEN BST]

4

Maintenance

4.1

BellSouth shall perform maintenance functions for all Services and Elements provided pursuant to this Agreement in accordance with the terms and conditions of this Attachment ~~745~~ and as set forth in the Operational Understanding between BellSouth and AT&T Maintenance

Centers ("Operational Understanding"), incorporated herein by this reference.

- 4.2** DISAGREE – BST PROPOSAL: BellSouth shall provide AT&T with access to maintenance and repair functions through its TAFI and ETCA interfaces. The functionality provided through the ETCA interface shall be as set forth in the adopted applicable national standards. The TAFI interface shall allow AT&T personnel to perform the following functions for AT&T end users: (i) enter a trouble ticket into the BellSouth maintenance system for an AT&T end user; (ii) retrieve and track current status on all AT&T end user repair tickets; (iii) receive "estimated time to repair" on a real time basis; (iv) route a repair ticket to the appropriate BellSouth work group for trouble handling (e.g. field dispatch, central office dispatch, further analysis by BellSouth personnel of trouble); and (v) perform an electronic test at the time of ticket entry and provide test results to AT&T.

AT&T PROPOSAL: BellSouth shall provide AT&T with access to maintenance and repair functions through its TAFI and ETCA interfaces. The functionality provided through the ETCA interface shall be as set forth in the adopted applicable national standards. The TAFI interface shall allow AT&T personnel and customer service representatives to perform the following functions for AT&T end users: (i) enter a new end user trouble ticket into the BellSouth maintenance system for an AT&T end user; (ii) retrieve and track current status on all AT&T end user repair tickets; (iii) receive "estimated time to repair" ("ETTR") on a real-time basis; (iv) receive timely notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair opportunity; (v) retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of materials used, procedures employed, amounts incurred in each subcategory, and total by end user, per event); (vi) perform an electronic test at the time of ticket entry and provide test results to AT&T; (vii) display products and services that are programmed on a line or port; (viii) view pending orders associated with a line, port or circuit; (ix) view the LMOS trouble report; (x) query and view the current central office translations associated with a line or port; (xi) view both abbreviated and extended trouble histories for a line, port or circuit; (xii) view customer line record in LMOS; and (xiii) add or delete features to a central office line or port.

- 4.3** BellSouth service technicians shall provide to AT&T end users repair service that is at least equal in quality to that provided to BellSouth end users and trouble calls from AT&T shall receive response time priority

that is at least equal to that of BellSouth end users and shall be handled on a "first come first served" basis regardless of whether the end user is an AT&T end user or a BellSouth end user.

- 4.4 For services provided through resale, BellSouth agrees to provide AT&T with scheduled maintenance for residence and small business end users consistent with the Operational Understanding. BellSouth agrees to provide AT&T written notification of Central Office conversions and such conversions consistent with the Operational Understanding.
- 4.5 Maintenance charges for premises visits by BellSouth technicians shall be billed by AT&T to its end user, and not by BellSouth. The BellSouth technician shall, (i) contact AT&T for authorization, (ii) provide an estimate of time and materials required, (iii) quote time and charges at the completion of the repair visit, (iv) notify AT&T if a subsequent visit is required. BellSouth will bill maintenance charges for premises visits to AT&T.
- 4.6 **[When maintenance charges are incurred during premises visits, the BellSouth technician shall present the end user with a form that is consistent with Section 19 of the General Terms and Conditions of this Agreement, incorporated herein by this reference, detailing the time spent, the materials used, and an indication that the trouble has either been resolved, or that additional work will be necessary, in which case, BellSouth technician shall make an additional appointment with the Customerend user. The BellSouth technician shall obtain the Customerend user's signature upon said form, and then use the signed form to input maintenance charges into BellSouth's billing database (accessible by way of the Electronic Interface established pursuant to Section 6 preceding of this Attachment 15).] [OPEN-AT&T]**
- 5 **Operational Readiness Test ("ORT")**
- 5.1 Prior to initial live access to interface functionality and subject to mutual agreement, the Parties shall conduct Operational Readiness Testing ("ORT") which will allow for the testing of the systems, interfaces, and processes for the OSS functions.
- 5.2 **For each OSS training class offered by BellSouth, AT&T shall receive at no cost, one seat per class per year. Job aids for updates to such OSS training information are available to AT&T on the BST Website**

_____ Prior to live system usage, AT&T will complete user education classes for BellSouth-provided interfaces that affect the BellSouth network.
~~[There shall be no charge to AT&T for one seat for one class for each release.] [OPEN-AT&T]~~

Z6 _____ [Joint Implementation Agreement Development] [OPEN-AT&T to redraft Section 7]

6.1 _____ [AT&T and BellSouth agree to ~~develop continue documenting, within 60 days of approval of this Agreement,~~ a project plan for each interface that explicitly identifies all essential activities, sequence and interrelationship of these activities and the target completion dates for each activity identified. The project plans will reflect, on an on-going basis, delivery of target interfaces as discussed and agreed to within each preceding section.

6.2 _____ AT&T and BellSouth recognize that the preceding project plans are not sufficient to fully resolve all technical and operational details related to the interfaces described. Therefore, AT&T and BellSouth agree to document the additional technical and operational details in the form of a Joint Implementation Agreement ("JIA"), according to the industry standards established by OBF —These JIAs may be modified by mutual agreement of the Parties.

6.3 _____ AT&T and BellSouth agree to document both a topical outline for the JIAs, and establish a schedule for identifying, discussing, resolving and documenting resolution of issues related to each aspect of the JIA topical outline for each interface discussed in this document. In no case will either end-to-end integrity testing or load testing begin without both Parties mutually agreeing that each interface JIA documents the intended operation of the interface scheduled for testing. By mutual agreement, specific paragraphs or entire sections of the overall Agreement may be identified and documented to serve the purpose described for the Joint Implementation Agreement for specific interfaces. Any issues identified and subsequently resolved through either the end-to-end integrity or load testing processes will be incorporated into the impacted interface JIA within 30 days of issue resolution.

6.4 _____ Performance measurements shall be established pursuant to Attachment _____ of this Agreement, incorporated herein by this reference.]

CHANGE CONTROL PROCESS

Note: The parties disagree to the terms and conditions of the Change Control Process in their entirety.

AT&T Proposal: Tab A

BellSouth Proposal: Tab B

A

Introduction

Purpose

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Electronic Interfaces, and the introduction of new interfaces, and the retirement of interfaces detailed below and provides for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect or are reasonably likely to affect external users of BellSouth's Electronic Interface Applications and associated mManual pProcesses Improvements performance or ability to provide service. This process shall be referred to as the Change Control Process

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory requirements. Parties shall provide appropriate notice and seek agreement of CLEC/BellSouth Change Control Review Team participants prior to deviating from the process established within this document.

The Change Control Process is applicable to the following existing interfaces and associated manual processes for pre-ordering, ordering and provisioning, maintenance and repair, and billing:

- Local Exchange Navigation System (LENS)
- Local Exchange Navigation System 99 (LENS99).
- RoboTag
- TAG
- Electronic Data Interchange (EDI), including EDI-PC
- CSOTS
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CRIS
- CABS
- BIBS

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services
- New or Revised Edits
- Process
- Regulatory
- Documentation including training
- Defect correction

**Change Control Process
Introduction**

Objectives:

- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes
- Migrate and adhere to the Industry standards that impact Electronic Interfaces and manual processes relative to order, pre-order, and maintenance.

AssumptionsAssumptions

- All parties will comply with all legal and regulatory requirements.
- CLECs and BellSouth will define single points of contact in each of their companies for communicating and coordinating change notification.
- All change requests and notifications are made in writing.
- Change notification occurs in advance of implementation to allow for assessment and testing.
- BellSouth will assign Change Control tracking numbers.
- BellSouth will assign Release tracking numbers.
- BellSouth will be responsible for systems testing. CLECs will be given the opportunity to perform individual testing with BellSouth as necessary prior to implementation.
- Time durations mentioned below are in business days unless otherwise indicated.
- Changes addressed by this document will be implemented for the CLEC community in general.
- CLECs are certified to do business in the BellSouth territory.

1. Change Control Organization

1.1 Change Control Organization

- 1.1.1** The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow. Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows
- 1.1.2** **Change Review Participants**Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets at least monthly to review, prioritize, and make recommendations for Pending Change Requests. The Pending Change Requests are used as input to the Internal Change Management Processes (refer to process step 58). . Each company, including BellSouth, participating in the Change Review shall have one vote, but may bring the number of participants to the meeting it feels necessary to represent its positions.
- 1.1.3** **Steering Committee**. Committee comprised of CLEC and BellSouth Representatives who meet periodically to facilitate compliance to the Change Control process. Membership is open to all CLECs on a voluntary basis. Each company, including BellSouth, participating in the Steering Committee shall have one vote, but may bring the number of participants to the meeting it feels necessary to represent its positions.
- 1.1.4** **BellSouth Change Control Manager (BCCM)**. The BCCM is responsible for managing the Change Control Process and is the single point of contact for Change Requests. This individual is responsible for maintaining the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.
- 1.1.5** **CLEC Change Control Manager (CCCM)**. The CCCM is the CLEC single point of Contact for Change Requests. This individual is responsible for presenting and prioritizing Pending Change Request at the Change Review Meetings.
- 1.1.6** **Release Management Project Team**. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled Change changes and releases.

2. Change Control Decision Process

2.1 Change Control Decision Process

Change requests will be classified by Type. There are five Types.

2.1.1 Type 5 – CLEC Initiated Change.

Any non-Type 1 (Emergency) change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve systems and or business processes. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

2.1.2 Type 4 – BellSouth Initiated Change.

A Type 4 change is one affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). There are two categories of Type 4 Changes:

Category A Changes – Changes which impact interfaces or interface operations.

Category B Changes – Changes which impact business processes.

2.1.3 Type 3 – Industry Standard Change.

Changes to interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

2.1.4 Type 2 – Regulatory Change.

Changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is not voluntary, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request.

2.1.5 Type 1 – Emergency Change.

A Type 1 change corrects problems discovered in production versions of an application interface or business process. Either BellSouth or a CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate, such as to cause incorrect or improperly formatted data. Likewise the implementation of a business process may be faulty. Instances where BellSouth or CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during Change Management Review of the Change Request. All known discrepancies should be resolved prior to the release of new application code into the production

environment. Type 1 changes will be processed on an expedited basis. The timeframe for a Type 1 change is typically hours or days.

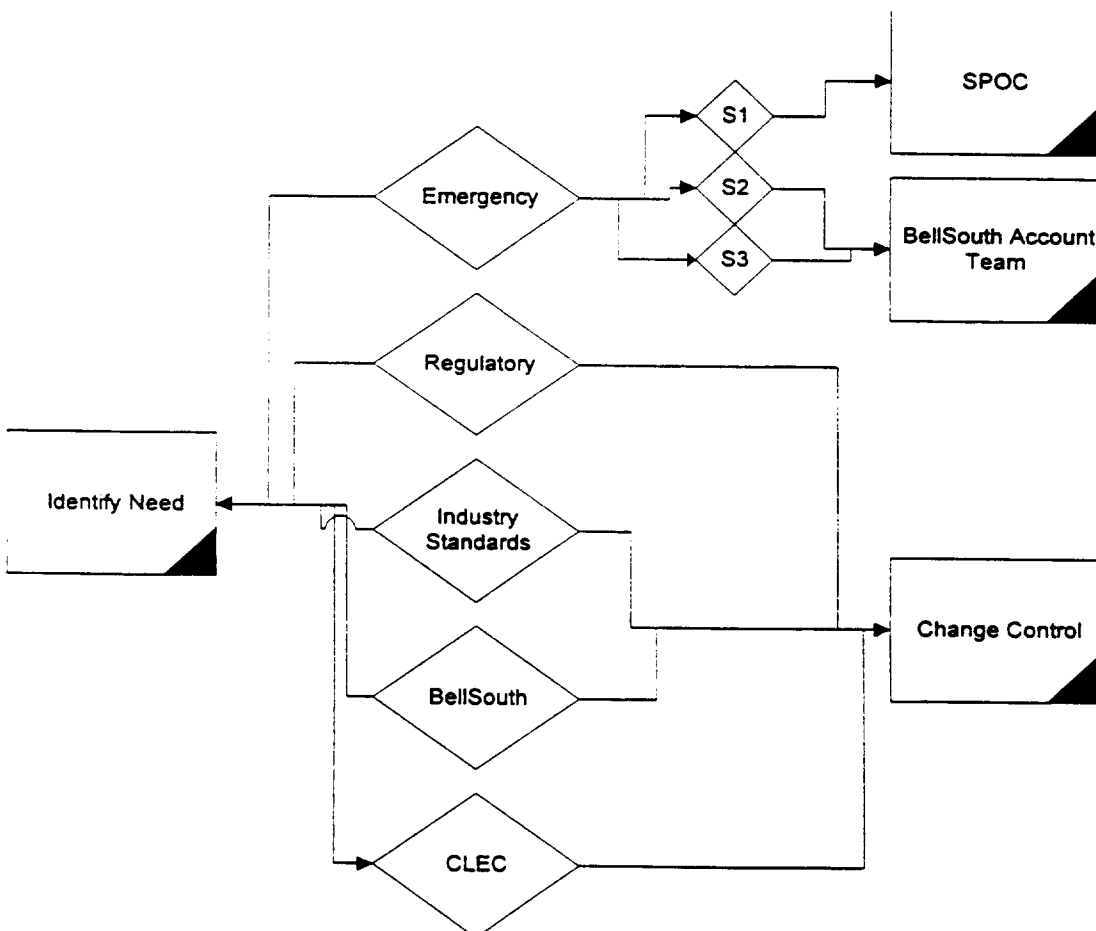
Additionally, once a Type 1 change is identified, the Change Management Team must determine the nature and scope of the emergency. Type 1 Changes should be categorized in the following manner:

Severity 1: Interface Unusable – Interface discrepancy results in totally unusable interface. CLEC Pre-Orders / Orders / Queries / Maintenance Requests cannot be submitted or will not be accepted by BellSouth. Manual workarounds are not feasible. Change is considered essential to continued operation. BellSouth and the CLECs will work to resolve the discrepancy as quickly as possible.

Severity 2: Interface Affecting – Pre-Orders / Orders / Queries / Maintenance Requests require workarounds on the part of BellSouth or the CLECs. Change is considered critical to efficient operations. BellSouth and the CLECs will work to resolve the discrepancy in a timely manner.

Severity 3: Process Impacting – Pre-Orders / Orders / Queries / Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification is considered critical to ongoing operations. BellSouth will work to provide appropriate documentation on an expedited basis.

The figure below shows the top-level process that will be used to evaluate Change Requests.



[This diagram will be changed to reflect all Type 1 Changes (S1, S2 & S3) being routed to the SPOC]

Figure 1 Change Control Decision Process

The Change Control Process for Type 2 – 5 Changes is described below in Sections 3 and 4, and the Change Control Process for Type 1 Changes is described below in Section 5.

3. Change Control Process Flow (Non-Type 1 Changes)

3.1 Process Flow Diagram

The figure below provides the process flow for reviewing and scheduling implementation of a typical Type 2 – 5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. See Detailed Process Flow for detailed process steps [Each box corresponds to a step in the process the diagram will be updated to reflect the step number in the box – there are 8 steps in the process.]

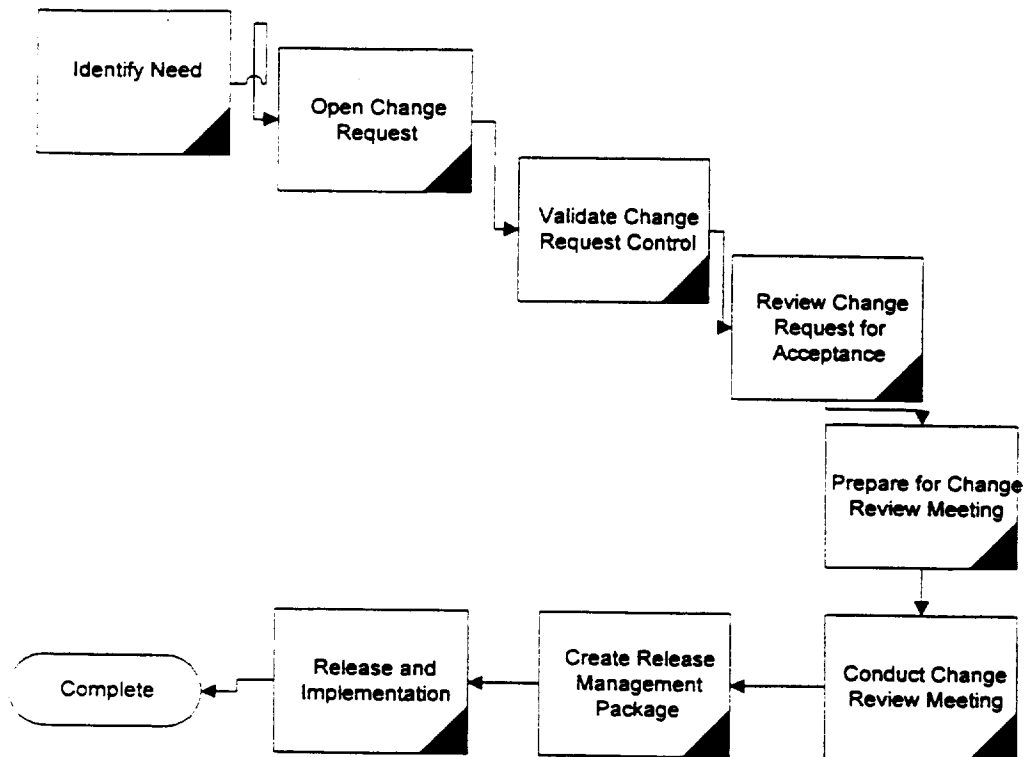


Figure 2 Change Control Process Flow

3.2 Detailed Process Flow

The table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

For Type 4 Changes (BellSouth Initiated) there are separate notification requirements. For a Type 4, Category A Change BellSouth must publish full and complete interface specifications and business rules no less than 45 calendar days prior to the planned implementation date. For a Type 4, Category B Change BellSouth must publish full and complete business rules no less than 30 calendar days prior to the planned implementation date.

STEP**1****ACTION**

- Accountability
 - CLEC Change Originator and CCCM
 - BellSouth Change Originator and BCCM
- Identify Need
 - a. Internally determine need for enhancement (Consideration of legal, regulatory or contractual Obligations, Industry Standards or Process Enhancements)
 - b. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist
 - c. Attach related requirements and specification documents. (See Checklist, Item 22)
 - d. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth
- Inputs
 - Change Request Form (Attachment)
 - Change Request Form Checklist (Attachment)
- Outputs
 - Completed Change Request Form with related documentation
- Cycle Time
 - Initial Request no cycle time specified.

2

- Accountability
 - BCCM
- OPEN CHANGE REQUEST
 - a. Log Request in Change Request Log (Excel Spreadsheet)
 - b. Send Acknowledgement Notification (Attachment) to all CLEC's unless any change was identified as private by the originating CLEC.
 - c. Establish request status ('N' for New Request)
- Inputs
 - Completed Change Request Form with related documentation
- Outputs
 - New Change Request
 - Acknowledgment Notification
- Cycle Time
 - 2 Bus Days

3

- Accountability
 - BCCM
- VALIDATE CHANGE REQUEST FOR COMPLETENESS BCCM
 - a. BCCM reviews change request for mandatory fields using the Change Request Form Checklist
 - b. Verify Change Request specifications and related information exists.
 - c. Send Clarification Notification (Attachment) if needed.

d. Update Change Request Status to 'PC' for Pending Clarification if clarification is needed.

- Clec or BellSouth Originator
If clarification needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment)
 - Inputs
 - New Change Request
 - Change Request Form Checklist
 - Change Request Clarification Response (if needed)
 - Outputs
 - Validated Change Request
 - Clarification Notification (when needed)
 - Cycle Time
3 BusDays
-

4

- Accountability
BCCM
 - REVIEW CHANGE REQUEST FOR ACCEPTANCE

a. Review Change Request and related information for content.

b. Determine status of request:

If enhancement already exists forward
Cancellation Notification (Attachment) , after
Clarification is received from CLEC to

CCCM or BCCM and update status to 'C'
for Request Canceled

If request is valid update Change Request status to 'P' for Pending in
Change Request Log

If Change Request Clarification Notification not received validate
with CLEC that change request is no longer needed.

If needed get a clarification from CLEC.

If not needed than send Cancellation Notification
and update status to 'C' for Request Canceled.

c. Requests for additional information on cancelled requests should be referred to the
BCCM.

- Inputs
 - New Change Request
 - Validated Change Request
 - Clarification Notification (if required)
- Outputs
 - Pending Change Request
 - Clarification Notification (if required)
 - Cancellation Notification (if required)
- Cycle Time
7 Bus Days

Accountability
 . BCCM
 . CCCM

• PREPARE FOR MONTHLY CHANGE REVIEW MEETING

a. BCCM:

Prepare an agenda

b. Make meeting preparations

c. Update Change Request Log with current status for new and existing Change Requests

d. Prepare and distribute Change Review Package

e. CCCM/BCCM (Internal Activities)

• Pending

INTERNAL CHANGE MANAGEMENT PROCESSES.

Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Pending Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.

f. Develop Company Priority List for Change Requests and establish "desired/want date"

g. Forward Company Priority List to BCCM 1 week prior to Change Review Meeting

h. Distribute additional Change Request documentation 3 days prior to Change Review Meeting

• Inputs

• Pending Change Request Notifications

• Release Management Status (Step 8)

• Change Request Log

• Outputs

• Change Review Package

• Company's Preliminary Priority List and Desired/Want Dates

• Consolidated Preliminary Priority List

• Impact analysis

• Cycle Time

5 Bus Days prior to CRM send Review Package

Accountability

-BCCM

.CCCM

• CONDUCT CHANGE REVIEW MEETING

a. Review regulatory issues for impact

b. Initiators present Change Requests

c. Discuss impacts

d. Review current Release Management statuses

e. Prioritize Change Requests using Consolidated Priority List

f. Determine disposition of Change Requests

- g. Develop final Pending Change Requests by interface, 'Need by Dates' and prioritized Change Request
 - h. Update status of Change Request to 'ERC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate
 - i. Based on the BST/CLEC consensus create Approved Release Package
 - j. Identify Release Management Project Manager, if possible
 - k. Establish date for initial Release Management Project Meeting
 - l. Review issues and action items and assign owners
 - Inputs
 - Enhancement Review Package
 - Consolidated Priority List
 - Desired/Want Dates
 - Impact analysis
 - BellSouth's Proposed Release Schedule
 - Change Request Log
 - Outputs
 - Meeting minutes
 - Updated Change Request Log
 - Candidate Change Request List with agreed upon 'Need by Dates'
 - Pending Change Requests (requests not prioritized at Change Review meeting)
 - Approved Release Package
 - Issues and Actions Items (if required)
 - Date for initial Release Management Project Meeting
 - Email/Internet Post of meeting output
 - Cycle Time
 - Meeting Day
-

7

- Accountability
 - BCCM
 - DOCUMENT CHANGE REVIEW MEETING RESULTS
Prepare and distribute outputs from 6
 - Inputs
Outputs from 6 above in Email/Internet, which includes a maintenance and approved release package.
 - Outputs
Distribution of outputs from 6
 - Cycle Time
 - 2 Bus Days
-

8

- Accountability
- BCCM
(Project Managers from each participating company)
- RELEASE MANAGEMENT AND IMPLEMENTATION
 - a. Provide Project Management and Implementation of Release (See WBS @ Attachment B)
 - b. Lead Project Manager communicates Release Management Project status to BCCM

- for inclusion in Change Review Package
- Inputs
 - Release Package Notification
- Outputs
 - Project Release Status
 - Implementation Date
 - Project Plan, WBS, Risk Assessment, Executive Summary, etc
- Cycle Time
 - Ongoing

4. Change Review

4.1 Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, developing Approved Release Packages, initiating Release Management Project Teams, resolving Issues arising from the Change Control Issue Solution (CCIR) process, and reviewing the status of all release projects underway. Meetings are to be held monthly and are open to all CLECs. Meetings will be structured according to category (pre-order, order, and maintenance).

During the Change Review meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. This presentation will be followed by a 15 (fifteen) minute question and answer session. After all presentations for a particular interface are complete, the prioritization process will begin. If a disagreement is viewed, then the CCIR process will be utilized as the solution.

A Change Review Package containing all Change Requests to be reviewed, will be distributed 5 calendar days prior to the ReviewChange review meeting.

4.2 Change Review Package

The Change Review Package will be distributed to all participants 5(five)-business days prior to the Change review meeting. The package will include the following

- Meeting Notice
- Agenda
- Current Approved Release Package (from process step 6) — Descriptive view by release by Electronic Interface or manual process
- List of Change Requests to be reviewed (Change Request Log)
- Copy of Change Control Process or reference to it on the BST web-site (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial roll out)
- Distribution List of participating CCCMs
- Preliminary Prioritization List Form (to be completed by CLEC and mailed to BCCM)
- Status reports from each of the active Release Management Project Teams

- Any pending CCIR packages.

4.3 Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC will receive a Preliminary Prioritization List Form. The CLEC should use this form to provide a preliminary ranking of enhancements by category, by interface. Individual rankings will be consolidated by the BCCM and handed out at the Change review Meeting. The CCCMs must send their company's prioritization list to the BCCM 3 business days prior to the Change Review Meeting.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- Voting on an interface not used by the CLEC is prohibited
- One vote per CLEC, per interface
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Enhancements will be ranked by category, by interface
- In case of a tie, the affected changes will be re-ranked and prioritized based on the re-ranking.

Example: The top 2 Enhancements from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

4.4 Release Management Project Team Reports.

Each active Release Project Team's status will be reviewed. Deviations from the project schedule and issues regarding implementation problems will be discussed.

4.5 Approval of New Release Packages.

Pending change requests approved during the Change Review Meeting will be slotted into either

existing or new Release Packages. New Release Packages will be approved, and project management teams initialized.

4.6 Resolution of Change Control Issues Solution Packages.

Any issues which have been presented for resolution under the Change Control Issue Resolution process and set for resolution at the Change Review Meeting will be addressed.

5. Change Control Process Flow -Type 1 Changes

5.1 The following details the processes for notification, communication and resolution of Type 1 incidents identified by either BellSouth or a CLEC. Included are timelines and actions at each step of incident management. BellSouth will designate a single point of contact (SPOC) Help Desk to receive and manage Type 1 Change Requests and supplement this document with a regularly updated contact list for after hours paging or other special contact procedures. CLEC's will provide BellSouth with their designated representative contact information.

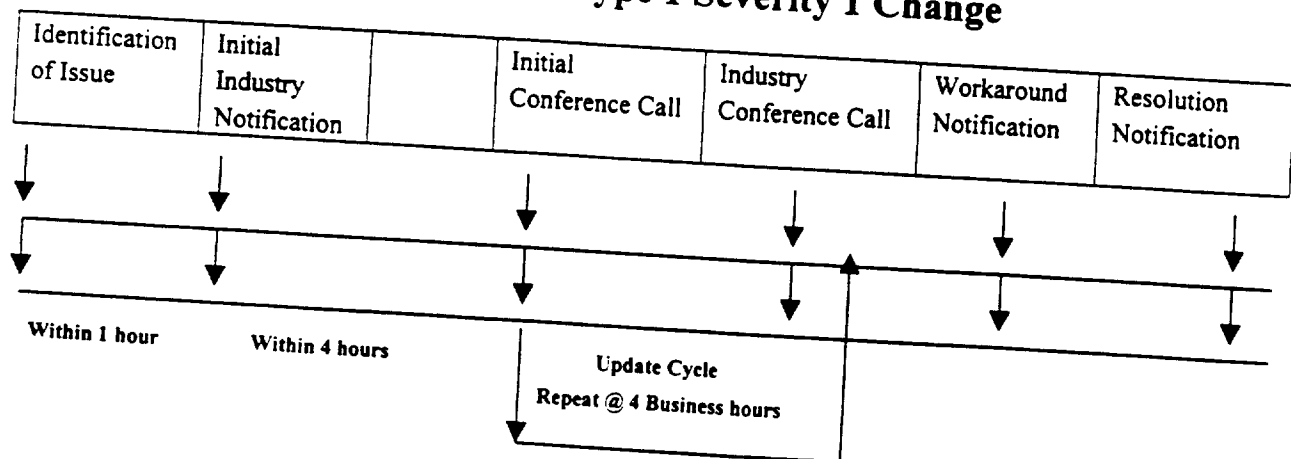
Initiation of Process. In order to enter the Type 1 Process, the issue must be initiated through the designated BellSouth SPOC Help Desk at xxx-xxx-xxxx.

Industry Notifications. There can be one to several notifications to the industry required by these procedures. BellSouth will distribute such notices via email/facsimile to all CLECs using a standard Notification Format.

Conference Calls. There can be one to several industry conference calls conducted by BellSouth with the industry until issue resolution. The appropriate times and dial-in numbers of these calls will be provided in the Industry Notifications.

Out of hours Communication. For Type 1 issues identified and called into the designated SPOC Help Desk outside normal business hours, a CLEC Type 1 Contact List will be use to alert designated representatives of the CLECs that a Type 1 incident has occurred. This communication will be in addition to the email/facsimile Industry Notification described above.

5.2 Time Line for a Type 1 Severity 1 Change



Type I Severity I (TISI) Issue

[1] Identification of Issue

Entrance Criteria:

- Issue is identified by BS or a CLEC.
 - The item is called into the System Support Help Desk.
 - The identifier classifies the issue as Type 1, Severity I Change Request.
 - A CR number is assigned to the issue.

Action Steps:

- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

Exit Criteria:

- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity I Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification (occurs within 1 hour of [1][1] Identification of Issue)

Entrance Criteria:

- Problem was identified and not resolved within one hour.

Action Steps:

- BS will send the Initial Industry Notification via email to the distribution list. If outside normal business hours, the CLEC Type I Contact list will be notified.
- BS will establish a conference call to discuss the issue with the industry within five hours of the when the issue was first identified.
- BS will continue to work towards resolution of the problem.

Exit Criteria:

- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request number will appear in the monthly Industry Change Control materials.
- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3] Industry Conference Call (occurs within 4 hours of [2] Initial Industry Notification; may occur at subsequent 4 hour intervals)

Entrance Criteria:

- Issue not resolved.

Action Steps:

- BS will continue to work towards resolution of the problem.
- BS will host conference calls with the industry. During a conference call, the following items will be discussed:
 - Clarification of the issue.
 - Current status of identifying a workaround or long-term solution.
 - Agreement on initial Severity assignment by the industry.
 - Agreement on workaround and/or resolution (if available).
 - Timeline for subsequent updates on status to the industry.
- Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.

Exit Criteria:

- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4] Workaround Notification

Entrance Criteria:

- Workaround identified.

Action Steps:

- Incident re-classified as Severity 2
- BS will continue to work towards resolution of the problem.
- Notification sent to the industry via email and a conference call will be scheduled if requested by a CLEC or Reseller.

Exit Criteria:

- Workaround accepted by industry.
- Issue not resolved. Next Step: 5. Resolution Notification.

[5] Resolution Notification

Entrance Criteria:

- Resolution identified.

Action Steps:

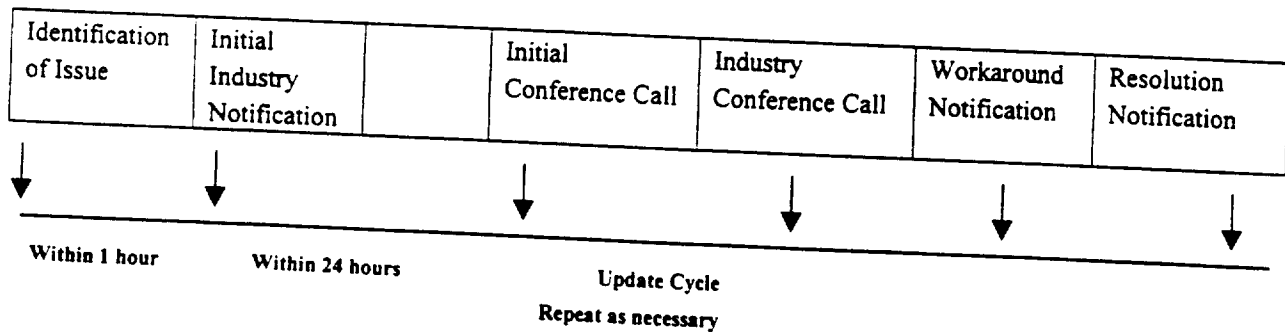
- BS will work towards implementation of resolution.
- BS may track item in normal Change Control procedures as applicable.
- Notification sent to the industry via email.

Exit Criteria:

- Issue resolved.

5.3

Time Line for a Type 1 Severity 2 Change



Type I Severity 2 (TIS2) Issue

[1] Identification of Issue

Entrance Criteria:

- Issue is identified by a CLEC or BS.
- The item is called into the System Support Help Desk.
- The identifier classifies the issue as Type 1, Severity 2 Change Request.
- A CR number is assigned to the issue.

Action Steps:

- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

Exit Criteria:

- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity 2 Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification

(For items initiated by a CLEC, this step will occur within 1 hour of [1] Identification of Issue. For items initiated by BS that are not in danger of putting a CLEC out of business, Bell AtlanticBellSouth will use its discretion to reasonably assess the issue and formulate the Initial Industry Notification. At times, this may not occur within 11 hour of identification (e.g., minor documentation changes). From this point, the timeline will remain the same.)

Entrance Criteria:

- Problem was identified and not resolved within one hour.

Action Steps:

- BS will send the Initial Industry Notification via email to the distribution list. (The Type I outof-hours notification for Severity I issues does not apply.)
- BS will establish a conference call to discuss the issue with the industry within 25 hours of the when the issue was first identified.
- BS will continue to work towards resolution of the problem.

Exit Criteria:

- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request number will appear in the monthly Industry Change Control materials.
- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3] Industry Conference Call (occurs at least 24 hours after [2] Initial Industry Notification; may occur at subsequent 24 hour intervals)

Entrance Criteria:

- Issue not resolved.

Action Steps:

- BS will continue to work towards resolution of the problem.

- BS will host conference calls with the industry. During a conference call, the following items will be discussed:
 - Clarification of the issue.
 - Current status of identifying a workaround or long-term solution.
 - Agreement on initial Severity assignment by the industry.
 - Agreement on workaround and/or resolution (if available).
 - Timeline for subsequent updates on status to the industry.
- Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.

Exit Criteria:

- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4] Workaround Notification

Entrance Criteria:

- Workaround identified.

Action Steps:

- BS will continue to work towards resolution of the problem.
- Notification sent to the industry via email and a conference call will be scheduled if requested by a CLEC or Reseller.

Exit Criteria:

- Workaround accepted by industry.
- Issue not resolved. Next Step: 5. Resolution Notification.

[5] Resolution Notification

Entrance Criteria:

- Resolution identified.

Action Steps:

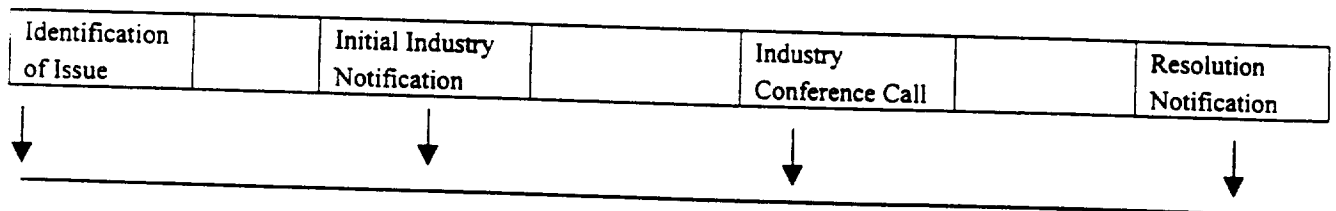
- BS will work towards implementation of resolution.
- BS may track item in normal Change Control procedures as applicable.
- Notification sent to the industry via email.

Exit Criteria:

- Issue resolved.

5.4

Time Line for a Type 1 Severity 3 Change



By definition, Severity 3 items are not urgent in nature. As a result, the communications are similar to the Type I Severity 2 events but the intervals between them will be determined on a case by case basis.

Type I Severity 3 (TIS3) Issue

II) Identification of Issue

Entrance Criteria:

- Issue is identified by a CLEC or BS.
- The item is called into the System Support Help Desk.
- The identifier classifies the issue as Type 1, Severity 3 Change Request.
- A CR number is assigned to the issue.

Action Steps:

- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

Exit Criteria:

- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity 3 Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification

Entrance Criteria:

- Problem was identified.

Action Steps:

- BS will send the Initial Industry Notification via email to the distribution list. (The Type I out-of-hours notification for Severity I issues does not apply.)
- BS will establish a conference call to discuss the issue with the industry if necessary based on complexity.
- BS will continue to work towards resolution of the problem.

Exit Criteria:

- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request number will appear in the monthly Industry Change Control materials.
- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3] Industry Conference Call

Entrance Criteria:

- Issue not resolved.

Action Steps:

- BS will continue to work towards resolution of the problem.
- BS will host conference calls with the industry if necessary. During a conference call, the following items will be discussed:

- Clarification of the issue.
- Current status of identifying a workaround or long-term solution.

- Agreement on initial Severity assignment by the industry.
- Agreement on workaround and/or resolution (if available).
- Timeline for subsequent updates on status to the industry.

Exit Criteria:

- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4] Resolution Notification

Entrance Criteria:

Resolution identified.

Action Steps:

- BS will work towards implementation of resolution.
- BS may track item in nominal Change Control procedures as applicable.
- Notification sent to the industry via email if different from [1] Initial Industry Notification.

Exit Criteria:

- Issue resolved.

6. Retirement of Existing Interfaces

6.1 Retirement of Groups

This process divides the retirement of all interfaces in the scope of this document into two groups, Group One and Group Two.

Group One: retail interfaces, an interface that BellSouth also uses in its own retail operations (e.g., TAFI).

Group Two: all other current and future interfaces, used only by CLECS (non-retail).

Interface Retirement Process

1. BELLSOUTH will share its initial plans for retirement of existing interfaces at a monthly Change Review Meeting nine (9) to twelve (12) months in advance of the proposed retirement date. BELLSOUTH will share its plans as part of its rolling 12-month Development View. BELLSOUTH will explain the rationale for retiring the interface, where the replacement functionality resides or where it will exist at the time the Retirement Notice is sent, and its plans to grandfather the interface.
2. BELLSOUTH will detail the retirement of the interface in a Retirement Notice delivered to CLECs via Internet. The notice will contain a written summary of the retirement plans in plain English insofar as practical, a target timeframe for retirement, the grandfather date (last date which new CLECs may begin use of the interface) and where comparable functionality currently exists. For retirement of interfaces, BELLSOUTH will provide the following notice (broken out by Interface Group) from the time of the Retirement Notice to the retirement of the interface, unless BELLSOUTH invokes use of the Exception process.

Group One - 12 months

Group Two - 24 months

3. If a CLEC identifies issues or requires clarification, the CLEC must send a written response (via email, fax, Internet or regular mail) to its BELLSOUTH Account Manager. The CLEC response will specify the CLEC's questions, issues and any alternative recommendations. The BELLSOUTH Account Manager must receive the CLEC response no later than the twenty first (21st) calendar day following the date of the Retirement Announcement.
4. BELLSOUTH will review all CLEC responses.
5. Not later than the twenty first (21st) calendar day following the end of the period specified in Step 3, BELLSOUTH will provide written answers to CLEC questions via Internet. BELLSOUTH's answers will be shared with all CLECs, unless any questions were specifically identified as "private" by any CLEC. Any changes that may occur as a result of the answers will be distributed to all CLECs via Internet. This will constitute the Revised/Confirmed Retirement Notice which will include a summary of changes from Step 2 above, indication of type of change, (documentation change, business rule change, clarification change, etc.), and retirement date.
6. With respect to retirement of Group Two interfaces only, a CLEC may elect to use the CCIR Change Control Issue Resolution (CCIR) process. Should a CLEC elect to initiate the CCIR process described in this Change Management Process, the CLEC must send a written notice (via email, fax, Internet or regular mail) to its BELLSOUTH Account Manager. The CLEC's notice initiating the CCIR process must be received by the BELLSOUTH Account Manager within seven (7) calendar days from the date of the Revised/Confirmed Retirement Notice (step 5 above).
7. Upon receipt of a CLEC CCIR notice, BELLSOUTH will schedule an CCIR conference call for 12:00 p.m. Eastern Time, seven (7) calendar days after the due date of the CCIR notices (14 calendar days after the date of the Revised/Confirmed Retirement Notice).
8. If no CCIR is initiated, (or after successful conclusion of any OISCCIR), ILEC BELLSOUTH will retire the interface on the retirement date announced.

7. Other Items

7.1 Exceptions

The parties recognize the need to occasionally allow for exceptions to the Change Management Process described herein. However, because it will be difficult for BELLSOUTH or CLECs to accurately assess the impact of BELLSOUTH's proposed change on any given CLEC's current or future development, any agreement to deviate from the normal Change Management Process shall be agreed to unanimously.

Steps in the Exceptions Process:

If BELLSOUTH wishes to propose that a specified change, introduction of a new interface or retirement of an interface be handled on an exception basis, it will issue a Release (or Retirements) Announcement or Requirements Exception posting via Internet. The posting will indicate that it seeks an expedited due date following the conclusion of a reply and comment cycle.

In CLEC responses, due within the applicable timeframe as documented in this process, CLECs will raise questions and issues. Qualified CLECs¹ will indicate objections to handle the change, new interface or retirement as an exception. Lack of a response indicates no objection.

¹ The definition of Qualified CLECs is the same as is specified in the Change Control Issue Resolution section of this document.

BELLSOUTH may proceed to implement the change, new interface or retirement on an expedited basis only if there are no outstanding issues or CLEC objections at the end of the CLEC response cycle specified in Step 2 above.

Regulatory mandated changes must proceed within the mandated timeframe and are not subject to the objection process for exceptions. In the Internet notification, BELLSOUTH will provide any modified timelines for the change.

7.2 Training

All changes will be communicated with CLECs for their external training and with BELLSOUTH's internal processes for updating its employees on changes to CLEC and its own retail systems, as well as the introduction of new interfaces. All parties agree that information regarding changes to the interfaces needs to be communicated and coordinated to the end users and support personnel to ensure effective implementation. This includes CLECs updating their own external training, and all parties' best efforts to update internal training and Methods and Procedure (M&P) processes, as applicable.

7.3 CHANGE CONTROL ISSUE RESOLUTION PROCESS (CCIR) LIMITATION

Process Initiation: CLECs finding that they have issues with BellSouth's proposed changes to an interface or business process contained in a Release Package or Retirement Notification may request that their issue be considered using the following Change Control Issue Resolution Process. The CLEC's request must be a written notice (via email, fax, Internet, or regular mail) to the BellSouth Change Control manager within 7 calendar days of the Release Package or Retirement Notification Posting. Upon receipt of the CLEC CCIR notice the BCCM will schedule a CCIR conference call for 12:00 p.m. Eastern, seven calendar days after the due date for CCIR notices (14 calendar days after the Release Package or Retirement Notification Posting).

7.4 Limitations

7.4.1 Changes to Existing Interfaces: BELLSOUTH has made available several interfaces that have been designed primarily for CLEC use. To maintain the distinction between BELLSOUTH's retail systems and CLEC interfaces, the IssueChange Control Issue Solution Process does not apply to BELLSOUTH's retail systems.

7.4.2 New Interfaces: No limitations apply.

7.4.3 Retirement of Interfaces: The CCIR process only applies to Group Two interfaces.

PAYMENT FOR THE DISPUTE SOLUTION CONFERENCE CALL – The CLEC initiating an CCIR, shall provide a bridge number for the conference call with its initiation notice. In the event more than one CLEC initiates an OISCCIR, ILEC BELLSOUTH shall coordinate with the initiating CLECs to determine which bridge number to use.

ISSUE TIMELINE - In accordance with the appropriate timelines (see above), BELLSOUTH will publish a summary of all CLEC dispute(s) which will include BELLSOUTH's position on the disputes.

As soon as reasonably practicable after BELLSOUTH's receipt of the CCIR initiation notices, but in no event later than one business day before the call, BELLSOUTH will notify the CLECs (via email and/or Internet) that there is a dispute, along with the date, time and bridge for the voting call. In this notice, BELLSOUTH also will include a preliminary list of Qualified CLECs. If a CLEC wishes to contest its status, it may ask to have its status changed during the call, but prior to the vote, to be determined under the standards set forth herein.

All parties agree that it is in its mutual interest to expedite the deliverables that are due during the CCIR Process.

VOTING CONFERENCE CALL - Discussion on the voting call may include:

- a dialogue for the opposing views
- impacts of a "No" vote on the remainder of the release or other connected releases (applies to changes to existing interfaces only)
- discussion of options

The vote by Qualified CLECs during the call will resolve the question appropriate to the change category (e.g., change to existing interface, introduction of new interface or retirement of interface) as follows:

7.4.4 Change to Existing Interface: Will BELLSOUTH implement the disputed item as defined by BELLSOUTH at the end of the notice and comment period (published in the Revised/Confirmed Release Requirements)? The allowed votes are "Yes," "No" and "Abstain".

7.4.5 New Interfaces: Will BELLSOUTH implement the new interface as defined by BELLSOUTH at the end of the notice and comment period (published in the Revised/Confirmed Retirement Notice)? The allowed votes are "Yes," "No" and "Abstain".

a) **Retirement of Interfaces:** "Has BELLSOUTH provided comparable functionality?" The allowed votes are "Yes," "No" and "Abstain".

In the event of a "yes" vote (allowing BELLSOUTH to retire the interface in the timeframe BELLSOUTH defined), CLECs who have an interest in continuing to use the retiring interface, beyond the retirement date, should initiate two party negotiations with BELLSOUTH. These negotiations will include, but will not be limited to, discussions of the ongoing costs of maintaining a customized interface and its ultimate obsolescence. The CCIR process does not apply in this instance.

QUALIFIED CLECs

Changes to Existing Interfaces: Qualified CLECs must fall into one of the following categories:

Current production users

CLECs currently testing the interface

CLECs with a documented intent to implement the interface within one year. This is further defined as either a signed ICA with an implementation schedule or Record of Understanding (ROU/MOU). Additionally, CLECs who have previously tested the interface or who are negotiating terms and conditions for access to the interface may also vote, subject to acceptable substantiation, sanctioned by a majority vote of the other qualified CLECs.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Solution calls.

New Interfaces: Qualified CLECs must meet the following criteria:

CLECs with a documented intent to implement the initial version of the new interface within six (6) months of BELLSOUTH's planned implementation. This is further defined as either a CLEC with a signed ICA with an implementation schedule for the interface OR one with a Record of Understanding (ROU/MOU). A CLEC who is negotiating terms and conditions for access to the interface may also vote, subject to acceptable substantiation, sanctioned by a majority vote of the other qualified CLECs.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Resolution calls.

Retirement of Interfaces: Qualified CLECs must meet the following criteria:

- CLECs who are currently live production users of the retiring interface, or are testing the interface with BELLSOUTH.

- BELLSOUTH is qualified to vote in CCIR on retirement of interfaces.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Solution calls.

MAJORITY VOTE - IssueChange Control Issue Solution shall be resolved by a majority vote, solely among the qualified CLECs. "Majority Vote" shall mean a simple majority of a Quorum of qualified CLECs, indicating that the qualified CLECs either:

Object to ("No")

Or

Support BELLSOUTH's position ("Yes").

For purposes of this definition, "Quorum" shall constitute fifth-one percent (51%) of the qualified CLECs. In the event of a tie, or if no quorum is established the Revised/Confirmed Release Requirements shall be implemented by BELLSOUTH.

Qualified CLECs may not give its vote (i.e. proxy) to another voting CLEC. However, a qualified CLEC may designate its company representative as it sees fit, provided that it may not designate another CLEC to cast its vote. An independent designee may represent more than one voting CLEC.

A Corporation, including all affiliates, is entitled to a single vote unless the CLEC can convince a majority of other qualified CLECs that they have a legitimate need or right for multiple votes.

9. Changes To This Process / Enforcement

9.1 Changes To This Process

A standing agenda item at the Monthly Change Review Meeting will provide an opportunity for BellSouth and the CLECs to assess the effectiveness of the change management Process and the need for any revisions.

Both CLECs and BellSouth will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action (s).

If there is consensus that the process is no longer working to the mutual benefit of all, the parties will schedule meetings to begin re-engineering of the process.

9.2 Enforcement

If there is no consensus, individual parties may approach the state commission/authority after giving notice of its intent to do so at a Monthly Change Review Meeting. The party will also describe the action it intends to take and the reason (s) for its proposed actions.

If parties believe that non-compliance has been blatant and that the proposed solutions offered by the offending party (ies) is (are) unacceptable, both BellSouth and the individual CLECs are free to pursue available legal remedies. The range of available remedies may include, but are not necessarily limited to, the following:

- Alternative Dispute Resolution as provide in individual Interconnection Agreements
- Action before the state commission/authority
- Mediation
- Action before a court of competent jurisdiction

10. Terms and Definitions

10.1 Terms And Definitions

Accountability.

Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgment Notification.

Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package.

Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

BellSouth Change Control Manager (BCCM).

BellSouth Single Point of Contact for processing Change Requests

BFR (Bona fide Request).

Process used for providing custom products and/or services. Bona fide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Rules.

The logical business requirements associated with the Electronic Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Electronic Interface. Examples of data defined by Business Rules are: (Click here for examples) See Appendix E.

Cancellation Notification.

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: duplicate request, training issue, or failure to respond to clarification.

Candidate Request List.

List of prioritized Change Requests with associated "Need by Dates" as determined at an Enhancement Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request.

Change Requests that have been prioritized at an Change review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request.	A formal request, submitted on a Change Request Form, to add new functions or Enhancements to existing Electronic Interfaces (as identified in the scope) in a production environment.
Change Request Status.	The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow. (Click here for Change Request Status Codes) See Appendix E.
Clarification Notification.	Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.
CLEC Change Control (CCCM).	CLEC Single Point of Contact for processing Change Manager Requests
Cycle Time.	The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.
Defect (Production).	A "production defect" is a defect found in a production environment when the system is not operating as specified in a baseline business requirements document; that is, required functionality is not there
Enhancement.	Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms — how a process must be performed); any change in the User Requirements in a production system.
Enhancement Review Meeting.	Meeting held by the Enhancement Review participants to review and prioritize pending Change Request, generate Candidate Change Request, and submit
Enhancement Review Package.	Candidate Change Request for sizing and sequencing Package distributed by the BCCM 22 (twenty-two) business days prior to the Enhancement Review Meeting. The package includes the Meeting Notice, Agenda, Approved Release Package, Change Request Log, etc
Internal Change Management Process.	Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests
Need-by-Date.	Date used to determine implementation of a Change Request. This date is derived at the Enhancement Review Meeting through team consensus. Example: 1Q99 or Release XX.
Priority.	The urgency assigned for resource allocation to implement an enhancement. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from

the originator or the Review Meeting participants. One of four priorities may be assigned. These levels reflect the order in which the work will be performed:

Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Enhancement Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-I.

Implementation of scheduled Enhancement(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Enhancement(s).

Application-to-Application and Machine-to-Human.

Project Plan.

Release - Major.

Terms and Definitions

Release - Minor.

Implementation of scheduled Enhancement(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Enhancement(s).

Machine-to-Human.

Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package.

Release Package Notification.

Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Maintenance/Defect Notification, etc.

Single Point of Contact

Single Point of Contact within BellSouth for reporting defects to Electronic Interfaces.

(SPOC).
Specifications.

Detailed, exact document(s) describing enhancement requested and included with the Change Request as additional information.

Version (Document).

Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number

Note: For purposes of clarification, wherever the term "Internet" or "Internet Posting" is used in this document it refers to the placing of information on the BELLSOUTH CLEC Internet website along with an email notification of such. BELLSOUTH to provide URL to all CLECs.

ATTACHMENT A

A. Change Control Forms

A.1 Change Control Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 - A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form.	Used when submitting a request for an enhancement. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access this form.
Change Request Form Checklist.	Provides line-by-line instructions for completing the Change Request form. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access these instructions.
Change Request Clarification Response.	Used when responding to request for clarification or Clarification Notification. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access this form.
Change Request Clarification Checklist.	Provides line-by-line instructions for completing the Change Request Clarification Response. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access these instructions.
Acknowledgement Notification.	Advises originator of receipt of Change Request by BCCM (Click here for sample).
Acknowledgement Notification Checklist.	Provides line-by-lines instructions for completing the Acknowledgement Notification. (Click here for Checklist).
Cancellation Notification. .	Advises the originator of cancellation of a Change Request (Click here for Sample).
Cancellation Notification Checklist.	Provides line-by-line instructions for completing the Cancellation Notification. (Click here for Checklist).
Clarification Notification.	Advises originator that a Change Request is being held pending receipt of additional information (Click here for sample).

Clarification Notification Checklist.	Provides line-by-line instructions for completing the Clarification Notification. (Click here for Checklist).
--	---

(1) Change Request Log #: 878	(2) Date Change Request Submitted: 04/01/1998
(4) Internal Reference #: ARX00000	(3) Date Change Request Received: 04/01/1998
	(5) Date of Notification: 04/04/1998
(6) Company Name: John Doe Telephone	
(7) Title of Change: Creation of new EDI transaction for jeopardy processing – 870 transaction number.	
(8) Request Category: Add New Functionality	
(9) Response due date: 04/08/1998	
(10) BCCM Contact name _____	(11) Phone _____

Figure 3 Acknowledgement Notification (Sample)

(1) Change Request Log #: 878	(2) Date Change Request Submitted: 04/01/1998
(4) Internal Reference #: ARX00000	(3) Date Change Request Received: 04/01/1998
	(5) Date of Notification: 04/04/1998
(6) Company Name: John Doe Telephone	
(7) Title of Change: Creation of new EDI transaction for jeopardy processing – 870 transaction number.	
(8) Cancellation Type: Duplicate Request	
(9) Cancellation Acknowledgment Date: 05/15/1998	
(10) Cancellation Explanation: Same functionality as Change Request RWR52434.	
(11) BCCM Contact name _____	(12) Phone _____

Figure 4 Cancellation Notification (Sample)

(1) Change Request Log #: 878
 (2) Date Change Request Submitted: 04/01/1998
 (3) Date Change Request Received: 04/01/1998
 (4) Internal Reference #: ARX00000
 (5) Date of Notification: 04/04/1998
 (6) Company Name: John Doe Telephone
 (7) Title of Change: Creation of new EDI transaction for jeopardy processing - 870 transaction number.
 (8) Request Category: Add New Functionality
 (9) Please Clarify:
☐ Date Change Request Submitted (2) ☐ CLEC or BST (3)
☐ Company Name (4) ☐ CCM (5)
☐ CCM Phone (6) ☐ CCM E-mail (7)
☐ Fax (8) ☐ Alternate CCM (9)
☐ Alternate Phone (10) ☐ Title of Change (13)
☐ Category (14) ☐ Assessment of Impact (16)
☐ Priority (17) ☐ Interfaces affected (18)
☐ Type of Change (19) ☐ Description (20)
☐ Known dependencies (21) ☐ Additional Information (22)
 (10) Response due by: 04/08/1998
 (11) BCCM Contact name _____ (12) Phone _____

Table B Acknowledgement Notification Checklist

Acknowledgement Notification Checklist				
Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

-Continued-

Table B Acknowledgement Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to	

9	Mandatory	Response due date.	sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Cancellation Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

Table C Cancellation Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to	

			sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action

Table D Clarification Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

B. Release Management

B.1 Release Management

Release Management and Project Implementation is described in Step 11 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Enhancement Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via email. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics

- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (email attachment)
- Draft Release Project Plan .WBS (email attachment created by the Lead Project Manager (s) assigned in step 9 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 — B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

B.2 Attachment B-I

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

Note: See *Scope Statement Template*

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communication	Distribution	Frequency	Owner
Project Release Status Report	•Team Members •Enhancement Review Team	•Weekly •Monthly	Project Manager
Team Member To Do List	•Team Member	•Weekly	Project Manager
Executive Summary	•Project Sponsor	•Monthly	Project Manager
Status Meeting Minutes	•Team Members	•Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor

Note: See *Project Release Status Report*

Note: See *CCP To Do List/Resource (part of Microsoft Project file - Custom Report)*

Note: See *CCP To Do List/Dates (part of Microsoft Project file - Custom Report)*

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans

- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Work Breakdown Structure

Project Team Roster

A list of all parties associated with or impacted by the project should be documented and distributed to the team.
Note: See *Project Team Roster*

Risk Management Plan In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.

Note: See *High-Level Risk Assessment*

Note: See *Risk Event Assessment and Planning*

Change Control Plan

Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.

Note: See *Scope Change Request and Evaluation*

Note: See *Scope Change Request Log*

Project Issues

Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.

Note: See *Project Issue Log*

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.

Note:

See *WBS Template (part of Microsoft Project file Gantt Jiew)*

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

Roles	Responsibilities
Project Manager	Identify Preliminary Resources Hold Kick-off Meeting Develop Project Plan Documents

	Track Project Status Time Cost Manage Change Control Manage Issues Communicate Project Status
Project Sponsor	Understand Current Project Status Single Point of Contact for Escalations Communicate Project Status Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support Understand Current Project Status Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined Provide Project Manager Status
Team Members	Attend Project Team Meetings Perform Agreed to Activities as Defined Provide Project Manager Status

B.3 Attachment B-2

Scope Statement Template

Document Preparation Information

PROJECT NAME: RELEASE NUMBER	PREPARED BY: PLMTD	DATE: 04/04/04	DATE PREPARED
------------------------------	--------------------	----------------	---------------

Project Definitions

PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

B.4 Attachment B-3

Project Release Status Report

Document Preparation Information					
PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED		
General Information					
PROJECT MANAGER	CURRENT PROJECT PHASE	IS PROJECT DOCUMENTATION ATTACHED? ☐ Yes ☐ No		WEEKENDS DATE	
Report Information					
Status Changes from Last Report	☒	Explain			
Assumptions	☐				
Scope	☐				
Schedule Information					
High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation	
Budget Information					
Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation
Deliverable Information					
COMPLETED DELIVERABLES					
DELIVERABLES DUE NEXT PERIOD					

Figure 7 Project Release Status Report

B.5 Attachment B-4

B.5.1 Work Breakdown Structure Template

Table E Project Management WBS Template
Project Management WBS Template

ID	Task Name	Duration	Start	Finish	Pred	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	Define Requirements	3d	1/9/98	1/13/98		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
6	Perform Analysis	4d	1/14/98	1/19/98		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	Perform Testing	5d	1/20/98	1/26/98		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	Perform External Testing	3d	1/22/98	1/26/98		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All

-Continued-

Table E Project Management WBS Template (continued)

20	Deploy Release/Cut Over	11d	1/15/98	1/29/98		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	Perform Training	8d	1/20/98	1/29/98		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

Attachment B-5

B.6 Attachment B-S

Table F To Do List by Resource as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
Week of Jan 4						
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
Week of Jan 11						
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
Week of Jan 18						

Table F To Do List by Resource as of 2/10/98 (continued)

10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
Week of Jan 25						
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All

19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

Attachment B-6

B.7 Attachment B-6

Table G To Do List by Dates as of 2/10/98
To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All

Table G To Do List by Dates as of 2/10/98 (continued)

7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BS T
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BS T
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	11/20/98	10	All

Attachment B-7

B.8 Attachment B-7

Figure 8 Project Team Roster

Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
-------------------------------	---------------------	-----------	---------------

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX
-----------------	-------	-------	-------	-----

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	PAGER	FAX
STAKEHOLDER	EMAIL	PHONE	PAGER	FAX

External Project Support

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Project Team

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PARTY)	WORKSHEET	DATE PREPARED
-------------------------------	-------------------	-----------	---------------

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Figure 9 High-Level Risk Assessment

Strategic Importance	Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention. Low Risk: The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative. Moderate Risk: Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary." High Risk: The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."
Management Support	Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished. Low Risk: Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort. Moderate Risk: Project sponsor provides strong support and establishes momentum among other managers who control resources. High Risk: Project sponsor is not strongly interested; no significant management attention or interest from any side.
Budget Availability	Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources—people, suppliers, material, computer time, and so on. Low Risk: Funding has been identified for the project, matching the time frame in which funds are required. Moderate Risk: Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use. High Risk: Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.

Resource Availability	People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available. Low Risk: A project team has already been identified with the requisite skills; team members have been committed to the effort. Moderate Risk: Project team members have not been identified specifically. Most skills are thought to be readily available within the company. High Risk: Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.
Project Manager Availability	The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project. Low Risk: A project manager has already been identified for the project and is available in the required time frame. Moderate Risk: A project manager has not been specifically identified, but qualified project managers are available High Risk: No qualified project manager is available to assume responsibility for the project.
Time Frame	Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks. Low Risk: There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays. Moderate Risk: There is sufficient time for project planning and project execution,

	assuming an optimized schedule with an aggressive critical path. High Risk: Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.
Clarity of and Agreement on Project Objectives	Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project. Low Risk: Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to. Moderate Risk: Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however. High Risk: Project objectives have not been defined, or there is substantial disagreement with them among the organizations.
Participation in Project Definition	Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process. Low Risk: There is no current project definition; the project team will be a key player in the project definition process. Moderate Risk: There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process. High Risk: The project definition is already established; the project team will have no opportunity to revise it.
Customer Interest and Involvement	Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned. Low Risk: The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities. Moderate Risk: The customer is interested in the project and intends to participate in some project activities. High Risk: The customer expresses little or no interest in the project and has no interest in participating in project activities.
User Involvement	Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process. Low Risk: Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation. Moderate Risk: Users will likely be involved with the project; however, no specific plans have been made for their participation. High Risk: Users are unavailable to participate in the project.
Technical Complexity	The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task. Low Risk: The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications. Moderate Risk: The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems. High Risk: The project is extremely difficult technically. There are substantial integration requirements with other systems.
Technology	Mature technology is easier to work with than emerging technology. Assess the level of

Maturity	maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project? Low Risk: Virtually all the technology to be used on the project has been used in other, proven applications. Moderate Risk: Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas. High Risk: Most project technology will be developed during the project and must be proven during the validation and testing process.
-----------------	--

Relevant Experience	Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project. Low Risk: The company has substantial experience with related or similar projects and can apply that experience to the current project. Moderate Risk: The company has some experience with related projects. High Risk: This is the first project of this type that the company has undertaken.
Supplier/ Contractor Involvement	Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement. Low Risk: Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects. Moderate Risk: Some suppliers will be involved; most will have worked with the company on previous projects. High Risk: Many suppliers will be involved. A significant number will not have worked with the company on previous projects.
Major Obstacles	Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome. Low Risk: Few major obstacles exist; for those that exist, there are clear solutions. Moderate Risk: Some major obstacles exist; there are clear solutions for most of them. High Risk: A significant number of major obstacles exist for which there are no clear solutions.

Attachment B-9

Risk Event Assessment and Planning

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (AUST)	SIGNATURE	DATE PREPARED
-------------------------------	--------------------	-----------	---------------

General Information

RISK EVALUATOR	WEB REFERENCE	OTHER REFERENCE
----------------	---------------	-----------------

Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT
--

Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT
--

Probability

DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE QUANTITATIVE METHODS IF APPLICABLE.

Impact

DESCRIBE THE IMPACT OF THE RISK EVENT. USE QUANTITATIVE METHODS IF APPLICABLE.
--

Exposure

PROVIDE AN OVERVIEW OF THE OVERALL RISK. USE QUALITATIVE METHODS IF POSSIBLE. OTHERWISE, USE CATEGORICAL HEADINGS: TRIVIAL, LOW, OR MANAGEABLE.

Figure 10 Risk Event Assessment and Planning (Page 1)

Risk Mitigation Strategies

Strategy Description	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer
ENTER A DESCRIPTION OF THE PREVENTATIVE ACTION OR CONTINGENCY PLAN FOR THE RISK.				

Figure 11 Risk Event Assessment and Planning (Page 2)

Scope Change Request and Evaluation

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
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(The following information must be filled in by the project manager)

Scope Change Request Information

CHANGE AND UNIT NUMBER	DATE CHANGE AND UNIT INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER
PRIORITY ☐ High ☐ Medium ☐ Low			

General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIBED)
REFERENCE		
SUBMITTED BY	DATE	INVESTIGATED BY
		DATE STARTED
		DATE COMPLETED

Impact Analysis

ALL PARTS AFFECTED	INITIALS/DATE /
SCHEMATIC IMPACT	INITIALS/DATE /
COST IMPACT	INITIALS/DATE /
QUALITY IMPACT	INITIALS/DATE /
PROJECT MANAGER'S RECOMMENDATION	INITIALS/DATE /

Scope Change Information

CHANGE APPROVED/REJECTED	REFERRED TO	DATE
☐ Approved ☐ Rejected		

Approved By

CUSTOMER	DATE	EST. IT	DATE

Figure 12 Scope Change Request and Evaluation

Scope Change Request Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (NAME)	DATE	DATE PREPARED

General Information

CUSTOMER	PROJECT LIBRARY FILE NUMBER

Log Information

Change Request Number	Priority			Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	H	M	L							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							

Figure 13 Scope Change Request Log

Project Issues Log

[illegible]

Figure 14 Project Issues Log

49

BST Maintenance/Defect Notification Document

Document Preparation Information

REPAIR INFORMATION		
PAID BY PART	SOURCE	DATE PAID

Maintenance Notification

[illegible]

Defect Notification

[illegible]

Figure 15 BST Maintenance / Defect Notification Document

C.2 Attachment C-2

Preliminary Priority List

Company Name: _____

CCCM: _____

Date Submitted: _____

Enhancement Review Meeting Date: _____

Return to BCCM by _____

Check Interfaces Used:

☐ LENS
☐ EDI PC

☐ LPOG
☐ TAFI

☐ EDI
☐ EC-TA Local

If you do not use an interface, do not rate the request.

Rate request on a scale of 1 to N, with N being the greatest. Rate by Category, by interface, for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	Rating	Interface	Change Request Log #
<i>Pre-Ordering</i>		LENS	LENS1221040398
		LENS	LENS0332040498
		LPOG	LPOG0555040498
<i>Ordering</i>		EDI	EDI1221032598
		EDI PC	EDIPC0332040198
		LENS	LENS0555040198
<i>Maintenance</i>		TAFI	TAFI1221040698
		TAFI	TAFI0332040798
		ECTA	ECTA0555040898

Figure 16 Preliminary Priority List

Change Request Log Template

[illegible]

Figure 17 Change Request Log Template

C.4 Attachment C-4

Enhancement Review Meeting Agenda Template

Opening.....	10 Minutes
<i>Facilitator/BellSouth opens meeting.</i>	
Change Request Log Status.....	30 Minutes
<i>Change Requests to be reviewed will have a status of "P" for Pending and will follow the process flow as outlined in Part 2 – Detailed Process Flow.</i>	
Regulatory Issues.....	30 Minutes
<i>Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.</i>	
Release Management & Implementation Status.....	30 Minutes
<i>Review status of scheduled Releases.</i>	
Recycled Change Request(s).....	30 Minutes
<i>Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been scheduled for a target release.</i>	
Initial Prioritization of Change Requests.....	5 Minutes
<i>This will be a handout of the consolidated Preliminary Priority List compiled by the BCCM. This list represents each participating company's internal prioritization of the Change Requests. Company Preliminary Priority Lists must be completed and submitted to the BCCM one week prior to the Enhancement Review Meeting to be included in the Consolidated Priority List. The Consolidated Priority List is used as a starting point in determining final Candidate Requests.</i>	
Presentation of Change Requests.....	20 Minutes/Request
Pre-Ordering	
Ordering	
Maintenance	
<i>The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a maximum of five minutes of presentation time followed by a 15 minute question and answer session. Change Requests will be presented and prioritized by Category, by Interface.</i>	
Develop Candidate Change Request List.....	60 Minutes
Pre-Ordering	
Ordering	
Maintenance	
<i>Participating companies will vote on the final prioritization of the Change Requests as indicated in the Enhancement Review Section of the Change Control Process Document. Change Requests to be submitted for sizing and sequencing will be placed on the Candidate Change Request List along with the "Need by Date".</i>	
Present Outputs.....	10 Minutes
<i>Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List.</i>	
Issues/Action Items.....	15 Minutes
<i>Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.</i>	
Adjourn.....	5 Minutes

Figure 18 Enhancement Review Meeting Agenda Template

Release Schedule Status Log Template

[illegible]

Figure 19 Release Schedule Status Log Template

Electronic Interface Change Control Process User Registration Form

RETURN BY 5/8/98

Date ____/____/____

Company Name _____

CCCM Assigned _____

Phone _____

CCM E-mail Address _____

Fax _____

OK to add to Electronic Interface Change Control Process CLEC Distribution List? ☐ Yes ☐ No

Interfaces Currently Used:	☐ Pre-Ordering	☐ Ordering	☐ Maintenance
	☐ LENS	☐ EDI	☐ TAFI
	☐ LPOG	☐ LENS	☐ ECTA Local
	☐ EDI PC		

Comments _____

Form Completed By
(Signature) _____

Minimum requirements to participate in the Electronic Interface Change Control Process: Word 6.0 and Excel 5.0 or greater, Internet E-mail address, Web access

RETURN TO:

BCCM
FAX 770-987-2420

OR

Audrey Thomas
19085 BellSouth Center
675 W Peachtree Street, N.E.
Atlanta, Georgia 30375

Figure 20 Change Control Process User Registration Form

**Change Control Process
Steering Committee Members**

D. Steering Committee Members

D.1 Steering Committee Members

Steering Committee Members					
Active Members			Past Members		
Representative	Company	Start Date	Representative	Company	Start Date
Audrey Thomas	BellSouth	02/98	Linda Tate	BellSouth	12/97
Marcia Moss	BellSouth	12/97	Pat Becker	Sprint	12/97
Kelvin Maddox	AT&T	03/98	Sharon Arnett	Sprint	12/97
Beverly Simmons	AT&T	12/97	Alan Anglyn	MCI	12/97
Mark Turner	MCI	02/98	Mary Bennett	AT&T	12/97
Paul Alexander	Sprint	03/98	Paul Johnson	AT&T	02/98
Al Witbrodt	LCI	02/98	William Rice	ACSI	02/98
Bill Shoemaker	EDS - Facilitator	12/97	Julia Strow	Intermedia	02/98
Julie Stein	BellSouth - Alternate Facilitator	12/97			

Table H Steering Committee Members

E. Miscellaneous

E.1 Examples of Data Defined by Business Rules

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
 - Dependencies relative to other data elements
 - Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

E.2 Change Request Status Codes

- **A - Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 4).
- **C= Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 4):
 - **CC - Clarification.** Requested clarification not received in allotted time (7 days).

- **CD - Duplicate Request.** A request for this enhancement already exists.
- **CT - Training.** Requested enhancement already exists, additional training may be required.
- **D - Request Purge** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 4).
- **ERC - Enhancement Review Complete.** Indicates a Change Request has been reviewed at an Enhancement Review Meeting, but did not reach the Candidate Request List (Step 11).
- **N - New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 4).
- **P - Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Enhancement Review (Step 4 moving to Step 5).
- **PC - Pending Clarification** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 4).
- **PN - Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 - 2nd time through process, P2 - 3rd time through process, etc (Step 9)
- **RC - Candidate Request.** Indicates a Change Request has completed the Enhancement Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 6).
- **RSP - Request Re-Scheduled - Step 11.**

B

Electronic Interface Change Control Process

Interconnection Services

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April 14, 1998

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Introduction

Purpose

Jointly developed by the EI Change Control Sub-team comprised of BellSouth and CLEC Representatives.

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Electronic Interfaces. **This process will only cover Change Requests for enhancements that affect existing external users of BellSouth's Electronic Interface Applications.** This process shall be referred to as the Electronic Interface Change Control Process

The Electronic Interface Change Control Process will only cover Change Requests for enhancements that have the potential to impact the interfaces connected to BellSouth and is applicable to the following existing interfaces:

- Local Exchange Navigation System (LENS)
- Local Pre-Order Gateway (LPOG) a.k.a. EC-Lite
- Electronic Data Interchange (EDI), including EDI-PC
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services
- New or Revised Edits
- Process
- Regulatory
- Documentation

As new interfaces are deployed they will be added to the scope of this document and requested changes managed via this process.

The scope of the Electronic Interface Change Control Process **does not** include the following:

- Defect Change Requests
- BonaFide Requests (BFR)

- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements

Change Requests of this nature will be handled through existing BellSouth processes.

Objectives:

- Migrate and adhere to the Industry standards that impact Electronic Interfaces relative to order, pre-order, and maintenance.
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Electronic Interface Change Control Process are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

Version Information

Table A Revision History

Chapter	Action Request #	Date/Issue	Description
All	N/A	April 14, 1998 / 1	Initial Issue.

1. Change Control Organization

1.1 Change Control Organization

The Change Control organizational structure supports the Electronic Interface Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Electronic Interface Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows

Enhancement Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets periodically to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 8).

Steering Committee. Committee comprised of CLEC and BellSouth Representatives who meet periodically to facilitate compliance to the Change Control process. Committee membership is limited to a maximum of 15 (fifteen) members. Membership is open to all CLECs on a voluntary basis. No more than 2 (two) representatives per CLEC are allowed to participate on the Steering Committee at the same time. Once the 15 (fifteen) member limit is reached and as new members are identified, existing members will rotate off the committee.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Electronic Interface Change Control Process and is the single point of contact for Change Requests. This individual is responsible for maintaining the integrity of the Change Requests, prepares for and facilitates the Enhancement Review Meetings, presents the Candidate Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC single point of Contact for Electronic Interface Change Requests. This individual is responsible for presenting and prioritizing Candidate Change Request at the Enhancement Review Meetings; distributing supporting Change Request documentation to the CLEC industry 33 (thirty-three) business days prior to the Enhancement Review Meeting, weekly review of Change Request Log and returning Company Preliminary Priority list to the BCCM 5 (five) business days prior to the Enhancement Review Meeting.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled Electronic Interface releases.

2. Change Control Decision Process

2.1 Change Control Decision Process

The figure below shows the top-level process that will be used to evaluate Electronic Interface Change Requests. If the identified need is a defect, the BellSouth SPOC for CLECs will handle it. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements will be handled through the Electronic Interface Change Control Process.

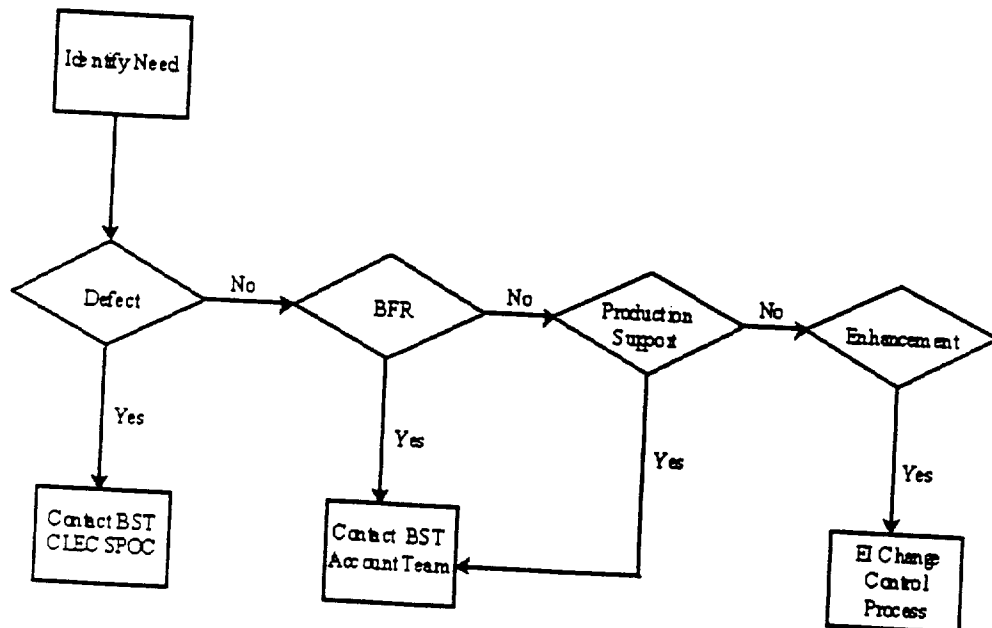


Figure 1 Change Control Decision Process

3. Electronic Interface Change Control Process Flow

3.1 Process Flow Diagram

The figure below provides the process flow for reviewing and scheduling implementation of a typical Change Request. The process diagram applies to Change Requests submitted via the Electronic Interface Change Control Process. See Detailed Process Flow for detailed process steps

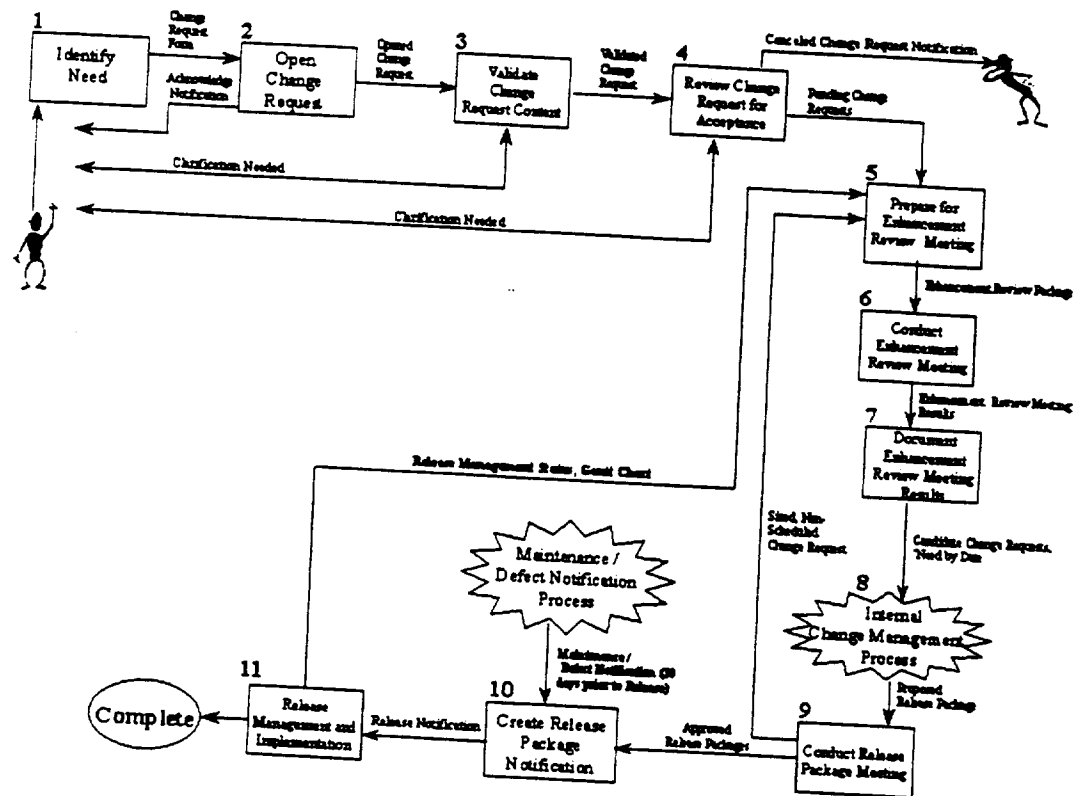


Figure 2 Electronic Interface Change Control Process Flow

3.2 Detailed Process Flow

The table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the EI Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

STEP	ACTION
1	• Accountability - CCCM - BCCM • <u>Identify Need</u> a. Internally determine need for enhancement. (Consideration of legal or contractual obligations). b. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist c. Attach related requirements and specification documents. (See Checklist, Item 22) d. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth • <u>Inputs</u> - Change Request Form (Attachment) - Change Request Form Checklist (Attachment) • <u>Outputs</u> Completed Change Request Form with related documentation • Cycle Time — N/A
2	• Accountability BCCM • <u>OPEN CHANGE REQUEST</u> a. Log Request in Change Request Log (Excel Spreadsheet) b. Send Acknowledgement Notification (Attachment) to CCCM or BCCM via e-mail. c. Establish request status ('N' for New Request) • <u>Inputs</u> Completed Change Request Form with related documentation • <u>Outputs</u> - New Change Request - Acknowledgment Notification • Cycle Time

STEP	ACTION
	2 Bus Days
3	• Accountability BCCM • <u>VALIDATE CHANGE REQUEST FOR COMPLETENESS BCCM</u> a. BCCM reviews change request for mandatory fields using the Change Request Form Checklist b. Verify Change Request specifications and related information exists. c. Send Clarification Notification (Attachment) if needed. d. Update Change Request Status to 'PC' for Pending Clarification if clarification is needed. • <u>CCCM</u> Make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment) • <u>Inputs</u> - New Change Request - Change Request Form Checklist - Change Request Clarification Response • <u>Outputs</u> - Validated Change Request - Clarification Notification • Cycle Time 3 -10 Bus Days
4	• Accountability BCCM • <u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u> a. Review Change Request and related information for content. b. Determine status of request: - If enhancement already exists forward Cancellation Notification (Attachment) to

STEP	ACTION
	CCCM or BCCM and update status to 'C' for Request Canceled - If request is valid update Change Request status to 'P' for Pending in Change Request Log - If Change Request Clarification Notification not received send Cancellation Notification and update status to 'C' for Request Canceled c. Requests for additional information on cancelled requests should be referred to the BCCM. • <u>Inputs</u> - New Change Request - Validated Change Request - Clarification Notification (if required) • <u>Outputs</u> - Pending Change Request - Clarification Notification (if required) - Cancellation Notification (if required) • Cycle Time 7-10 Bus Days

- | | |
|---|---|
| 5 | <ul style="list-style-type: none"> • Accountability <ul style="list-style-type: none"> - BCCM - CCCM • <u>PREPARE FOR ENHANCEMENT REVIEW MEETING</u> <ul style="list-style-type: none"> a. <u>BCCM:</u>
Prepare an agenda b. Make meeting preparations c. Update Change Request Log with current status for new and existing Change Requests d. Prepare and distribute Enhancement Review Package e. <u>CCCM/BCCM (Internal Activities)</u>
Analyze Pending Change Requests and evaluate against Approved Release Package(s) f. Develop Company Priority List for Change Requests and establish "desired/want date" |
|---|---|

STEP	ACTION
	g. Forward Company Priority List to BCCM 1 week prior to Enhancement Review Meeting h. Distribute additional Change Request documentation 45 days prior to Enhancement Review Meeting
	• <u>Inputs</u> - Pending Change Request Notifications - Release Management Status (Step 11) - Change Request Log - Sized, Non-Scheduled Change Request (Step 9) • <u>Outputs</u> - Enhancement Review Package - Company's Preliminary Priority List and Desired/Want Dates - Consolidated Preliminary Priority List - Impact analysis • <u>Cycle Time</u> - 22 Bus Days prior to ERM send Review Package - 33 Bus Days prior to ERM, CR must be in "P" Status

- 6
- Accountability
 - BCCM
 - CCCM
 - CONDUCT ENHANCEMENT REVIEW MEETING
 - a. Review regulatory issues for impact
 - b. Initiators present Change Requests
 - c. Discuss impacts
 - d. Review current Release Management statuses
 - e. Prioritize Change Requests using Consolidated Priority List
 - f. Determine disposition of Change Requests (sized/non-scheduled request)
 - g. Develop final Candidate Change Requests by interface, 'Need by Dates' and prioritized Change Request

STEP	ACTION
	h. Update status of Change Request to 'ERC' for Enhancement Review Complete, 'RC' for Candidate Request List, as appropriate i. Review issues and action items and assign owners • <u>Inputs</u> - Enhancement Review Package - Consolidated Priority List - Desired/Want Dates - Impact analysis • <u>Outputs</u> - Meeting minutes - Updated Change Request Log - Candidate Change Request List with agreed upon 'Need by Dates' - Pending Change Requests (requests not prioritized at Enhancement Review meeting) - Issues and Actions Items (if required) - Diskette of meeting output • <u>Cycle Time</u> 1-5 Bus Days
7	• <u>Accountability</u> - BCCM - — • <u>DOCUMENT ENHANCEMENT REVIEW MEETING RESULTS</u> Prepare and distribute outputs from 6 • <u>Inputs</u> Outputs from 6 above on diskette • <u>Outputs</u> Distribution of outputs from 6 • <u>Cycle Time</u> 5 Bus Days

STEP	ACTION
8	• Accountability - BCCM - CCCM • <u>INTERNAL CHANGE MANAGEMENT PROCESSES</u> Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to INTERNAL CHANGE MANAGEMENT PROCESSES1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities. • <u>Inputs</u> - Candidate Change Request List with agreed upon 'Need by Dates' - Change Request Log • <u>Outputs</u> BellSouth 's Proposed Release Schedule • Cycle Time - 22 Bus Days - 5-7 Bus Days prior to Release Package Mtg
9	• Accountability - BCCM - CCCM • <u>CONDUCT RELEASE PACKAGE MEETING</u> a. Prepare agenda b. Make meeting preparations c. Evaluate proposed release schedule d. Each company presents proposed changes to the Candidate Request List e. If needed - Make recommendations for changes to proposed release schedule

STEP	ACTION
	f. Non-scheduled Change Requests returned to Step 5 as Input for the "Prepare for Enhancement Review Meeting" process. g. Based on BST/CLEC consensus create Approved Release Package h. Identify Release Management Project Manager, if possible i. Establish date for initial Release Management Project Meeting • <u>Inputs</u> - BellSouth's Proposed Release Schedule - Change Request Log • <u>Outputs</u> - Approved Release Package - Updated Change Request Log - Meeting Minutes - Non-Scheduled Change Requests (Return to Step 5) - Date for initial Release Management Project Meeting • <u>Cycle Time</u> 1-5 Bus Days
10	• <u>Accountability</u> - BCCM - — • <u>CREATE RELEASE PACKAGE NOTIFICATION</u> Develop and distribute Release Notification Package via e-mail • <u>Inputs</u> - Approved Release Package - Maintenance/Defect Notification (a BellSouth function exclusively – Notification provided 30 days prior to release) • <u>Outputs</u> Release Package Notification • <u>Cycle Time</u>

STEP	ACTION
	5 Bus Days after Release Package Mtg
11	• Accountability - BCCM (Project Managers from each participating company) - — • <u>RELEASE MANAGEMENT AND IMPLEMENTATION</u> a. Provide Project Management and Implementation of Release (See Appendix B) b. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Enhancement Review Package • <u>Inputs</u> Release Package Notification • <u>Outputs</u> - Project Release Status - Implementation Date - Project Plan, WBS, Risk Assessment, Executive Summary, etc • Cycle Time Ongoing

4. Enhancement Review

4.1 Enhancement Review Meeting

The Enhancement Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, and submitting Candidate Change Requests for sizing. Meetings are to be held three times per year and are open to all CLECs with a maximum of 2 (two) participants from each company. Meetings will be structured according to category (pre-order, order, and maintenance) and will run in sequential sessions. A CLEC may choose to send different representatives to each of the sessions, however only 2 (two) participants will be allowed per session.

During the Enhancement Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. This presentation will be followed by a 15 (fifteen) minute question and answer session. After all presentations for a particular interface are complete, the prioritization process will begin.

An Enhancement Review Package containing all Change Requests to be reviewed, will be distributed 30 (thirty) calendar days prior to the Enhancement Review meeting. A Change Request must reach "P (Pending)" status 33 (thirty-three) business days prior to the distribution of the Enhancement Review Package to be placed on the agenda for the next scheduled meeting.

4.2 Enhancement Review Package

The Enhancement Review Package will be distributed to all participants 22 (twenty-two) business days prior to the Enhancement Review meeting. The package will include the following

- Meeting Notice
- Agenda
- Current Approved Release Package (from process step 9) – Descriptive view by release by Electronic Interface
- List of Change Requests to be reviewed (Change Request Log)
- Copy of Electronic Interface Change Control Process or reference to it on the BST web-site (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial roll out)
- Distribution List of participating CCCMs
- Preliminary Prioritization List Form (to be completed by CLEC and mailed to BCCM)

4.3 Prioritizing Change Requests

Prior to the Enhancement Review Meeting, each participating CLEC will receive a Preliminary Prioritization List Form. The CLEC should use this form to provide a preliminary ranking of enhancements by category, by interface. Individual rankings will be consolidated by the BCCM and handed out at the Enhancement Review Meeting. The CCCMs must send their company's prioritization list to the BCCM one week prior to the Enhancement Review Meeting.

Final prioritization will be determined at the Enhancement Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- Voting on an interface not used by the CLEC is prohibited
- One vote per CLEC, per interface
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Enhancements will be ranked by category, by interface
- The top 3 Enhancements from each interface will be included in the Candidate Request List for sizing and sequencing with a maximum of 22 Enhancements (4 Enhancements for LENS – 2 for order and 2 for pre-order)
- In case of a tie, the affected Enhancements will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Enhancements from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

5. Changes To This Process

5.1 Changes To This Process

The current, approved version of this process document will be stored under the component name "Exchgmgmt3.doc". The BellSouth Electronic Interface Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Electronic Interface Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes must be reviewed and approved by the CLEC/BST Steering Committee. When approval has been obtained, the BCCM (or alternate) will update the document version.

6. Terms and Definitions

6.1 Terms And Definitions

Accountability.

Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgment Notification.

Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package.

Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

BellSouth Change Control Manager (BCCM).

BellSouth Single Point of Contact for processing Change Requests.

BFR (Bona fide Request).

Process used for providing custom products and/or services. Bona fide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Rules.

The logical business requirements associated with the Electronic Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Electronic Interface. Examples of data defined by Business Rules are: (Click here for examples) See Appendix E.

Cancellation Notification.

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: duplicate request, training issue, or failure to respond to clarification.

Candidate Request List.

List of prioritized Change Requests with associated "Need by Dates" as determined at an Enhancement Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request.

Change Requests that have been prioritized at an Enhancement Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request.	A formal request, submitted on a Change Request Form, to add new functions or Enhancements to existing Electronic Interfaces (as identified in the scope) in a production environment.
Change Request Status.	The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow. (Click here for Change Request Status Codes) See Appendix E.
Clarification Notification.	Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.
CLEC Change Control Manager (CCCM).	CLEC Single Point of Contact for processing Change Requests.
Cycle Time.	The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.
Defect (Production).	A "production defect" is a defect found in a production environment when the system is not operating as specified in a baseline business requirements document; that is, required functionality is not there.
Enhancement.	Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.
Enhancement Review Meeting.	Meeting held by the Enhancement Review participants to review and prioritize pending Change Request, generate Candidate Change Request, and submit Candidate Change Request for sizing and sequencing.
Enhancement Review Package.	Package distributed by the BCCM 22 (twenty-two) business days prior to the Enhancement Review Meeting. The package includes the Meeting Notice, Agenda, Approved Release Package, Change Request Log, etc.

Internal Change Management Process.

Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

Need-by-Date.

Date used to determine implementation of a Change Request. This date is derived at the Enhancement Review Meeting through team consensus. Example: 1Q99 or Release XX.

Priority.

The urgency assigned for resource allocation to implement an enhancement. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. One of four priorities may be assigned. These levels reflect the order in which the work will be performed:

Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Enhancement Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan.

Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Release – Major.

Implementation of scheduled Enhancement(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Enhancement(s).
Application-to-Application and Machine-to-Human.

Release – Minor.	Implementation of scheduled Enhancement(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Enhancement(s). Machine-to-Human.
Release Package.	Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.
Release Package Notification.	Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Maintenance/Defect Notification, etc.
Single Point of Contact (SPOC).	Single Point of Contact within BellSouth for reporting defects to Electronic Interfaces.
Specifications.	Detailed, exact document(s) describing enhancement requested and included with the Change Request as additional information.
Version (Document).	Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

A. Change Control Forms

A.1 Change Control Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form.	Used when submitting a request for an enhancement. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access this form.
Change Request Form Checklist.	Provides line-by-line instructions for completing the Change Request form. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access these instructions.
Change Request Clarification Response.	Used when responding to request for clarification or Clarification Notification. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access this form.
Change Request Clarification Checklist.	Provides line-by-line instructions for completing the Change Request Clarification Response. Go to: http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm to access these instructions.
Acknowledgement Notification.	Advises originator of receipt of Change Request by BCCM (Click here for sample).
Acknowledgement Notification Checklist.	Provides line-by-lines instructions for completing the Acknowledgement Notification. (Click here for Checklist).
Cancellation Notification. .	Advises the originator of cancellation of a Change Request (Click here for Sample).
Cancellation Notification Checklist.	Provides line-by-line instructions for completing the Cancellation Notification. (Click here for Checklist).
Clarification Notification.	Advises originator that a Change Request is being held pending receipt of additional information (Click here for sample).
Clarification Notification Checklist.	Provides line-by-line instructions for completing the Clarification Notification. (Click here for Checklist).

**Electronic Interface Change Control Process
Change Control Forms**

**CG-ELCP-001
Issue 1, April 14, 1998**

(1) Change Request Log #: 878	(2) Date Change Request Submitted: 04/01/1998
(4) Internal Reference #: ARX00000	(3) Date Change Request Received: 04/01/1998
(5) Date of Notification: 04/04/1998	
(6) Company Name: John Doe Telephone	
(7) Title of Change: Creation of new EDI transaction for jeopardy processing - 870 transaction number.	
(8) Request Category: Add New Functionality	
(9) Response due date: 04/08/1998	
(10) BCCM Contact name _____	(11) Phone _____

Figure 3 Acknowledgement Notification (Sample)

(1) Change Request Log #: 878	(2) Date Change Request Submitted: 04/01/1998
(4) Internal Reference #: ARX00000	(3) Date Change Request Received: 04/01/1998
(5) Date of Notification: 04/04/1998	
(6) Company Name: John Doe Telephone	
(7) Title of Change: Creation of new EDI transaction for jeopardy processing - 870 transaction number.	
(8) Cancellation Type: Duplicate Request	
(9) Cancellation Acknowledgment Date: 05/15/1998	
(10) Cancellation Explanation: Same functionality as Change Request RWR52434.	
(11) BCCM Contact name _____	(12) Phone _____

Figure 4 Cancellation Notification (Sample)

(1) Change Request Log #: 878
(2) Date Change Request Submitted: 04/01/1998
(3) Date Change Request Received: 04/01/1998
(4) Internal Reference #: ARX00000
(5) Date of Notification: 04/04/1998
(6) Company Name: John Doe Telephone
(7) Title of Change: Creation of new EDI transaction for jeopardy processing - 870 transaction number.
(8) Request Category: Add New Functionality
(9) Please Clarify:
☐ Date Change Request Submitted (2) ☐ CLEC or BST (3)
☐ Company Name (4) ☐ CCM (5)
☐ CCM Phone (6) ☐ CCM E-mail (7)
☐ Fax (8) ☐ Alternate CCM (9)
☐ Alternate Phone (10) ☐ Title of Change (13)
☐ Category (14) ☐ Assessment of Impact (16)
☐ Priority (17) ☐ Interfaces affected (18)
☐ Type of Change (19) ☐ Description (20)
☐ Known dependencies (21) ☐ Additional Information (22)
(10) Response due by: 04/08/1998
(11) BCCM Contact name _____ (12) Phone _____

Figure 5 Clarification Notification (Sample)

Table B Acknowledgement Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table B Acknowledgement Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to sender	
9	Mandatory	Response due date.	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Table C Cancellation Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table C Cancellation Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Table D Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table D Clarification Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

B. Release Management

B.1 Release Management

Release Management and Project Implementation is described in Step 11 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Enhancement Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via email. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics
- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (email attachment)
- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 9 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

B.2 Attachment B-1

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Scope Statement

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

Note: See Scope Statement Template

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communiqué	Distribution	Frequency	Owner
Project Release Status Report	•Team Members •Enhancement Review Team	•Weekly •Monthly	Project Manager
Team Member To Do List	•Team Member	•Weekly	Project Manager
Executive Summary	•Project Sponsor	•Monthly	Project Manager
Status Meeting/Minutes	•Team Members	•Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor.

Note: See *Project Release Status Report*

Note: See *CCP To Do List/Resource (part of Microsoft Project file - Custom Report)*

Note: See *CCP To Do List/Dates (part of Microsoft Project file - Custom Report)*

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans
- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Work Breakdown Structure

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.

Note: *See WBS Template (part of Microsoft Project file - Gantt View)*

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

Roles	Responsibilities
Project Manager	Identify Preliminary Resources Hold Kick-off Meeting Develop Project Plan Documents Track Project Status Time Cost Manage Change Control Manage Issues Communicate Project Status
Project Sponsor	Understand Current Project Status Single Point of Contact for Escalations Communicate Project Status Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support Understand Current Project Status Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined Provide Project Manager Status
Team Members	Attend Project Team Meetings Perform Agreed to Activities as Defined Provide Project Manager Status

Project Team Roster

A list of all parties associated with or impacted by the project should be documented and distributed to the team.

Note: *See Project Team Roster*

Risk Management Plan In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.

Note: *See High-Level Risk Assessment*

Note: *See Risk Event Assessment and Planning*

Change Control Plan

Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.

Note: *See Scope Change Request and Evaluation*

Note: *See Scope Change Request Log*

Project Issues

Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.

Note: *See Project Issue Log*

B.3 Attachment B-2

Scope Statement Template

Document Preparation Information	
PROJECT NAME: ALL NEW PROJECT	PREPARED BY: PLANNING
DATE: DATE	REVIEWED BY: REVIEWED
Project Definitions	
PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

Figure 6 Scope Statement Template

B.4 Attachment B-3

Project Release Status Report

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	DATE/TIME	DATE/REVISION
-------------------------------	---------------------	-----------	---------------

General Information

PROJECT MANAGER	CHARACTER PROJECT NUMBER	IS REPORTED DOCUMENTATION SUBJECTIVE?	WEEK ENDING DATE
		☐ Yes ☐ No	

Report Information

Status Changes from Last Report	☒	Explain
Assumptions	☐	
Scope	☐	

Schedule Information

High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation

Budget Information

Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation

Deliverable Information

COMPLETED - ELEMENTS USED
DELIVERABLES - IS THE REPORT BALANCE

Figure 7 Project Release Status Report

B.5 Attachment B-4

B.5.1 Work Breakdown Structure Template

Table E Project Management WBS Template

ID	Task Name	Duration	Start	Finish	Pred	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	Define Requirements	3d	1/9/98	1/13/98		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
6	Perform Analysis	4d	1/14/98	1/19/98		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	Perform Testing	5d	1/20/98	1/26/98		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	Perform External Testing	3d	1/22/98	1/26/98		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All

- continued -

Table E Project Management WBS Template (continued)

ID	Task Name	Duration	Start	Finish	Pred	Resource
20	Deploy Release/Cut Over	11d	1/15/98	1/29/98		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	Perform Training	8d	1/20/98	1/29/98		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

B.6 Attachment B-5

Table F To Do List by Resource as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
Week of Jan 4						
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
Week of Jan 11						
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
Week of Jan 18						

- continued -

Table F To Do List by Resource as of 2/10/98 (continued)

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	11/23/98	16	All
Week of Jan 25						
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

B.7 Attachment B-6

Table G To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All

- continued -

Table G To Do List by Dates as of 2/10/98 (continued)

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	11/20/98	10	All

B.8 Attachment B-7

Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PARTY)	DATE PREPARED
-------------------------------	---------------------	---------------

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	FAX	FAX
-----------------	-------	-------	-----	-----

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	FAX	FAX
STAKEHOLDER NAME	EMAIL	PHONE	FAX	FAX

External Project Support

NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX

Project Team

NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX
NAME	EMAIL	PHONE	FAX	FAX

Figure 8 Project Team Roster

B.9 Attachment B-8

High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - ADDRESS & PHONE	QUALITY & CLARITY	QUALITY	DATE PREPARED
--------------------------------	-------------------	---------	---------------

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Figure 9 High-Level Risk Assessment

Guidelines

Strategic Importance

Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention.

Low Risk: The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative.

Moderate Risk: Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary."

High Risk: The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."

Management Support

Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished.

Low Risk: Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort.

Moderate Risk: Project sponsor provides strong support and establishes momentum among other managers who control resources.

High Risk: Project sponsor is not strongly interested; no significant management attention or interest from any side.

Budget Availability

Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources—people, suppliers, material, computer time, and so on.

Low Risk: Funding has been identified for the project, matching the time frame in which funds are required.

Moderate Risk: Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use.

High Risk: Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.

Resource Availability

People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available.

Low Risk: A project team has already been identified with the requisite skills; team members have been committed to the effort.

Moderate Risk: Project team members have not been identified specifically. Most skills are thought to be readily available within the company.

High Risk: Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.

Project Manager Availability

The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project.

Low Risk: A project manager has already been identified for the project and is available in the required time frame.

Moderate Risk: A project manager has not been specifically identified, but qualified project managers are available.

High Risk: No qualified project manager is available to assume responsibility for the project.

Time Frame

Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks.

Low Risk: There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays.

Moderate Risk: There is sufficient time for project planning and project execution, assuming an optimized schedule with an aggressive critical path.

High Risk: Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.

**Clarity of and Agreement on
Project Objectives**

Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project.

Low Risk: Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to.

Moderate Risk: Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however.

High Risk: Project objectives have not been defined, or there is substantial disagreement with them among the organizations.

**Participation in Project
Definition**

Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process.

Low Risk: There is no current project definition; the project team will be a key player in the project definition process.

Moderate Risk: There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process.

High Risk: The project definition is already established; the project team will have no opportunity to revise it.

**Customer Interest and
Involvement**

Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned.

Low Risk: The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities.

Moderate Risk: The customer is interested in the project and intends to participate in some project activities.

High Risk: The customer expresses little or no interest in the project and has no interest in participating in project activities.

User Involvement

Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process.

Low Risk: Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation.

Moderate Risk: Users will likely be involved with the project; however, no specific plans have been made for their participation.

High Risk: Users are unavailable to participate in the project.

Technical Complexity

The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task.

Low Risk: The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications.

Moderate Risk: The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems.

High Risk: The project is extremely difficult technically. There are substantial integration requirements with other systems.

Technology Maturity

Mature technology is easier to work with than emerging technology. Assess the level of maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project?

Low Risk: Virtually all the technology to be used on the project has been used in other, proven applications.

Moderate Risk: Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas.

High Risk: Most project technology will be developed during the project and must be proven during the validation and testing process.

Relevant Experience

Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project.

Low Risk: The company has substantial experience with related or similar projects and can apply that experience to the current project.

Moderate Risk: The company has some experience with related projects.

High Risk: This is the first project of this type that the company has undertaken.

**Supplier/ Contractor
Involvement**

Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement.
Low Risk: Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects.

Moderate Risk: Some suppliers will be involved; most will have worked with the company on previous projects.

High Risk: Many suppliers will be involved. A significant number will not have worked with the company on previous projects.

Major Obstacles

Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome.

Low Risk: Few major obstacles exist; for those that exist, there are clear solutions.

Moderate Risk: Some major obstacles exist; there are clear solutions for most of them.

High Risk: A significant number of major obstacles exist for which there are no clear solutions.

B.10 Attachment B-9

Risk Event Assessment and Planning

Document Preparation Information			
PROJECT NAME - RELEASE NUMBER	PREPARED BY (AFT)	DATE PREPARED	DATE REVIEWED
General Information			
RISK EVENT NO.	PROB. RISK EVENT	OTHER RISK EVENT	
Risk Event Title			
ENTER RISK EVENT TITLE HERE (AFT) (01) RISK EVENT			
Description			
PROVIDE DETAILED DESCRIPTION OF RISK EVENT			
Probability			
DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE SELECTED METHOD OR 3 APPLICABLE.			
Impact			
DESCRIBE THE IMPACT OF THE RISK EVENT. USE 4 SELECTED METHODS OR 3 APPLICABLE.			
Exposure			
PROVIDE ASSESSMENT OF THE OVERALL RISK. USE 4 SELECTED METHODS OR 3 POSSIBLE. OTHERWISE, DESCRIBE AS FOLLOWS (01) RISK EVENT, THEN RISK, OR RISK AS FOLLOWS.			

Figure 10 Risk Event Assessment and Planning (Page 1)

Risk Mitigation Strategies				
Strategy Description ENTER A BRIEF SUMMARY OF THE RISK EVENT AND ITS POTENTIAL IMPACTS AND CONSEQUENCES FOR THE RISK.	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer

Figure 11 Risk Event Assessment and Planning (Page 2)

Scope Change Request and Evaluation

Figure 12 Scope Change Request and Evaluation

B.12 Attachment B-11

Scope Change Request Log

Document Preparation Information										
PROJECT ORIGIN - REQUEST NUMBER			PREPARED BY (PART)			SIGNATURE		DATE PREPARED		
General Information										
CUSTOMER					PROJECT LEAD/KEY FILE NUMBER					
Log Information										
Change Request Number	Priority			Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	H	M	L							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
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	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							

Figure 13 Scope Change Request Log

Project Issues Log

Figure 14 Project Issues Log

C.1 Attachment C-1

[illegible]

Page 53

C.2 Attachment C-2

Preliminary Priority List

Company Name _____

CCCM _____

Date Submitted _____

Enhancement Review Meeting Date _____

Return to CCCM by _____

Check Interfaces Used

☐ LENS	☐ LPOB	☐ ECI
☐ EDIPO	☐ TAFI	☐ ECTA Local

If you do not use an interface, do not rate the request.

Rate requests on a scale of 1 to N, with N being the greatest. Rate by Category, by interface, for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	Rating	Interface	Change Request Log #
<i>Procurement</i>		LENS	LENS121040202
		LENS	LENS023040402
		LPOB	LPOB023040402
<i>Ordering</i>		ECI	ECI023040402
		EDIPO	EDIPO023040402
		LENS	LENS023040402
<i>Maintenance</i>		TAFI	TAFI023040402
		TAFI	TAFI023040402
		ECTA	ECTA023040402

Figure 16 Preliminary Priority List

Change Request Log Template

[illegible]

Figure 17 Change Request Log Template

C.4 Attachment C-4

Enhancement Review Meeting Agenda Template

Opening Briefing/BellSouth Open Meeting	10 Minutes
Change Request Log Status Change Requests to be reviewed will have a status of "In Pending" and will follow the process flow as outlined in Part 2 - Detailed Process Flow	30 Minutes
Regulatory Issues Review any issues that could impact Change Request's processing. This may include FCC rulings, FCC rulings on industry changes	30 Minutes
Release Management & Implementation Status Review status of scheduled releases	30 Minutes
Recycled Change Requests Determine priority of status of Change Requests that are on the Candidate Request List, but have not been scheduled for a target release	30 Minutes
Initial Prioritization of Change Requests This will be a summary of the consolidated Preliminary Priority List compiled by the BCCM. The BCCM represents each participating company's internal prioritization of the Change Requests. Company Preliminary Priority Lists must be completed and submitted to the BCCM one week prior to the Enhancement Review Meeting to be included in the Consolidated Priority List. The Consolidated Priority List is used as a starting point in determining final Candidate Requests.	5 Minutes
Presentation of Change Requests Pre-Engineering Engineering Maintenance The presentation of each Change Request is limited to 20 minutes. The duration of the request is followed by a maximum of five minutes of presentation time followed by a 15 minute question and answer session. Change Requests will be presented and presented by Category by Design.	20 Minutes/Request
Develop Candidate Change Request List Pre-Engineering Engineering Maintenance Participating companies will vote on the final prioritization of the Change Requests as outlined in the Enhancement Review Order of the Change Control Process Document. Change Requests to be scheduled, ongoing and implementing will be placed on the Candidate Change Request List along with the "Ready to Go" requests.	60 Minutes
Present Outputs Review of final prioritization and Change Requests submitted to the Candidate Change Request List	10 Minutes
Issues/Action Items Review any issues and action items arising during the meeting. Each item is assigned a owner and a follow-up item.	15 Minutes
Adjourn	5 Minutes

Figure 18 Enhancement Review Meeting Agenda Template

Release Schedule Status Log Template

[illegible]

Figure 19 Release Schedule Status Log Template

C.6 Attachment C-6

Electronic Interface Change Control Process User
Registration Form

RETURN BY 5/6/98

Date _____

Company Name _____

CCM Assigned _____ Phone _____

CCM E-mail Address _____ Fax _____

OK to add to Electronic Interface Change Control Process TREC Distribution List? ☐ Yes ☐ No

Interface Capability Used	☐ Pre-Ordering	☐ Ordering	☐ Maintenance
	☐ LBN	☐ EIC	☐ YAF
	☐ LPOG	☐ LBN	☐ EIC/AL
		☐ EIC/AL	

Comments _____

Form Completed By _____

Signature _____

Minimum requirements to participate in the Electronic Interface Change Control Process: Word 6.0 and Excel 3.0 or greater, Internet E-mail address, Web access

RETURN TO: BCCM DE Address Thomas
FAX 770-887-1431 19065 BellSouth Center
575 W Peachtree Street, N.E.
Atlanta, Georgia 30375

Figure 20 Electronic Interface Change Control Process User Registration
Form

D. Steering Committee Members

D.1 Steering Committee Members

Table H Steering Committee Members

Active Members			Past Members		
Representative	Company	Start Date	Representative	Company	Start Date
Audrey Thomas	BellSouth	02/98	Linda Tate	BellSouth	12/97
Marcia Moss	BellSouth	12/97	Pat Becker	Sprint	12/97
Kelvin Maddox	AT&T	03/98	Sharon Arnett	Sprint	12/97
Beverly Simmons	AT&T	12/97	Alan Anglyn	MCI	12/97
Mark Turner	MCI	02/98	Mary Bennett	AT&T	12/97
Paul Alexander	Sprint	03/98	Paul Johnson	AT&T	02/98
Al Witbrodt	LCI	02/98	William Rice	ACSI	02/98
Bill Shoemaker	EDS – Facilitator	12/97	Julia Strow	Intermedia	02/98
Julie Stein	BellSouth – Alternate Facilitator	12/97			

E. Miscellaneous

E.1 Examples of Data Defined by Business Rules

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
 - Dependencies relative to other data elements
 - Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

E.2 Change Request Status Codes

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 4).
- **C= Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 4):
 - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
 - **CD = Duplicate Request.** A request for this enhancement already exists.
 - **CT = Training.** Requested enhancement already exists, additional training may be required.
- **D = Request Purge** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 4).
- **ERC = Enhancement Review Complete.** Indicates a Change Request has been reviewed at an Enhancement Review Meeting, but did not reach the Candidate Request List (Step 11).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 4).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Enhancement Review (Step 4 moving to Step 5).
- **PC = Pending Clarification** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 4).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 9)

- **RC = Candidate Request.** Indicates a Change Request has completed the Enhancement Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 6).
- **RSP = Request Re-Scheduled – Step 11.**

8

ATTACHMENT 8

RIGHTS OF WAY (ROW), CONDUITS, AND POLE ATTACHMENTS

Dated: _____

Between

BELLSOUTH TELECOMMUNICATIONS, INC.
(Licensor)

And

AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.
(Licensee)

Licensee desires to conduct business in the following area(s):

☐ AL ☐ KY ☐ LA ☐ MS ☐ TN ☐ FL ☐ GA ☐ NC ☐ SC

or

☐ BellSouth Region

BELLSOUTH License Agreement Number - _____

Revised 1/13/00

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RIGHTS OF WAY (ROW), CONDUITS AND POLE ATTACHMENTS

This ~~Agreement~~ Attachment 8 sets forth the terms and conditions under which BellSouth shall afford to Licensee access to BellSouth's poles, ducts, conduits and rights-of-way, pursuant to the Act.

1. DEFINITIONS

Definitions in General. Except as the context otherwise requires, the terms defined in this Section shall, as used herein, have the meanings set forth in 1.1 through 1.29.

- 1.1 Anchor. The term "anchor" refers to a device, structure, or assembly which stabilizes a pole and holds it in place. An anchor assembly may consist of a rod and fixed object or plate, typically embedded in the ground, which is attached to a guy strand or guy wire, which, in turn, is attached to the pole. The term "anchor" does not include the guy strand which connects the anchor to the pole and includes only those anchors which are owned by BellSouth, as distinguished from anchors which are owned and controlled by other persons or entities.
- 1.2 Anchor/guy strand. The term "anchor/guy strand" refers to supporting wires, typically stranded together, or other devices attached to a pole and connecting that pole to an anchor or to another pole for the purpose of increasing pole stability. The term "anchor/guy strand" includes, but is not limited to, strands sometimes referred to as "anchor strands," "down guys," "guy strands," and "pole-to-pole guys."
- 1.3 Communications Act of 1934. The terms "Communications Act of 1934" and "Communications Act" refer to the Communications Act of June 19, 1934, 48 Stat. 1064, as amended, including the provisions codified as 47 U.S.C. Sections 151 et seq. The Communications Act includes the Pole Attachment Act of 1978, as defined in 1.23 following.
- 1.4 Assigned. The term "assigned", when used with respect to conduit or duct space or pole attachment space, refers to any space in such conduit or duct or on such pole that is occupied by a telecommunications service provider or a municipal or other governmental authority. To ensure the judicious use of poles and conduits, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".
- 1.5 Available. The term "available", when used with respect to conduit or duct space or pole attachment space, refers to any usable space in such conduit or duct or on such pole not assigned to a specific provider at the

applicable time.

- 1.6 Conduit occupancy. The terms "conduit occupancy" and "occupancy" refer to the presence of wire, cable, optical conductors, or other facilities within any portion of BellSouth's conduit system.
- 1.7 Conduit system. The term "conduit system" refers to any combination of ducts, conduits, manholes, and handholes joined to form an integrated whole. In this ~~Agreement~~ Attachment 8, the term refers to conduit systems owned or controlled by BellSouth.
- 1.8 Cost. The term "cost" as used herein refers to charges made by BellSouth to Licensee for specific work performed, and shall be (a) the actual charges made by subcontractors to BellSouth for work and/or, (b) if the work was performed by BellSouth employees, the rates set forth in the Price Schedule of the General Terms and Conditions of BellSouth.
- 1.9 Duct. The term "duct" refers to a single enclosed tube, pipe, or channel for enclosing and carrying cables, wires, and other facilities. As used in this ~~Agreement~~ Attachment 8, the term "duct" includes "inner ducts" created by subdividing a duct into smaller channels.
- 1.10 Facilities. The terms "facility" and "facilities" refer to any property or equipment utilized in the provision of telecommunication services.
- 1.11 The acronym "FCC" refers to the Federal Communications Commission.
- 1.12 Inner-Duct. The term "inner-duct" refers to a pathway created by subdividing a duct into smaller channels.
- 1.13 Joint User. The term "joint user" refers to a utility which has entered into an agreement with BellSouth providing reciprocal rights of attachment of facilities owned by each party to the poles, ducts, conduits and rights-of-way owned by the other party.
- 1.14 Licensee. The term "licensee" refers to a person or entity which has entered or may enter into an agreement or arrangement with BellSouth permitting such person or entity to place its facilities in BellSouth's conduit system or attach its facilities to BellSouth's poles or anchors.
- 1.15 Lashing. The term "lashing" refers to the attachment of a licensee's sheath or inner-duct to a supporting strand.
- 1.16 License. The term "license" refers to any license issued pursuant to this ~~Agreement~~ Attachment 8 and may, if the context requires, refer to conduit occupancy or pole attachment licenses issued by BellSouth prior to the date of this ~~Agreement~~ Attachment 8.
- 1.17 Make-Ready work. The term "make-ready work" refers to all work performed or to be performed to prepare BellSouth's conduit systems, poles or anchors and related facilities for the requested occupancy or attachment of Licensee's facilities. "Make-Ready work" includes, but is

not limited to, clearing obstructions (e.g., by "rodding" ducts to ensure clear passage), the rearrangement, transfer, replacement, and removal of existing facilities on a pole or in a conduit system where such work is required solely to accommodate Licensee's facilities and not to meet BellSouth's business needs or convenience. "Make-Ready work" may require "dig-ups" of existing facilities and may include the repair, enlargement or modification of BellSouth's facilities (including, but not limited to, conduits, ducts, handholes and manholes) or the performance of other work required to make a pole, anchor, conduit or duct usable for the initial placement of Licensee's facilities.

- 1.18 Manhole. The term "manhole" refers to an enclosure, usually below ground level and entered through a hole on the surface covered with a cast iron or concrete manhole cover, which personnel may enter and use for the purpose of installing, operating, and maintaining facilities in a conduit.
- 1.19 Occupancy. The term "occupancy" shall refer to the physical presence of telecommunication facilities in a duct, on a pole, or within a Right-of-way.
- 1.20 Person acting on Licensee's behalf. The terms "person acting on Licensee's behalf," "personnel performing work on Licensee's behalf," and similar terms include both natural persons and firms and ventures of every type, including, but not limited to, corporations, partnerships, limited liability companies, sole proprietorships, and joint ventures. The terms "person acting on Licensee's behalf," "personnel performing work on Licensee's behalf," and similar terms specifically include, but are not limited to, Licensee, its officers, directors, employees, agents, representatives, attorneys, contractors, subcontractors, and other persons or entities performing services at the request of or as directed by Licensee and their respective officers, directors, employees, agents, and representatives.
- 1.21 Person acting on BellSouth's behalf. The terms "person acting on BellSouth's behalf," "personnel performing work on BellSouth's behalf," and similar terms include both natural persons and firms and ventures of every type, including but not limited to corporations, partnerships, limited liability companies, sole proprietorships, and joint ventures. The terms "person acting on BellSouth's behalf," "personnel performing work on BellSouth's behalf," and similar terms specifically include, but are not limited to, BellSouth, its officers, directors, employees, agents, representatives, attorneys, contractors, subcontractors, and other persons or entities performing services at the request or on behalf of BellSouth and their respective officers, directors, employees, agents, and representatives.

- 1.22 Pole. The term "pole" refers to both utility poles and anchors but only to those utility poles and anchors owned or controlled by BellSouth, and does not include utility poles or anchors with respect to which BellSouth has no legal authority to permit attachments by other persons or entities.
- 1.23 Pole Attachment Act. The terms "Pole Attachment Act" and "Pole Attachment Act of 1978" refer to those provisions of the Communications Act of 1934, as amended, now codified as 47 U.S.C. § 224.
- 1.24 Prelicense survey. The term "prelicense survey" refers to all work and activities performed or to be performed to determine whether there is adequate capacity on a pole or in a conduit or conduit system (including manholes and handholes) to accommodate Licensee's facilities and to determine what make-ready work, if any, is required to prepare the pole, conduit or conduit system to accommodate Licensee's facilities.
- 1.25 Right of Way (ROW). The term "right of way" refers to the right to use the land or other property of another party to place poles, conduits, cables, other structures and equipment, or to provide passage to access such structures and equipment. A Right of Way may run under, on, or above public or private property (including air space above public or private property) and may include the right to use discrete space in buildings, building complexes, or other locations.
- 1.26 Sheath. The term "sheath" refers to a single outer covering containing communications wires, fibers, or other communications media.
- 1.27 Spare Capacity. The term "spare capacity" refers to any pole attachment space, conduit, duct or inner-duct not currently assigned or subject to a pending application for attachment/occupancy. Spare capacity does not include an inner-duct (not to exceed one inner-duct per party) reserved by BellSouth, Licensee, or a third party for maintenance, repair, or emergency restoration.
- 1.28 State. When capitalized, the term "State" (as used in terms such as "this State") refers to the State in which the access to BellSouth poles, ducts, conduits or rights-of-way, granted pursuant to this ~~Agreement~~ Attachment 8, occurs or attachment is located.
- 1.29 Third Party. The terms "third party" and "third parties" refer to persons and entities other than Licensee and BellSouth. Use of the term "third party" does not signify that any such person or entity is a party to this ~~Agreement~~ Attachment 8 or has any contractual rights hereunder.

2. SCOPE OF AGREEMENT

- 2.1 Undertaking of BellSouth. BellSouth shall provide Licensee with equal and nondiscriminatory access to pole space, conduits, ducts, and rights-of-way on terms and conditions equal to those provided by BellSouth to itself, subsidiaries or affiliates, or to any other telecommunications service

provider. Further, BellSouth shall not withhold or delay assignment of such facilities to Licensee because of the potential or forecasted needs of itself or other parties.

- 2.2 Attachments and Occupancies Authorized by this Agreement Attachment 8. BellSouth shall issue one or more licenses to Licensee authorizing Licensee to attach facilities to BellSouth's owned or controlled poles and to place facilities within BellSouth's owned or controlled conduits, ducts or rights-of-way under the terms and conditions set forth in this Section and the Telecommunications Act of 1996.
- 2.2.1 Unless otherwise provided herein, authority to attach facilities to BellSouth's owned or controlled poles, to place facilities within BellSouth's owned or controlled conduits, ducts or rights-of-way shall be granted only in individual licenses granted under this ~~Agreement~~ Attachment 8 and the placement or use of such facilities shall be determined in accordance with such licenses and procedures established in this ~~Agreement~~ Attachment 8.
- 2.2.2 Licensee agrees that its attachment of facilities to BellSouth's owned or controlled poles, occupancy of BellSouth's owned or controlled conduits, ducts or rights-of-way shall take place pursuant to the licensing procedures set forth herein, and BellSouth agrees that it shall not unreasonably withhold or delay issuance of such licenses.
- 2.3 Licenses. Subject to the terms and conditions set forth in this ~~Agreement~~ Attachment 8, BellSouth shall issue to Licensee one or more licenses authorizing Licensee to place or attach facilities in or to specified poles, conduits, ducts or rights-of-way owned or controlled by BellSouth located within this state on a first come, first served basis. BellSouth may deny a license application if BellSouth determines that the pole, conduit or duct space specifically requested by Licensee is necessary to meet BellSouth's present needs, or is licensed by BellSouth to another licensee, or is otherwise unavailable based on reasonable engineering concerns. BellSouth shall provide written notice to Licensee within Forty-five (45) days of the request as per ¶ 1224 of the FCC Docket 96-98 specifying in detail the reasons for denying Licensee's request. BellSouth shall have the right to designate the particular duct(s) to be occupied, the location and manner in which Licensee's facilities will enter and exit BellSouth's conduit system and the specific location and manner of installation for any associated equipment which is permitted by BellSouth to occupy the conduit system.
- 2.4 Access and Use of Rights-of-Way. BellSouth acknowledges that it is required by the Telecommunications Act of 1996 to afford Licensee access to and use of all associated rights-of-way to any sites where BellSouth's owned or controlled poles, manholes, conduits, ducts or other parts of BellSouth's owned or controlled conduit systems are located.

- 2.4.1 BellSouth shall provide Licensee with access to and use of such rights-of-way to the same extent and for the same purposes that BellSouth may access or use such rights-of-way, including but not limited to access for ingress, egress or other access and to construct, utilize, maintain, modify, and remove facilities for which pole attachment, conduit occupancy, or ROW use licenses have been issued, provided that any agreement with a third party under which BellSouth holds such rights expressly or impliedly grants BellSouth the right to provide such rights to others.
- 2.4.2 Where BellSouth notifies Licensee that BellSouth's agreement with a third party does not expressly or impliedly grant BellSouth the ability to provide such access and use rights to others, upon Licensee's request, BellSouth will use its best efforts to obtain the owner's consent and to otherwise secure such rights for Licensee. Licensee agrees to reimburse BellSouth for the reasonable and demonstrable costs incurred by BellSouth in obtaining such rights for Licensee.
- 2.4.3 In cases where a third party agreement does not grant BellSouth the right to provide access and use rights to others as contemplated in 2.4.1 and BellSouth, despite its best efforts, is unable to secure such access and use rights for Licensee in accordance with 2.4.2, or, in the case where Licensee elects not to invoke its rights under 2.4.1 or 2.4.2, Licensee shall be responsible for obtaining such permission to access and use such rights-of-way. BellSouth shall cooperate with Licensee in obtaining such permission and shall not prevent or delay any third party assignment of ROW's to Licensee.
- 2.4.4 Where BellSouth has any ownership or rights-of-way to buildings or building complexes, or within buildings or building complexes, BellSouth shall offer to Licensee through a license or other attachment:
- 2.4.4.1 The right to use any available space owned or controlled by BellSouth in the building or building complex to install Licensee equipment and facilities; and
- 2.4.4.2 Ingress and egress to such space.
- 2.4.5 Except to the extent necessary to meet the requirements of the Telecommunications Act of 1996, neither this ~~Agreement~~ Attachment 8 nor any license granted hereunder shall constitute a conveyance or assignment of any of either party's rights to use any public or private rights-of-way, and nothing contained in this ~~Agreement~~ Attachment 8 or in any license granted hereunder shall be construed as conferring on one party any right to interfere with the other party's access to any such public or private rights-of-way.
- 2.5 No Effect on BellSouth's Right to Convey Property. Nothing contained in this ~~Agreement~~ Attachment 8 or in any license issued hereunder shall in any way affect the right of BellSouth to convey to any other person or

entity any interest in real or personal property, including any poles, conduit or ducts to or in which Licensee has attached or placed facilities pursuant to licenses issued under this ~~Agreement~~ Attachment 8 provided however that BellSouth shall give Licensee reasonable advance written notice of such intent to convey.

- 2.6 No Effect on BellSouth's Rights to Manage its Own Facilities. This ~~Agreement~~ Attachment 8 shall not be construed as limiting or interfering with BellSouth's rights set forth below, except to the extent expressly provided by the provisions of this ~~Agreement~~ Attachment 8 or licenses issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations:
- 2.6.1 To locate, relocate, move, replace, modify, maintain, and operate BellSouth's own facilities within BellSouth's conduits, ducts or rights-of-way or any of BellSouth's facilities attached to BellSouth's poles at any time and in any reasonable manner which BellSouth deems appropriate to serve its customers, avail itself of new business opportunities, or otherwise meet its business needs; or
- 2.6.2 To enter into new agreements or arrangements with other persons or entities permitting them to attach or place their facilities to or in BellSouth's poles, conduits or ducts; provided, however, that such relocations, moves, replacements, modifications, maintenance and operations or new agreements or arrangements shall not substantially interfere with Licensee's pole attachment, conduit occupancy or ROW use, rights provided by licenses Issued pursuant to this ~~Agreement~~ Attachment 8.
- 2.7 No Effect on Licensee's Rights to Manage its Own Facilities. This ~~Agreement~~ Attachment 8 shall not be construed as limiting or interfering with Licensee's rights set forth below, except to the extent expressly provided by the provisions of this ~~Agreement~~ Attachment 8 or licenses issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations:
- 2.7.1 To locate, relocate, move, replace, modify, maintain, and operate its own facilities within BellSouth's conduits, ducts or rights-of-way or its facilities attached to BellSouth's poles at any time and in any reasonable manner which Licensee deems appropriate to serve its customers, avail itself of new business opportunities, or otherwise meet its business needs; or
- 2.7.2 To enter into new agreements or arrangements with other persons or entities permitting Licensee to attach or place its facilities to or in such other persons' or entities' poles, conduits or ducts, or rights-of-way; provided, however, that such relocations, moves, replacements, modifications, maintenance and operations or new agreements or

arrangements shall not conflict with Licensee's obligations under licenses issued pursuant to this ~~Agreement~~ Attachment 8.

- 2.8 No Right to Interfere with Facilities of Others. The provisions of this ~~Agreement~~ Attachment 8 or any license issued hereunder shall not be construed as authorizing either party to this ~~Agreement~~ Attachment 8 to rearrange or interfere in any way with any of the other party's facilities, with the facilities of other persons or entities, or with the use of or access to such facilities by such other party or such other persons or entities, except to the extent expressly provided by the provisions of this ~~Agreement~~ Attachment 8 or any license issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations.
- 2.8.1 Licensee acknowledges that the facilities of persons or entities other than BellSouth and Licensee may be attached to or occupy BellSouth's poles, conduits, ducts and rights-of-way.
- 2.8.2 BellSouth shall not attach, or give permission to any third parties to attach facilities to, existing Licensee facilities without Licensee's prior written consent. If BellSouth becomes aware of any such unauthorized attachment to Licensee facilities, BellSouth shall use its best efforts to rectify the situation as soon as practicable.
- 2.8.3 With respect to facilities occupied by Licensee or the subject of an application for attachment by Licensee, BellSouth will give to Licensee 60 days' written notice for conduit extensions or reinforcements, 60 days' written notice for pole line extensions, 60 days' written notice for pole replacements, and 60 days' written notice of BellSouth's intention to construct, reconstruct, expand or place such facilities or of BellSouth's intention not to maintain or use any existing facility and, in the case of an existing facility which BellSouth elects not to maintain or use, BellSouth will grant to Licensee a right to maintain and use such facility. If an emergency or provisions of an applicable joint use agreement require BellSouth to construct, reconstruct, expand or replace poles, conduits or ducts occupied by Licensee or the subject of an application for attachment by Licensee, BellSouth will notify Licensee as soon as reasonably practicable of such proposed construction, reconstruction, expansion or replacement to enable Licensee, if it so desires, to request that a pole, conduit or duct of greater height or capacity be utilized to accommodate an anticipated facility need of Licensee.
- 2.8.4 At Licensee's expense, BellSouth shall remove any retired cable from conduit systems to allow for the efficient use of conduit space within a reasonable period of time.
- 2.9 Assignment of Space. Assignment of space on poles, in conduits or ducts and within ROW's will be made pursuant to licenses granted by BellSouth

on an equal basis to BellSouth, Licensee and other telecommunication service providers.

3. REQUIREMENTS AND SPECIFICATIONS

3.1 Published Standards Incorporated in this Section by Reference.

Licensee agrees that its facilities shall be placed, constructed, maintained, repaired, and removed in accordance with current (as of the date when such work is performed) editions of the following publications, each of which is incorporated by reference as part of this Section :

3.1.1 The Blue Book Manual of Construction Procedures, Special Report SR-TAP-001421, published by Bell Communications Research, Inc. ("BellCore"), and sometimes referred to as the "Blue Book";

3.1.2 The National Electrical Code (NEC); and

3.1.3 The National Electrical Safety Code (NESC).

3.2 Changes in Published Standards. Licensee agrees to rearrange its facilities in accordance with changes in the standards published in the publications specified in Article 3.1 of this ~~Agreement~~ Attachment 8 if required by law to do so or upon the mutual agreement of the parties.

3.3 Additional Electrical Design Specifications. Licensee agrees that, in addition to specifications and requirements referred to in Article 3.1 above, Licensee's facilities placed in BellSouth's conduit system shall meet all of the following electrical design specifications:

3.3.1 No facility shall be placed in BellSouth's conduit system in violation of FCC regulations.

3.3.2 Licensee's facilities placed in BellSouth's conduit system shall not be designed to use the earth as the sole conductor for any part of Licensee's circuits.

3.3.3 Licensee's facilities carrying more than 50 volts AC (rms) to ground or 135 volts DC to ground shall be enclosed in an effectively grounded sheath or shield.

3.3.4 No coaxial cable of Licensee shall occupy a conduit system containing BellSouth's cable unless such cable of Licensee meets the voltage limitations of Article 820 of the National Electrical Code.

3.3.5 Licensee's coaxial cable may carry continuous DC voltages up to 1800 volts to ground where the conductor current will not exceed one-half amperes and where such cable has two separate grounded metal sheaths or shields and a suitable insulating jacket over the outer sheath or shield. The power supply shall be so designed and maintained that the total current carried over the outer sheath shall not exceed 200 micro amperes under normal conditions. Conditions which would increase the current over this level shall be cleared promptly.

- 3.3.6 Neither party shall circumvent the other party's corrosion mitigation measures. Each party's new facilities shall be compatible with the other party's facilities so as not to damage any facilities of the other party by corrosion or other chemical reaction.
- 3.4 Additional Physical Design Specifications. Licensee's facilities placed in BellSouth's conduit system must meet all of the following physical design specifications:
- 3.4.1 Cables bound or wrapped with cloth or having any kind of fibrous coverings or impregnated with an adhesive material shall not be placed in BellSouth's conduit or ducts.
- 3.4.2 The integrity of BellSouth's conduit system and overall safety of BellSouth's personnel and other personnel working in BellSouth's conduit system requires that "dielectric cable" be required when Licensee's cable facility utilizes an alternative duct or route that is shared in the same trench by any current carrying facility of a power utility.
- 3.4.3 New construction splices in Licensee's fiber optic and twisted pair cables shall be located in manholes, pull boxes or handholes.
- 3.5 Additional Specifications Applicable to Connections. The following specifications apply to connections of Licensee's conduit to BellSouth's conduit system:
- 3.5.1 Licensee will be permitted to connect its conduit or duct only at the point of a BellSouth manhole. No attachment will be made by entering or breaking into conduit between manholes. All necessary work to install Licensee facilities will be performed by Licensee or its contractor at Licensee's expense. In no event shall Licensee or its contractor "core bore" or make any other modification to BellSouth manhole(s) without the prior written approval of BellSouth, which approval will not be unreasonably delayed or withheld.
- 3.5.2 BellSouth may monitor, at Licensee's expense, the entrance and exit of Licensee's facilities into BellSouth's manholes and the placement of Licensee's facilities in BellSouth's manholes.
- 3.5.3 If Licensee constructs or utilizes a duct connected to BellSouth's manhole, the duct and all connections between that duct and BellSouth's manhole shall be sealed, to the extent practicable, to prevent the entry of gases or liquids into BellSouth's conduit system. If Licensee's duct enters a building, it shall also be sealed where it enters the building and at all other locations necessary to prevent the entry of gases and liquids from the building into BellSouth's conduit system.
- 3.6 Requirements Relating to Personnel, Equipment, Material, and Construction Procedures Generally. Duct clearing, rodding or modifications required to grant Licensee access to BellSouth's conduit

systems may be performed by BellSouth at Licensee's expense at charges which represent BellSouth's actual costs. Alternatively (at Licensee's option) such work may be performed by a contractor who demonstrates compliance with BellSouth certification requirements, which certification requirements shall be consistent with F.C.C. rules. The parties acknowledge that Licensee, its contractors, and other persons acting on Licensee's behalf will perform work for Licensee (e.g., splicing Licensee's facilities) within BellSouth's conduit system. Licensee represents and warrants that neither Licensee nor any person acting on Licensee's behalf shall permit any person to climb or work on or in any of BellSouth's poles or to enter BellSouth's manholes or work within BellSouth's conduit system unless such person has the training, skill, and experience required to recognize potentially dangerous conditions relating to pole or the conduit systems and to perform the work safely.

- 3.6.1 Licensee's facilities within BellSouth's conduit system shall be constructed, placed, rearranged, modified, and removed upon receipt of license specified in 5.1. However, no such license will be required for the inspection, maintenance, repair or non-physical modifications of Licensee's facilities.
- 3.6.2 "Rodding" or clearing of ducts in BellSouth's conduit system shall be done only when specific authorization for such work has been obtained in advance from BellSouth, which authorization shall not be unreasonably delayed or withheld by BellSouth. The parties agree that such rodding or clearing shall be performed according to existing industry standards and practices. Licensee may contract with BellSouth for performance of such work or (at Licensee's option) with a contractor who demonstrates compliance with BellSouth certification requirements.
- 3.6.3 Personnel performing work on BellSouth's or Licensee's behalf in BellSouth's conduit system shall not climb on, step on, or otherwise disturb the other party's or any third party's cables, air pipes, equipment, or other facilities located in any manhole or other part of BellSouth's conduit system.
- 3.6.4 Personnel performing work on BellSouth's or Licensee's behalf within BellSouth's conduit system (including any manhole) shall, upon completing their work, make reasonable efforts to remove all tools, unused materials, wire clippings, cable sheathing and other materials brought by them to the work site.
- 3.6.5 All of Licensee's facilities shall be firmly secured and supported in accordance with BellCore and industry standards.
- 3.6.6 Licensee's facilities shall be plainly identified with Licensee's name in each manhole with a firmly affixed permanent tag that meets standards set by BellSouth for its own facilities.

- 3.6.7 Manhole pumping and purging required in order to allow Licensee's work operations to proceed shall be performed by a vendor approved by BellSouth in compliance with BellSouth Practice Sec. 620-145-011BT, "Manhole Contaminants, Water, Sediment or Debris Removal and Reporting Procedures," and any amendments, revisions or supplements thereto and in compliance with all regulations and standards established by the United States Environmental Protection Agency and by any applicable state or local environmental regulators.
- 3.6.8 Planks or other types of platforms shall not be installed using cables, pipes or other equipment as a means of support. Platforms shall be supported only by cable racks.
- 3.6.9 Any leak detection liquid or device used by Licensee or personnel performing work on Licensee's facilities within BellSouth's conduit system shall be of a type approved by BellSouth or BellCore.
- 3.6.10 When Licensee or personnel performing work on Licensee's behalf are working within or in the vicinity of any part of BellSouth's poles or conduit system which is located within, under, over, or adjacent to streets, highways, alleys or other traveled rights-of-way, Licensee and all personnel performing work on Licensee's behalf shall follow procedures which Licensee deems appropriate for the protection of persons and property. Licensee shall be responsible, at all times, for determining and implementing the specific steps required to protect persons and property at the site. Licensee will provide all traffic control and warning devices required to protect pedestrian and vehicular traffic, workers and property from danger. Licensee has sole responsibility for the safety of all personnel performing work on Licensee's behalf, for the safety of bystanders, and for insuring that all operations conform to current OSHA regulations and all other governmental rules, ordinances or statutes. BellSouth reserves the right to suspend Licensee's activities on, in or in the vicinity of BellSouth's poles or conduit system if, in BellSouth's reasonable judgment, any hazardous condition arises due to the activity (including both acts and omissions) of Licensee or any personnel performing work on Licensee's behalf, which suspension shall cease when the condition has been rectified.
- 3.6.11 Except for protective screens, no temporary cover shall be placed by Licensee or personnel performing work on Licensee's behalf over an open manhole unless it is at least four feet above the surface level of the manhole opening.
- 3.6.12 Smoking or the use of any open flame is prohibited in BellSouth's manholes, in any other portion of BellSouth's conduit system, or within 10 feet of any open manhole entrance; provided that this provision will not

prohibit the use of spark producing tools such as electric drills, fusion splicers, etc.

- 3.6.13 Artificial lighting, when required, will be provided by Licensee. Only explosion-proof lighting fixtures shall be used.
- 3.6.14 Neither Licensee nor personnel performing work on Licensee's behalf shall allow any combustible gas, vapor, liquid, or material to accumulate in BellSouth's conduit system (including any manhole) during work operations performed within or in the vicinity of BellSouth's conduit system.
- 3.6.15 Licensee will abide by any laws, regulations or ordinances regarding the use of spark producing tools, equipment or devices in BellSouth's manholes, in any other portions of BellSouth's conduit system, or within 10 feet of any open manhole opening. This includes, but is not limited to, such tools as electric drills and hammers, meggers, breakdown sets, induction sets, and the like.
- 3.7 Opening of Manholes. The following requirements apply to the opening of BellSouth's manholes and the authority of BellSouth personnel present when work on Licensee's behalf is being performed within or in the vicinity of BellSouth's conduit system.
- 3.7.1 BellSouth's manholes shall be opened only as permitted by BellSouth's authorized employees or agents, which permission shall not be unreasonably denied or delayed.
- 3.7.2 Licensee shall notify BellSouth forty-eight (48) hours in advance of any routine work operation requiring entry into any of BellSouth's manholes.
- 3.7.3 Licensee shall be responsible for obtaining any necessary authorization from appropriate authorities to open manholes for conduit work operations therein.
- 3.7.4 BellSouth's authorized employee or agent shall not direct or control the conduct of Licensee's work at the work site. The presence of BellSouth's authorized employee or agent at the work site shall not relieve Licensee or personnel performing work on Licensee's behalf of their responsibility to conduct all work operations within BellSouth's conduit system in a safe and workmanlike manner.
- 3.7.5 Although BellSouth's authorized employee or agent shall not direct or control the conduct of Licensee's work at the work site, BellSouth's employee or agent shall have the authority to suspend Licensee's work operations within BellSouth's conduit system if, in the reasonable discretion of such BellSouth employee or agent, it appears that any hazardous conditions arise or any unsafe practices are being followed by Licensee or personnel performing work on Licensee's behalf.

3.7.53.7.6 [When an emergency situation arises which necessitates Carrier access to a manhole, Carrier should call BellSouth's Access Customer Advocate Center (ACAC) or the Unbundled Network Element (UNE) Center. BellSouth will then contact the Maintenance Supervisor who will return the Carrier's call and will arrange for access with on-call maintenance field personnel during the emergency condition on an emergency basis. (A list of contact telephone numbers is available to each CLEC for this purpose.)] [OPEN-AT&T]

3.8 OSHA Compliance: Notice to BellSouth of Unsafe Conditions. Licensee agrees that:

3.8.1 Its facilities shall be constructed, placed, maintained, repaired, and removed in accordance with the Occupational Safety and Health Act (OSHA) and all rules and regulations promulgated thereunder;

3.8.2 All persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors shall, when working on or within BellSouth's poles or conduit system, comply with OSHA and all rules and regulations thereunder;

3.8.3 Licensee shall establish appropriate procedures and controls to assure compliance with all requirements of this section; and

3.8.4 Licensee (and any person acting on Licensee's behalf) may report unsafe conditions on, in or in the vicinity of BellSouth's poles or conduit system to BellSouth.

3.9 Compliance with Environmental Laws and Regulations. Licensee acknowledges that, from time to time, environmental contaminants may enter BellSouth's conduit system and accumulate in manholes or other conduit facilities and that certain conduits (transite) are constructed with asbestos-containing materials. **[If BellSouth has knowledge of the presence of such contaminants in a conduit for which Licensee has applied for or holds a license, BellSouth will promptly notify Licensee of such fact.] [OPEN-AT&T]**

Notwithstanding any of BellSouth's notification requirements in this Attachment, Licensee acknowledges that some of BellSouth's conduit is fabricated from asbestos-containing materials. Such conduit is generally marked with a designation of "C Fiber Cement Conduit," "Transite," or "Johns-Manville." Until proven otherwise, Licensee will presume that all conduit not fabricated of plastic, tile, or wood is asbestos-containing and will handle it pursuant to all applicable regulations relating to worker safety and protection of the environment. BellSouth makes no representations to Licensee or personnel performing work on Licensee's behalf that BellSouth's conduit system or any specific portions thereof will be free from environmental contaminants at any particular time. The

acknowledgments and representations set forth in the two preceding sentences are not intended to relieve BellSouth of any liability which it would otherwise have under applicable law for the presence of environmental contaminants in its conduit facilities. Licensee agrees to comply with the following provisions relating to compliance with environmental laws and regulations:

- 3.9.1 AT&T may, at its expense, perform such inspections and tests at the site of any pole, duct, conduit, or right-of-way occupied by or assigned to AT&T as AT&T may deem necessary to determine the presence at such sites of environmental contaminants. BellSouth will assist AT&T, at AT&T's request and expense, in the performance of such inspections and tests.
- 3.9.2 Licensee's facilities shall be constructed, placed, maintained, repaired, and removed in accordance with all applicable federal, state, and local environmental statutes, ordinances, rules, regulations, and other laws, including but not limited to the Resource Conservation and Recovery Act (42 U.S.C. §§ 9601 et. seq.), the Toxic Substance Control Act (15 U.S.C. §§ 2601-2629), the Clean Water Act (33 U.S.C. §§ 1251 et. seq.), and the Safe Drinking Water Act (42 U.S.C. §§ 300f-300j).
- ~~3.9.23.9.3~~ All persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors, shall, when working on, within or in the vicinity of BellSouth's poles or conduit system, comply with all applicable federal, state, and local environmental laws, including but not limited to all environmental statutes, ordinances, rules, and regulations.
- ~~3.9.33.9.4~~ Licensee shall establish appropriate procedures and controls to assure compliance with all requirements of this section. BellSouth will be afforded a reasonable opportunity to review such procedures and controls and provide comments that will be reasonably considered in advance of their implementation. Review and comment by BellSouth pursuant to this section will be provided in a timely manner.
- ~~3.9.43.9.5~~ Licensee and all personnel performing work on Licensee's behalf shall comply with such standards and practices as BellSouth and Licensee may from time to time mutually agree to adopt to comply with environmental laws and regulations including, without limitation, BellSouth Practice Sec. 620-145-011BT, "Manhole Contaminants, Water, Sediment or Debris Removal and Reporting Procedures". Pursuant to this practice, neither Licensee nor BellSouth nor personnel performing work on either party's behalf shall discharge water or any other substance from any

BellSouth manhole or other conduit facility onto public or private property, including any storm water drainage system, without first testing such water or substance for contaminants in accordance with mutually agreed standards and practices and determining that such discharge would not violate any environmental law, create any environmental risk or hazard, or damage the property of any person. No such waste material shall be deposited on BellSouth premises for storage or disposal.

- 3.10 Compliance with Other Governmental Requirements. Licensee agrees that its facilities attached to BellSouth's facilities shall be constructed, placed, maintained, and removed in accordance with the ordinances, rules, and regulations of any governing body having jurisdiction of the subject matter. Licensee shall comply with all statutes, ordinances, rules, regulations and other laws requiring the marking and lighting of aerial wires, cables and other structures to ensure that such wires, cables and structures are not a hazard to aeronautical navigation. Licensee shall establish appropriate procedures and controls to assure such compliance by all persons acting on Licensee's behalf, including but not limited to, Licensee's employees, agents, contractors, and subcontractors.
- 3.11 Differences in Standards or Specifications. To the extent that there may be differences in any applicable standards or specifications referred to in this Article 3, the most stringent standard or specification shall apply.
- 3.12 Licensee Solely Responsible for the Condition of Its Facilities. Licensee shall be responsible at all times for the condition of its facilities and its compliance with the requirements, specifications, rules, regulations, ordinances, and laws specified above. In this regard, BellSouth shall have no duty to Licensee to inspect or monitor the condition of Licensee's facilities (including but not limited to splices and other facilities connections) located within BellSouth's conduit and ducts or any attachment of Licensee's facilities to BellSouth's poles, anchors, anchor/guy strands or other pole facilities. BellSouth may, however, conduct such inspections and audits of its poles and conduit system as BellSouth determines reasonable or necessary. Such inspection and audits shall be conducted at BellSouth's expense with the exception of (1) follow-up inspection to confirm remedial action after an observed Licensee violation of the requirements of this ~~Agreement~~ Attachment 8; and (2) inspection of Licensee facilities in compliance with a specific mandate of appropriate governmental authority for which inspections the cost shall be borne by Licensee. Either party may audit the other party's compliance with the terms of this Section. Observed safety hazards or imminent facility failure conditions of another party shall be reported to the affected party where such party can be readily identified.
- 3.13 Efficient use of Conduit. BellSouth will install inner-ducts to increase duct space in existing conduit as facilities permit. The full complement of

inner-ducts will be installed which can be accommodated under sound engineering principles. The number of inner-ducts which can reasonably be installed will be determined by BellSouth.

4. ADDITIONAL LEGAL REQUIREMENTS

4.1 Third Party Property Owners. Licenses granted under this Section authorize Licensee to place facilities in, or attach facilities to, poles, conduits and ducts owned or controlled by BellSouth but do not affect the rights of landowners to control terms and conditions of access to their property.

4.1.1 Licensee agrees that neither Licensee nor any persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors, shall engage in any conduct which damages public or private property in the vicinity of BellSouth's poles or conduit system, interferes in any way with the use or enjoyment of public or private property except as expressly permitted by the owner of such property, or creates a hazard or nuisance on such property (including, but not limited to, a hazard or nuisance resulting from any abandonment or failure to remove Licensee's facilities or any construction debris from the property, failure to erect warning signs or barricades as may be necessary to give notice to others of unsafe conditions on the premises while work performed on Licensee's behalf is in progress, or failure to restore the property to a safe condition after such work has been completed).

4.2 Required Permits, Certificates and Licenses. Licensee shall be responsible for obtaining any building permits or certificates from governmental authorities necessary to construct, operate, maintain and remove its facilities on public or private property.

4.2.1 Licensee shall not attach or place its facilities to or in BellSouth's poles, conduit or duct located on any property for which it or BellSouth has not first obtained all required authorizations.

4.2.2 BellSouth shall have the right to request evidence that all appropriate authorizations have been obtained. However, such request shall not delay BellSouth's prelicense survey work.

4.3 Lawful Purposes. All facilities placed by Licensee in BellSouth's conduit and ducts or on BellSouth's poles, anchors or anchor/guy strands must serve a lawful purpose and the uses made of Licensee's facilities must comply with all applicable federal, state, and local laws and with all federal, state, and local regulatory rules, regulations, and requirements. In this regard, Licensee shall not utilize any facilities occupying or attached to BellSouth's conduits, ducts or poles for the purpose of providing any services which it is not authorized by law to provide or for

the purpose of enabling any other person or entity to provide any such services.

5. FACILITIES AND LICENSES

- 5.1 Licenses Required. Before placing any facilities in BellSouth's conduits or ducts or attaching any facilities to BellSouth's poles, anchors or anchor/guy strands, Licensee must first apply for and receive a written license from BellSouth. BellSouth shall not unreasonably deny or delay issuance of any license.
- 5.2 Provision of Records and Information to Licensee. In order to obtain information regarding facilities, Licensee shall make a written request to BellSouth, identifying with reasonable specificity the geographic area for which facilities are required, the types and quantities of the required facilities and the required in-service date. In response to such request, BellSouth shall provide Licensee with information regarding the types, quantity and location (which may be provided by provision of route maps) and availability of BellSouth poles, conduit and right-of-way located within the geographic area specified by Licensee. Provision of information under the terms of this section shall include the right of Licensee employees or agents to inspect and copy engineering records or drawings which pertain to those facilities within the geographic area identified in Licensee's request. Such inspection and copying shall be done at a time and place mutually agreed upon by the parties. See ~~Appendix II~~ Exhibit B, attached hereto and incorporated herein by this reference, for records location centers.
- 5.3 No Warranty of Record Information. Licensee acknowledges that records and information provided by BellSouth pursuant to paragraph 5.2 may not reflect field conditions and that physical inspection is necessary to verify presence and condition of outside plant facilities and right of way. In providing such records and information, BellSouth assumes no liability to Licensee or any third party for errors/omissions contained therein.
- 5.4 Determination of Availability. BellSouth shall provide pole, conduit and right-of-way availability information in response to a request from Licensee which identifies with reasonable specificity the facilities for which such information is desired. Licensee may elect to be present at any field based survey of facilities identified pursuant to this paragraph and BellSouth shall provide Licensee at least forty-eight (48) hours notice prior to initiating such field survey. Licensee employees or agents shall be permitted to enter BellSouth manholes and inspect such structures to confirm usability and/or evaluate condition of the structure(s) with at least forty-eight (48) hours notice to BellSouth, with a BellSouth representative present and at Licensee's expense.

6. MAKE-READY WORK

- 6.1 Work Performed by BellSouth. If performed by BellSouth, make-ready work to accommodate Licensee's facilities shall be included in the normal work load schedule of BellSouth with construction responsibilities in the geographic areas where the relevant poles or conduit systems are located and shall not be subjugated to BellSouth work, nor entitled to priority, advancement, or preference over other work to be performed by BellSouth in the ordinary course of BellSouth's business.
- 6.1.1 If Licensee desires make-ready work to be performed on an expedited basis and BellSouth agrees to perform the work on such a basis, BellSouth shall recalculate the estimated make-ready charges. If Licensee accepts BellSouth's offer, Licensee shall pay such additional charges.
- 6.2 All charges for make-ready work performed by BellSouth are payable in advance, with the amount of any such advance payment to be due within sixty (60) days after receipt of an invoice from BellSouth.
- 6.3 Work Performed by Certified Contractor. In lieu of obtaining performance of make-ready work by BellSouth, Licensee at its option may arrange for the performance of such work by a contractor certified by BellSouth to work on or in its facilities. Certification shall be granted based upon reasonable and customary criteria employed by BellSouth in the selection of its own contract labor. Notwithstanding any other provisions of this Section, Licensee may not employ a contractor to accomplish make-ready work if BellSouth is likewise precluded from contractor selection under the terms of an applicable joint use agreement or collective bargaining agreement. In accordance with section 3.6.7, all manhole pumping and purging shall be performed by a vendor approved by BellSouth.
- 6.4 Completion of Make-Ready Work. BellSouth will issue a license to Licensee at the time all make-ready work necessary to Licensee's attachment or occupancy has been completed.

7. **APPLICATION FORM AND FEES**

- 7.1 Application Process. To apply for a license under this Section, Licensee shall submit to BellSouth two signed copies of an Application and Conduit Occupancy License form or an Application and Pole Attachment License form. BellSouth will process license applications in the order in which they are received; provided, however, that when Licensee has multiple applications on file with BellSouth, Licensee may designate its desired priority of completion of prelicense surveys and make-ready work with respect to all such applications.
- 7.1.1 Each application for a license under this Section shall specify the proposed route of Licensee's facilities and identify the conduits and ducts or poles and pole facilities along the proposed route in which Licensee desires to place or attach its facilities, and describe the physical size,

weight and jacket material of the cable which Licensee desires to place in each conduit or duct or the number and type of cables, apparatus enclosures and other facilities which Licensee desires to attach to each pole.

- 7.1.2 Each application for a license under this Section shall be accompanied by a proposed (or estimated) construction schedule containing the information specified below in Section 10.1 of this Agreement Attachment 8, and an indication of whether Licensee will, at its option, perform its own make-ready work.

- 7.2 Multiple Cables, Multiple Services, Lashing or Placing Additional Cables, and Replacement of Facilities. Licensee may include multiple cables in a single license application and multiple services (e.g., CATV and non-CATV services) may be provided by Licensee in the same cable sheath. Licensee's lashing additional cable to existing facilities and placing additional cables in conduits or ducts already occupied by Licensee's facilities shall be permitted, and no additional fees will be applied; provided, however, that if Licensee desires to lash additional cable to existing facilities of a third party Licensee shall provide BellSouth with reasonable notice, and shall obtain written permission from the owner of the existing facilities. If BellSouth determines that the requested lashing would violate safety or engineering requirements, BellSouth shall provide written notice to Licensee within a reasonable time specifying in detail BellSouth's findings. If Licensee desires to place additional cables in conduits or ducts which are already occupied, or to replace existing facilities with new facilities substantially different from those described in licenses in effect, Licensee must apply for and acquire a new license specifically describing the physical size, weight and jacket material of the cable to be placed in BellSouth's conduits and ducts or the physical size, weight, and jacket type of cables and the size and weight of apparatus enclosures and other facilities to be attached to BellSouth poles.

- 7.3 Each party hereby designates the employees named below as their single point of contact for any and all purposes of this Section, including, but not limited to, processing licenses and applications and providing records and information. Each party may at any time designate a new point of contact by giving written notice of such change.

	Notices	Billing Address
To Licensee as follows: <u>[OPEN-AT&T to provide]</u>		
Contact	Morgan McChesney	Morgan McChesney
Title	Regional VP Operations	Regional VP Operations
Company	Teleport Communications	Teleport Communications

	Group, Inc.	Group, Inc.
Address	5060 Avalon Ridge Pkwy.	5060 Avalon Ridge Pkwy.
Address	Suite 600	Suite 600
City, State, and Zip Code	Norcross, GA 30071	Norcross, GA 30071
Telephone	770 326 7153	770 326 7153
Facsimile	770 326 7151	770 326 7151
with a copy to:	TCG General Counsel	
	429 Ridge Rd.	
	Dayton, NJ 08810	
<i>and to Licensor as follows:</i>		
Contact	John T. Chaucer	
Title	Manager	
Company	BellSouth Telecommunications, Inc.	
Address	North W3D2	
Address	3535 Colonnade Parkway	
City, State, and Zip Code	Birmingham, AL 35243	
Telephone	(205) 977-2631	
Facsimile	(205) 977-7997	

8. PROCESSING OF APPLICATIONS (INCLUDING PRELICENSE SURVEYS AND FIELD INSPECTIONS)

8.1 Licensee's Priorities. When Licensee has multiple applications on file with BellSouth, Licensee shall designate its desired priority of completion of prelicense surveys and make-ready work with respect to all such applications.

8.2 Prelicense Survey. After Licensee has submitted its written application for a license, a prelicense survey (including a field inspection) will be performed by either party, in the company of a representative of the other party as mutually agreed, to determine whether BellSouth's poles, anchors and anchor/guy strands, or conduit system, in their present condition, can accommodate Licensee's facilities, without substantially interfering with the ability of BellSouth or any other authorized person or entity to use or access the pole, anchor or anchor/guy strand or any portion of BellSouth's conduit system or facilities attached to BellSouth's pole or placed within or connected to BellSouth's conduit system. If

Licensee gives its prior written consent in writing, the determination of duct availability may include the "rodding" of ducts at Licensee's expense.

8.2.1 The purpose of the prelicense survey is to determine whether Licensee's proposed attachments to BellSouth's poles or occupancy of BellSouth's conduit and ducts will substantially interfere with use of BellSouth's facilities by BellSouth and others with facilities occupying, connected or attached to BellSouth's pole or conduit system; and to provide information to Licensee for its determination of whether the pole, anchor, anchor/guy strand, conduit, duct, or right-of-way is suitable for its use.

8.2.2 Based on information provided by BellSouth and the survey, Licensee shall determine whether BellSouth's pole, anchor, anchor/guy strand, conduit and duct facilities are suitable to meet Licensee's needs.

8.2.3 BellSouth may not unreasonably refuse to continue to process an application based on BellSouth's determination that Licensee's proposed use of BellSouth's facilities will not be in compliance with applicable requirements, specifications, rules, regulations, ordinances, and laws. Licensee shall be responsible for making its own, independent determination that its use of such facilities will be in compliance with such requirements, specifications, rules, regulations, ordinances and laws. Licensee acknowledges that BellSouth is not explicitly or implicitly warranting to Licensee that Licensee's proposed use of BellSouth's facilities will be in compliance with applicable requirements, specifications, rules, regulations, ordinances, and laws.

8.3 Administrative Processing. The administrative processing portion of the prelicense survey (which includes without limitation processing the application, preparing make-ready work orders, notifying joint users and other persons and entities of work requirements and schedules, coordinating the relocation/rearrangement of BellSouth and/or other licensed facilities) will be performed by BellSouth at Licensee's expense. Anything to the contrary herein notwithstanding, BellSouth shall bear no responsibility for the relocation, rearrangement or removal of facilities used for the transmission or distribution of electric power.

9. **ISSUANCE OF LICENSES**

9.1 Obligation to Issue Licenses. BellSouth shall issue a license to Licensee pursuant to this Article 9. BellSouth and Licensee acknowledge that each application for a license shall be evaluated on an individual basis. Nothing contained in this section shall be construed as abridging any independent pole attachment rights or conduit or duct access rights which Licensee may have under the provisions of any applicable federal or state laws or regulations governing access to BellSouth's poles, conduits and ducts, to the extent the same are not inconsistent with the Telecommunications Act of 1996. Each license issued hereunder shall be

for an indefinite term, subject to Licensee's compliance with the provisions applicable to such license and further subject to Licensee's right to terminate such license at any time for any reason upon at least thirty (30) days' prior written notice.

- 9.2 Multiple Applications. Licensee acknowledges that multiple parties including BellSouth may seek to place their facilities in BellSouth's conduit and ducts at or about the same time, that the make-ready work required to prepare BellSouth's facilities to accommodate multiple applicants may differ from the make-ready work required to accommodate a single applicant, that issues relating to the proper apportionment of costs arise in multi-applicant situations that do not arise in single-applicant situations, and that cooperation and negotiations between all applicants and BellSouth may be necessary to resolve disputes involving multiple applications for permission to place facilities in/on the same pole, conduit, duct, or right-of-way.
- 9.2.1 All applications will be processed on a first-come, first-served basis.
- 9.3 Agreement to Pay for All Make-Ready Work Completed. Licensee's submission of written authorization for make-ready work shall also constitute Licensee's agreement to pay additional cost-based charges, if any, for completed make-ready work.
- 9.4 Payments to Others for Expenses Incurred in Transferring or Arranging Their Facilities. Licensee shall make arrangements with the owners of other facilities located in or connected to BellSouth's conduit system or attached to BellSouth's poles, anchors or anchor/guy strands regarding reimbursement for any expenses incurred by them in transferring or rearranging their facilities to accommodate the placement or attachment of Licensee's facilities in or to BellSouth's structures.
- 9.5 Make-Ready Work on an Expedited Basis. If Licensee is willing to authorize BellSouth to perform make-ready work on an expedited basis, and if BellSouth agrees to perform the work on such a basis, BellSouth shall recalculate the estimated make-ready charges. If Licensee accepts BellSouth's offer, Licensee shall pay such additional charges, if any.
- 9.6 License. When Licensee's application for a pole attachment or conduit occupancy license is approved, and all required make-ready work completed, BellSouth will execute and return a signed authorization to Licensee, as appropriate, authorizing Licensee to attach or place the specified facilities on BellSouth's poles or in BellSouth's conduit or ducts.
- 9.6.1 Each license issued under this Section shall authorize Licensee to attach to BellSouth's poles or place or maintain in BellSouth's conduit or ducts only those facilities specifically described in the license, and no others.

- 9.6.2 Except as expressly stated to the contrary in individual licenses issued hereunder, each license issued pursuant to this Section shall incorporate all terms and conditions of this Section whether or not such terms or conditions are expressly incorporated by reference on the face of the license itself.

10. CONSTRUCTION OF LICENSEE'S FACILITIES

- 10.1 Construction Schedule. Licensee shall submit with Licensee's license application a proposed or estimated construction schedule. Promptly after the issuance of a license permitting Licensee to attach facilities to BellSouth's poles or place facilities in BellSouth's conduit or ducts, Licensee shall provide BellSouth with an updated construction schedule and shall thereafter keep BellSouth informed of significant anticipated changes in the construction schedule. Construction schedules required by this Section shall include, at a minimum, the following information:
- 10.1.1 The name, title, business address, and business telephone number of the manager responsible for construction of the facilities;
- 10.1.2 The names of each contractor and subcontractor which will be involved in the construction activities;
- 10.1.3 The estimated dates when construction will begin and end; and
- 10.1.4 The approximate dates when Licensee or persons acting on Licensee's behalf will be performing construction work in connection with the placement of Licensee's facilities in BellSouth's conduit or ducts.
- 10.2 Additional Pre-construction Procedures for Facilities Placed in Conduit System. The following procedures shall apply before Licensee places facilities in BellSouth's conduit system:
- 10.2.1 Licensee shall give written notice of the type of facilities which are to be placed; and
- 10.2.2 BellSouth shall designate the particular duct or ducts or inner ducts (if available) to be occupied by Licensee's facilities, the location and manner in which Licensee's facilities will enter and exit BellSouth's conduit system, and the specific location and manner of installation of any associated equipment which is permitted by BellSouth to occupy the conduit system. Licensee may not occupy a duct other than the specified duct without the express written consent of BellSouth. BellSouth shall provide to Licensee space in manholes for racking and storage of up to fifty (50) feet of cable, provided space is available.
- 10.3 BellSouth Not Responsible for Constructing or Placing Facilities. BellSouth shall have no obligation to construct any facilities for Licensee or to attach Licensee's facilities to, or place Licensee's facilities in, BellSouth's poles or conduit system, except as may be necessary to

facilitate the interconnection of unbundled network elements or except to the extent expressly provided in this Section, any license issued hereunder, or by the Telecommunications Act of 1996 or any other applicable law.

- 10.4 Licensee Responsible for Constructing, Attaching and Placing Facilities. Except where otherwise mutually agreed by Licensee and BellSouth, Licensee shall be responsible for constructing its own facilities and attaching those facilities to, or placing them in BellSouth's poles, conduit or ducts at Licensee's sole cost and expense. Licensee shall be solely responsible for paying all persons and entities who provide materials, labor, access to real or personal property, or other goods or services in connection with the construction and placement of Licensee's facilities and for directing the activities of all persons acting on Licensee's behalf while they are physically present on BellSouth's pole, in any part of BellSouth's conduit system or in the vicinity of BellSouth's poles or conduit system.
- 10.5 Compliance with Applicable Standards, Health and Safety Requirements, and Other Legal Requirements. Licensee shall construct its facilities in accordance with the provisions of this Section and all licenses issued hereunder.
- 10.5.1 Licensee shall construct, attach and place its facilities in compliance with all Requirements and Specifications set forth above in this ~~Agreement~~ Attachment 8.
- 10.5.2 Licensee shall satisfy all Legal Requirements set forth above in this ~~Agreement~~ Attachment 8.
- 10.5.3 Licensee shall not permit any person acting on Licensee's behalf to perform any work on BellSouth's poles or within BellSouth's conduit system without first verifying, to the extent practicable, on each date when such work is to be performed, that the condition of the pole or conduit system is suitable for the work to be performed. If Licensee or any person working on Licensee's behalf determines that the condition of the pole or conduit system is not suitable for the work to be performed, Licensee shall notify BellSouth of the condition of the pole or conduit system in question and shall not proceed with construction activities until Licensee is satisfied that the work can be safely performed.
- 10.6 Construction Notices. If requested to do so, Licensee shall provide BellSouth with information to reasonably assure BellSouth that construction has been performed in accordance with all applicable standards and requirements.
- 10.7 Points for Attachment. BellSouth shall specify, using the same selection criteria it uses for its own operating company, the point of attachment of each pole or anchor to be occupied by Licensee's facilities. When the

facilities of more than one applicant are involved, BellSouth will attempt, to the extent practicable, to designate the same relative position on each pole or anchor for each applicant's facilities.

- 10.8 Manhole and Conduit Break-Outs. Licensee shall be permitted to add conduit ports to BellSouth manholes when existing conduits do not provide the pathway connectivity needed by Licensee; provided the structural integrity of the manhole is maintained, and sound engineering judgment is employed.

11. **USE AND ROUTINE MAINTENANCE OF LICENSEE'S FACILITIES**

- 11.1 Use of Licensee's Facilities. Each license granted under this Section authorizes Licensee to have access to Licensee's facilities on or in BellSouth's poles, conduits and ducts as needed for the purpose of serving Licensee's customers, including, but not limited to, powering electronics, monitoring facilities, or transporting signaling.

- 11.2 Routine Maintenance of Licensee's Facilities. Each license granted under this Section authorizes Licensee to engage in routine maintenance of Licensee's facilities located on or in BellSouth's poles, conduits, ducts and ROW pursuant to such license. Licensee shall give reasonable notice to the affected public authority or private landowner as appropriate before commencing the construction or installation of its attachments or making any material alterations thereto. Licensee shall give reasonable notice to BellSouth before performing any work, whether or not of a routine nature, in BellSouth's conduit system.

- 11.3 Licensee Responsible for Maintenance of Licensee's Facilities. Licensee shall maintain its facilities in accordance with the provisions of this Section (including but not limited to all requirements set forth above in this ~~Agreement~~ Attachment 8) and all licenses issued hereunder. Licensee shall be solely responsible for paying all persons and entities who provide materials, labor, access to real or personal property, or other goods or services in connection with the maintenance of Licensee's facilities and for directing the activities of all persons acting on Licensee's behalf while they are physically present on BellSouth's poles, within BellSouth's conduit system or in the immediate vicinity of such poles or conduit system.

- 11.4 BellSouth Not Responsible for Maintaining Licensee's Facilities. BellSouth shall have no obligation to maintain any facilities which Licensee has attached or connected to, or placed in, BellSouth's poles, conduits, ducts or any portion of BellSouth's conduit system, except to the extent expressly provided by the provisions of this Section or any license issued hereunder, or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations.

- 11.5 Information Concerning the Maintenance of Licensee's Facilities. Promptly after the issuance of a license permitting Licensee to attach

facilities to, or place facilities in BellSouth's poles, conduits or ducts, Licensee shall provide BellSouth with the name, title, business address, and business telephone number of the manager responsible for routine maintenance of Licensee's facilities, and shall thereafter notify BellSouth of changes to such information. The manager responsible for routine maintenance of Licensee's facilities shall, on BellSouth's request, identify any contractor, subcontractor, or other person performing maintenance activities on Licensee's behalf at a specified site and shall, on BellSouth's request, provide such additional documentation relating to the maintenance of Licensee's facilities as reasonably necessary to demonstrate that Licensee and all persons acting on Licensee's behalf are complying with the requirements of this Section and licenses issued hereunder.

- 11.6 Identification of Personnel Authorized to Have Access to Licensee's Facilities. All personnel authorized to have access to Licensee's facilities shall, while working on BellSouth's poles, in its conduit system or ducts or in the vicinity of such poles, ducts or conduit systems, carry with them suitable identification and shall, upon the request of any BellSouth employee, produce such identification.

12. MODIFICATION AND REPLACEMENT OF LICENSEE'S FACILITIES

- 12.1 Notification of Planned Modification or Replacement of Facilities. Licensee shall, when practicable, notify BellSouth in writing at least 60 days before adding to, relocating, replacing or otherwise modifying its facilities attached to a BellSouth pole, anchor or anchor/guy strand or located in any BellSouth conduit or duct. The notice shall contain sufficient information to enable BellSouth to determine whether the proposed addition, relocation, replacement, or modification is permitted under Licensee's present license or requires a new or amended license.

- 12.2 New or Amended License Required. A new or amended license will be required if the proposed addition, relocation, replacement, or modification:

- 12.2.1 Requires that Licensee use additional space on BellSouth's poles or in its conduits or ducts (including but not limited to any additional ducts, inner ducts, or substantial space in any handhole or manhole) on either a temporary or permanent basis; or
- 12.2.2 Results in the size or location of Licensee's facilities on BellSouth's poles or in its conduit or ducts being appreciably different from those described and authorized in Licensee's present license (e.g. different duct or size increase causing a need to re-calculate storm loadings, guying, or pole class).

13. REARRANGEMENT OF FACILITIES AT THE REQUEST OF ANOTHER

- 13.1 Make-Ready Work at the Request of Licensee. If, prior to the issuance of a license, Licensee determines that any pole, anchor, anchor/guy strand, conduit or duct is inadequate to accommodate Licensee's proposed pole attachment or conduit occupancy or that it will be necessary or desirable for BellSouth or any other person or entity to rearrange existing facilities or structures to accommodate Licensee, Licensee shall promptly advise BellSouth of the make-ready work it believes necessary to enable the accommodation of Licensee's facilities.
- 13.1.1 BellSouth shall determine, in the exercise of sound engineering judgment, whether or what make-ready work is necessary or possible. In determining whether make-ready work is necessary or what make-ready work is necessary, BellSouth shall endeavor to minimize its costs to Licensee. If it is determined that such make-ready work is required, BellSouth shall provide Licensee with the estimated costs for make-ready work and a Make Ready Due Date.
- 13.1.2 Licensee shall be solely responsible for negotiating with persons or entities other than BellSouth for the rearrangement of such persons' or entities' facilities or structures and, except where such rearrangement is for the benefit of BellSouth and/or other licensees as well as Licensee, shall be solely responsible for paying all charges attributable to the rearrangement of such facilities; provided, however, that if facilities rearrangements require new licenses from BellSouth, BellSouth shall issue such licenses in conjunction with the issuance of the applied-for license to Licensee.
- 13.2 Rearrangement of Licensee's Facilities at BellSouth's Request. Licensee acknowledges that, from time to time, it may be necessary or desirable for BellSouth to change out poles, relocate, reconstruct, or modify portions of its conduit system or rearrange facilities contained therein or connected thereto and that such changes may be necessitated by BellSouth's business needs or authorized application of another entity seeking access to BellSouth's poles or conduit systems. Licensee agrees that Licensee will, upon BellSouth's request, and at BellSouth's expense, but at no cost to Licensee, participate with BellSouth (and other licensees) in the relocation, reconstruction, or modification of BellSouth's conduit system or facilities rearrangement. Licensee acknowledges that, from time to time, it may be necessary or desirable for BellSouth to change out poles, relocate, reconstruct, or modify portions of its conduit system or rearrange facilities contained therein or connected thereto as a result of an order by a municipality or other governmental authority. Licensee shall, upon BellSouth's request, participate with BellSouth (and other licensees) in the relocation, reconstruction, or modification of BellSouth's conduit system or facilities rearrangement and pay its proportionate share of any costs of

such relocation, reconstruction, or modification that are not reimbursed by such municipality or governmental authority.

13.2.1 Licensee shall make all rearrangements of its facilities within such period of time as is jointly deemed reasonable by the parties based on the amount of rearrangements necessary and a desire to minimize chances for service interruption or facility-based service denial to a Licensee customer.

13.2.2 If Licensee fails to make the required rearrangements within the time prescribed or within such extended periods of time as may be granted by BellSouth in writing, BellSouth may perform such rearrangements with written notice to Licensee, and Licensee shall reimburse BellSouth for actual costs and expenses incurred by BellSouth in connection with the rearrangement of Licensee's facilities; provided, however, that nothing contained in this Section or any license issued hereunder shall be construed as requiring Licensee to bear any expenses which, under the Telecommunications Act of 1996 or other applicable federal or state laws or regulations, are to be allocated to persons or entities other than Licensee; and provided further, however, that Licensee shall have no responsibility for rearrangement costs and expenses relating to rearrangements performed for the purpose of meeting BellSouth's business needs.

14. EMERGENCY REPAIRS AND POLE REPLACEMENTS

14.1 Licensee Responsible for Emergency Repairs to its Own Facilities. In general, Licensee shall be responsible for making emergency repairs to its own facilities and for formulating appropriate plans and practices which will enable it to make such emergency repairs. BellSouth shall be under no obligation to perform any repair or service restoration work of any kind with respect to Licensee's facilities.

15. INSPECTION BY BELL SOUTH OF LICENSEE'S FACILITIES

15.1 BellSouth's Right to Make Periodic or Spot Inspections. BellSouth shall have the right to make periodic or spot inspections at any time of any part of Licensee's facilities attached to BellSouth's poles, anchors or anchor/guy strands or occupying any BellSouth conduit or duct for the limited purpose of determining whether Licensee's facilities are in compliance with the terms of this Section and licenses hereunder; provided that such inspections must be non-invasive (e.g., no splice cases may be opened).

15.1.1 BellSouth will give Licensee advance written notice of such inspections, and Licensee shall have the right to have a representative attend such inspections, except in those instances where safety considerations justify the need for such inspection without the delay of waiting until written notice has been forwarded to Licensee.

15.1.2 Such inspections shall be conducted at BellSouth's expense; provided, however, that Licensee shall bear the cost of inspections as delineated in 3.12.

15.2 No Duty to Licensee. Neither the act of inspection by BellSouth of Licensee's facilities nor any failure to inspect such facilities shall operate to impose on BellSouth any liability of any kind whatsoever or to relieve Licensee of any responsibility, obligations or liability under this Section or otherwise existing.

16. NOTICE OF NONCOMPLIANCE

16.1 Notice of Noncompliance. If, at any time, BellSouth determines that Licensee's facilities or any part thereof have not been placed or maintained or are not being used in accordance with the requirements of this ~~Agreement~~ Attachment 8, BellSouth may send written notice to Licensee specifying the alleged noncompliance. Licensee agrees to acknowledge receipt of the notice as soon as practicable. If Licensee does not dispute BellSouth's assertion that such facilities are not in compliance, Licensee agrees to provide BellSouth with a schedule for bringing such facilities into compliance, to bring the facilities into compliance within a reasonable time, and to notify BellSouth in writing when the facilities have been brought into compliance.

16.2 Disputes over Alleged Noncompliance. If Licensee disputes BellSouth's assertion that Licensee's facilities are not in compliance, Licensee shall notify BellSouth in writing of the basis for Licensee's assertion that its facilities are in compliance.

16.3 Failure to Bring Facilities into Compliance. If Licensee has not brought the facilities into compliance within a reasonable time or provided BellSouth with proof sufficient to persuade BellSouth that BellSouth erred in asserting that the facilities were not in compliance, and if BellSouth determines in good faith that the alleged noncompliance causes or is likely to cause material damage to BellSouth's facilities or those of other users, BellSouth may, at its option and Licensee's expense, take such non-service affecting steps as may be required to bring Licensee's facilities into compliance, including but not limited to correcting any conditions which do not meet the specifications of this ~~Agreement~~ Attachment 8.

16.4 Correction of Conditions by BellSouth. If BellSouth elects to bring Licensee's facilities into compliance, the provisions of this Section shall apply.

16.4.1 BellSouth will, whenever practicable, notify Licensee in writing before performing such work. The written notice shall describe the nature of the work to be performed and BellSouth's schedule for performing the work.

- 16.4.2 If Licensee's facilities have become detached or partially detached from supporting racks or wall supports located within a BellSouth manhole, BellSouth may, at Licensee's expense, reattach them but shall not be obligated to do so. If BellSouth does not reattach Licensee's facilities, BellSouth shall endeavor to arrange with Licensee for the reattachment of any facilities affected.
- 16.4.3 BellSouth shall, as soon as practicable after performing the work, advise Licensee in writing of the work performed or action taken. Upon receiving such notice, Licensee shall inspect the facilities and take such steps as Licensee may deem necessary to insure that the facilities meet Licensee's performance requirements.
- 16.5 Licensee to Bear Expenses. Licensee shall bear all expenses arising out of or in connection with any work performed to bring Licensee's facilities into compliance with this Section; provided, however that nothing contained in this Section or any license issued hereunder shall be construed as requiring Licensee to bear any expenses which, under applicable federal or state laws or regulations, must be borne by persons or entities other than Licensee.

17. UNAUTHORIZED OCCUPANCY OR UTILIZATION OF BELL SOUTH'S FACILITIES

- 17.1 Licensing or Removal of Unauthorized Attachments. If any of Licensee's attachments shall be found attached to pole(s) or occupying conduit systems for which no license is outstanding, BellSouth, without prejudice to its other rights or remedies under this Agreement Attachment 8, including termination of licenses, may impose a charge and require Licensee to submit in writing, within thirty (30) days after receipt of written notification from BellSouth of the unauthorized attachment or conduit occupancy, a pole attachment or conduit occupancy license application. If such application is not received by BellSouth within the specified time period, Licensee may be required at BellSouth's option to remove its unauthorized attachment or occupancy within sixty (60) days of the final date for submitting the required application, or BellSouth may at BellSouth's option remove Licensee's facilities without liability, and the expense of such removal shall be borne by Licensee. Charges for any such unauthorized occupancy shall be equal to the applicable license fees and charges which would have been payable from and after the date such facilities were first placed on BellSouth's poles or in BellSouth's conduit system, if Licensee provides reasonable documentation of such placement. If Licensee is unable to provide such reasonable documentation, then Licensee will pay two years worth of the applicable charges.

- 17.1.1 Nothing contained in the ~~Agreement~~ Attachment 8 or any license issued hereunder shall be construed as requiring Licensee to bear any expenses which, under applicable federal or state laws or regulations, must be borne by persons or entities other than Licensee.
- 17.2 Prompt Payment of Applicable Fees and Charges. Fees and charges for pole attachments and conduit system occupancies, as specified herein and as modified from time to time, shall be due and payable immediately whether or not Licensee is permitted to continue the pole attachment or conduit occupancy. See ~~Appendix I~~ Exhibit A, attached hereto and incorporated herein by this reference, for applicable annual rental fees.
- 17.3 No Implied Waiver or Ratification of Unauthorized Use. No act or failure to act by BellSouth with regard to said unlicensed use shall be deemed as a ratification of the unlicensed use; and if any license should be subsequently issued, said license shall not operate retroactively or constitute a waiver by BellSouth of any of its rights or privileges under this ~~Agreement~~ Attachment 8 or otherwise; provided, however, that Licensee shall be subject to all liabilities, obligations and responsibilities of this ~~Agreement~~ Attachment 8 in regard to said unauthorized use from its inception.

18. REMOVAL OF LICENSEE'S FACILITIES

- 18.1 Pole Attachments. Licensee, at its expense, will remove its attachments from any of BellSouth's poles within thirty (30) days after termination of the license covering such attachments. If Licensee fails to remove its attachments within such thirty (30) day period, BellSouth shall have the right to remove such attachments at Licensee's expense and without any liability on the part of BellSouth for damage or injury to Licensee's attachments unless caused by the negligence or intentional misconduct of BellSouth.
- 18.2 Conduit Occupancy. Licensee, at its expense, will remove its communications facilities from a conduit system within sixty (60) days after:
- 18.2.1 Termination of the license covering such conduit occupancy; or
- 18.2.2 The date Licensee replaces its existing facilities in one duct with substitute facilities in another duct.
- 18.2.3 If Licensee fails to remove its facilities within the specified period, BellSouth shall have the right to remove such facilities at Licensee's expense and without any liability on the part of BellSouth for damage or injury to such facilities unless caused by the negligence or intentional misconduct of BellSouth.
- 18.3 Continuing Responsibility for Fees and Charges. Licensee shall remain liable for and pay to BellSouth all fees and charges pursuant to provisions

of this ~~Agreement~~ Attachment 8 until all of Licensee's facilities are physically removed from BellSouth's poles or conduit system.

19. FEES, CHARGES, AND BILLING

19.1 License Charges. License charges commence on the first day of the calendar month following the date a license is issued. Such charges cease as of the final day of the calendar month preceding the month in which the attachment or occupancy is physically removed or the utilization is discontinued. A one-month minimum charge is applicable to all licenses.

19.2 Notice of Rate and Computation of Charges. On or about November 1 of each year, BellSouth will notify Licensee by certified mail, return receipt requested, of the rental rate and pole transfer rate to be applied in the subsequent calendar year. The letter of notification shall be incorporated in, and governed by, the terms and conditions of this ~~Agreement~~ Attachment 8. Attachment and occupancy rates shall be applied to the number of pole(s) and duct feet of conduit for which licenses have been issued before December 1 of each calendar year. Charges for attachment(s) and occupancy which commenced during the preceding twelve (12) month period will be prorated accordingly.

20. ADVANCE PAYMENT AND IMPUTATION

20.1 Attachment and Occupancy Fees. Fees for pole attachment and conduit occupancy shall be based on the facilities for which licenses have been issued as of the date of billing by BellSouth, shall be computed as set forth herein.

20.1.1 Charges associated with newly licensed attachments or occupancies and other attachments or occupancies of less than the entire annual billing period shall be prorated.

20.1.2 Charges shall be prorated retroactively in the event of the removal of Licensee's facilities.

20.1.3 The amount of any advance payment required shall be due within sixty (60) days after receipt of an invoice from BellSouth.

20.2 Imputation. BellSouth shall impute to its costs of providing telecommunications services (and charge any affiliate, subsidiary, or associate company engaged in the provision of such services) an equal amount to the charges set forth in this Section for all of the conduits, ducts, and poles it occupies and uses.

21. ASSURANCE OF PAYMENT

21.1 Necessity and Level of Security. In the event Licensee fails to demonstrate credit worthiness, Licensee may be required to furnish a bond, letter of credit or other evidence of financial security having a

minimum face amount of \$10,000.00 per state or \$50,000.00 per region. Such bond, letter of credit or other security shall be in a form satisfactory to BellSouth and may be increased from time to time as reasonably required by BellSouth to guarantee the performance of all obligations of Licensee hereunder. The amount of the bond, letter of credit or other security shall not operate as a limitation upon the obligations of Licensee hereunder.

22. INSURANCE

- 22.1 Licensee shall obtain and maintain insurance (or provide written evidence of being self-insured), including endorsements insuring the contractual liability and indemnification provisions of this ~~Agreement~~ Attachment 8, issued by an insurance carrier reasonably satisfactory to Licensor to protect the Licensor, other authorized Licensees, and Joint User(s) from and against all claims demands, causes of action, judgments, costs, including reasonable attorneys' fees, expenses and liabilities of every kind and nature which may arise or result, directly or indirectly from or by reason of such loss, injury or damage as covered in this ~~Agreement~~ Attachment 8 including Article XIV preceding.
- 22.2 Licensee shall maintain the following amounts of insurance in compliance with Section 22.1 above:
- 22.2.1 Commercial General Liability Insurance with limits of not less than \$1,000,000 per occurrence and \$1,000,000 annual aggregate.
- 22.2.2 Umbrella or Excess Liability Insurance with limits of not less than \$10,000,000 per occurrence and in the aggregate.
- 22.3 Licensee shall submit to Licensor certificates by each company insuring Licensee with respect to any insurance required hereunder, such certificate(s) to specify the coverage provided and that such company will not cancel or change any such policy of insurance issued to Licensee except after sixty (60) days written notice to Licensor.
- 22.4 Licensee shall also carry such insurance as will protect it from all claims under any Worker's Compensation Law in effect that may be applicable to it as a result of work performed pursuant to this ~~Agreement~~ Attachment 8.
- 22.5 All insurance required in accordance with Sections 22.2 and 22.3 preceding must be effective before Licensor will authorize attachment to a Pole and/or Anchor, or occupancy of a Conduit System and shall remain in force until such Licensee's facilities have been removed from all such Pole(s), Anchor(s), Conduit System, or Right of Way. In the event that the Licensee shall fail to maintain the required insurance coverage, Licensor may pay any premium thereon falling due, and the Licensee shall forthwith reimburse the Licensor for any such premium paid.

22.6 Licensee may self-insure any or all of the insurance coverages required in ~~the Agreement~~ this Attachment 8.

23. AUTHORIZATION NOT EXCLUSIVE

23.1 Nothing herein contained shall be construed as a grant of any exclusive authorization, right or privilege to Licensee. BellSouth shall have the right to grant, renew and extend rights and privileges to others not parties to this ~~Agreement~~ Attachment 8, by contract or otherwise, to use any Pole, Anchor, or Conduit System covered by this ~~Agreement~~ Attachment 8 and Licensee's rights hereunder.

24. ASSIGNMENT OF RIGHTS

24.1 Any assignment by either party of any right, obligation, or duty, in whole or part, or of any interest, without the written consent of the other party (such consent not to be unreasonably withheld) shall be void. Notwithstanding the above, either party, upon written notice to the other party, may assign this agreement and any of its rights and privileges under this ~~Agreement~~ Attachment 8, in whole or in part, to: (1) its parent, partners or their respective subsidiaries, affiliates or successors; (2) any entity which controls, is under the control of, or is under common control with the assigning party; or 3) any entity that purchases all or substantially all of the assets of the assigning party by way of merger, acquisition, or consolidation.

24.2 In the event such consent or consents are granted by BellSouth, then the provisions of this ~~Agreement~~ Attachment 8 shall apply to and bind the successors and assigns of the Licensee. Form NT-13 shall be used for this purpose.

25. FAILURE TO ENFORCE

25.1 Failure of BellSouth to enforce or insist upon compliance with any of the terms or conditions of this ~~Agreement~~ Attachment 8 or to give notice or declare this ~~Agreement~~ Attachment 8 or any authorization granted hereunder terminated shall not constitute a general waiver or relinquishment of any term or condition of this ~~Agreement~~ Attachment 8, but the same shall be and remain at all times in full force and effect.

26. ~~TERM OF AGREEMENT~~ DISPUTE RESOLUTION

~~Unless sooner terminated as herein provided, this Agreement shall continue in effect for a term of one (1) year from the date hereof and thereafter from year to year until either party hereto terminates this Agreement by giving the other party at least ninety (90) days prior written notice thereof. Such ninety (90) days notice of termination may be given to take effect at the end of the original one (1) year period or any time thereafter. [When a dispute~~

arises under this Attachment, either Party may avail itself of the complaint procedures set forth in 47 C.F.R. Ch. I, Subpart J--Pole Attachment Complaint Procedures, §§ 1.1401-1.1416.] [OPEN-AT&T]

26.1 Termination of this ~~Agreement~~ Attachment 8 or any licenses issued hereunder shall not affect Licensee's liabilities and obligations incurred hereunder prior to the effective date of such termination.

27. **SUPERSEDURE OF PREVIOUS AGREEMENT(S)**

27.1 This ~~Agreement~~ Attachment 8 supersedes all previous agreements, whether written or oral, between BellSouth and Licensee for attachment and maintenance of Licensee's Communications Facilities on Pole(s), Anchor(s), and in Conduit Systems within the geographical area covered by this ~~Agreement~~ Attachment 8; and there are no other provisions, terms or conditions to this ~~Agreement~~ Attachment 8 except as expressed herein. All currently effective licenses heretofore granted pursuant to such previous agreements shall be subject to the terms and conditions of this ~~Agreement~~ Attachment 8.

~~IN WITNESS WHEREOF, the parties hereto have executed this Agreement in duplicate on the day and year written below.~~

~~AT&T Communications of the Southern States, Inc.~~

~~BellSouth Telecommunications, Inc.~~

~~Name of Licensee~~

~~Name of Licensor~~

~~By:~~

~~By:~~

~~Signature~~

~~Signature~~

~~Thomas J. Schroeder~~

~~William Smith John R. Gunter~~

~~Printed Name~~

~~Printed Name~~

~~VP Carrier Relations~~

~~Vice President~~

NSP&S

Printed Title

Printed Title

Date

Date

APPENDIX I

2000 FCC Formula Supported Fees
for attachments and/or occupancy effective 1/1/2000
(Re-calculated annually)

Licensee shall pay to Licensor the following fees:

State	Poles (ea. / yr.)	Anchors (ea. / yr.)	Conduit	
				(\$ / ft. / yr.)
Alabama	\$ 3.35	\$ 4.89		\$ 0.23
Kentucky ①				0.70
2-user	9.45	\$ 12.90		
3-user	5.35	8.60		
Louisiana	6.90 ②			0.44
Mississippi	4.30			2.50 ③
Tennessee ④	4.57			0.30
Florida	3.74			0.36
		Miami River crossing		17.13
Georgia ⑤	4.69			0.35
North Carolina	3.55			0.35
South Carolina	2.93			0.30

① All rates in Kentucky are by tariff

② March 12, 1999 order placed a freeze on existing, approved rate until December 31, 2002. Therefore, \$6.90 rate remains in effect.

③ Tariff rate in Mississippi

④ Tennessee rates are negotiated with CATV Association; conduit rates were established in 1998 and fixed indefinitely

⑤ FCC formula calculated rates; differs from Docket 7061-U

Conduit rates have been developed using the one-half (1/2) duct convention for 2000. This rate will apply to each passageway (innerduct).

- i) For the purpose of determining the Duct feet chargeable, the Duct considered occupied shall be measured from the center to center of adjacent Manhole(s), or from the center of a Manhole to the end of a Duct not terminated in a Manhole.
- ii) The above rates are not applicable for crossings of any navigable waterway. Rates for navigable waterway crossings will be calculated on an individual case basis.

Pole Attachment Transfer Rate

Per pole (throughout BellSouth region)

\$41.00

Appendix II

Records Maintenance Centers

For **Alabama** plant and right of way records:

Records Maintenance Center
S04
1876 Data Drive
Birmingham, AL 35244

For **Kentucky** plant and right of way records:

Records Maintenance Center
Room 2-SW
601 W. Chestnut Street
Louisville, KY 40203

For **Louisiana** plant and right of way records:

Records Maintenance Center
2nd Floor North
6767 Bundy Road
New Orleans, LA 70140

For **Mississippi** plant and right of way records:

Records Maintenance Center
5723 Hwy. 18 S
Jackson, MS 39209

For **Tennessee** plant and right of way records:

Records Maintenance Center
Room 9 B 15
333 Commerce Street
Nashville, TN 37201

For **Georgia, Florida, North Carolina, and South Carolina:**

Plant Records

Records Maintenance Center
5228 Central Avenue
Charlotte, NC 28212

Right of Way Records

Regional Landbase Admin. Center
Attn.: Right of Way Records
16 GG 1 BST
301 W. Bay Street

Attachment 8

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Exhibit B

Jacksonville, FL 32201

9

DISAGREE

The Parties disagree to the terms and conditions of Attached 9 in the entirety.

AT&T Proposal – Contained in Tab A

BST Proposal – Contained in Tab B

9A

ATTACHMENT 9

PERFORMANCE MEASUREMENTS

PERFORMANCE MEASUREMENT

1. **PURPOSE**
2. **DEFINITIONS**
3. **REPORTING AND DATA RETENTION**
4. **COMPARISON OF RESULTS**
5. **VERIFICATION AND AUDITING**
6. **MODIFICATION OF PERFORMANCE MEASURES**
7. **COMPLIANCE AND REMEDIES**

- | | |
|-------------------|---|
| APPENDIX A | SERVICE QUALITY MEASUREMENTS |
| APPENDIX B | STATISTICAL METHODOLOGY |
| APPENDIX C | SERVICE QUALITY MEASUREMENTS:
REPORTING EXPECTATIONS AND REPORT FORMAT |
| APPENDIX D | NON-EXCLUSIVE CONSEQUENCES FOR NON-
COMPLIANT PERFORMANCE |

1. **PURPOSE**
 - 1.1 This Attachment 9 and its associated appendices provide for robust Performance Measurements and procedures applicable to monitoring the quality, timeliness and accuracy of resale of BellSouth retail services, unbundled network elements, unbundled network element combinations, physical interconnection and operational support systems that BellSouth provides to AT&T. This Support must comply with minimum performance expectations. Where Performance Measurement Results are evaluated in comparison to a retail analog, performance levels provided to AT&T must be at least equal in quality to that provided by BellSouth to itself, its subsidiaries and affiliates and to any other party to which BellSouth provides the same or similar services. Where Performance Measurement

Results are evaluated in comparison to a benchmark, performance levels provided to AT&T must not be worse than the level reflected by the benchmark. Results that do not achieve the Performance Standard will be considered a performance failure.

- 1.2 The parties agree that this Attachment 9, and related appendices, shall govern:
 - 1.2.1 Monitoring and statistical testing of service quality measurements for performance parity between the service provided by BellSouth to AT&T and service provided by BellSouth to itself, its affiliates and others.
 - 1.2.2 Reporting of performance and comparison to established retail analogs and benchmarks.
 - 1.2.3 The definitions, computational methodology and business rules applicable to all measurements.
 - 1.2.4 Self-enforcing non-exclusive remedies (or incentives), including remedies, in the nature of liquidated damages, in the event that BellSouth fails to meet its performance obligations.

2. DEFINITIONS

- 2.1 For the purpose of this Attachment 9, "Performance Measurement" shall be defined as the methodology for characterizing the quality, timeliness and accuracy of Support delivered by BellSouth to AT&T. The methodology for each Performance Measurement is specified in **Appendix A [Service Quality Measurements]**.
- 2.2 For the purpose of this Attachment 9, "Performance Measurement Results" shall be defined as the numerical value (mean, proportion, or rate) produced through application of the appropriate methodology to the monthly data captures.
- 2.3 For the purpose of this Attachment 9, "Performance Standard" is defined as the minimal performance criteria by which a process, service or operational support system Performance Result is judged as good (pass) or bad (fail).
- 2.4 For the purpose of this Attachment 9, "Support" is defined as the functions that BellSouth provides to competing carriers such as, computer systems, databases and personnel.

- 2.5 For the purpose of this Attachment 9, "Benchmark" is defined as a preset and minimally acceptable absolute value for a Performance Measurement. Benchmarks shall be established for all Performance Measurements for which there is no retail analog. The parties may, by mutual agreement, employ a benchmark standard even when a retail analog may exist for comparison.
- 2.6 For the purpose of this Attachment 9, "Mini Audit" is defined as an audit for which an individual Performance Measurement is evaluated.
3. **REPORTING AND DATA RETENTION**
- 3.1 BellSouth shall capture and retain all the necessary data and perform all calculations in a manner consistent with the business rules specified in **Appendix A** and provide AT&T with:
- 3.1.1 data on a monthly basis for each state and region totals.
 - 3.1.2 the disaggregated Performance Measurement Results specific to AT&T for each Performance Measurement at the level of detail specified for each Performance Measurements as specified in **Appendix A**; and
 - 3.1.3 the disaggregated Performance Measurement Results specific to BellSouth for each Performance Measurement specified in **Appendix A** that has a Performance Standard. Specifically, BellSouth must report on its performance as detailed below:
 - 3.1.3.1 its own customers, including, where appropriate, carrier customers,
 - 3.1.3.2 any of its subsidiaries and affiliates that provide local service, and
 - 3.1.3.3 competing carriers (CLECs) in aggregate.
- 3.2 In addition to the Performance Measurement Results, BellSouth shall also apply statistical testing to Performance Results and report conclusions according to the methodology specified in the **Appendix B [Statistical Methodology]**, based upon the type of measurement specified in **Appendix B**. BellSouth shall also provide, for benchmark measures, sufficient underlying detail to permit AT&T to determine how many individual data points failed to achieve the identified benchmark level of performance.

- 3.2.1 BellSouth shall supply at a minimum the reports that are provided to AT&T as of December 31, 1999. The reports will include each measure specified in **Appendix A**. Such reports and data files will be provided to AT&T no later than ten (10) calendar days following the end of the previous (calendar/measurement) month. **Appendix C [Service Quality Measurements: Reporting Expectations And Report Format]** reflects the reporting format and data file content and structure for such reports.
- 3.2.2 Reports regarding BellSouth's performance to AT&T shall be considered "Confidential Information" of AT&T. Absent written permission from AT&T, BellSouth shall not disclose any Performance Measurement Results developed under this Agreement to any third party other than as provided in Section ____ (General Terms and Conditions). BellSouth shall not use any individually identifiable carrier information relating to AT&T for any purpose other than providing and reporting on its provision of Support to AT&T or an appropriate state or federal regulatory agency that provides appropriate levels of proprietary protection.
- 3.2.3 Reports of BellSouth performance to itself and its subsidiaries and affiliates shall be considered "Confidential Information" of BellSouth. Absent written permission from BellSouth, except as provided below, AT&T shall not use or disclose to any third party any Performance Measurement Results relating to BellSouth performance to itself and its affiliates developed by BellSouth under this Agreement other than provided for in Section ____ (General Terms and Conditions).
- 3.2.3.1 AT&T shall not be precluded from disclosing to relevant regulators, the courts, or appointed representatives of either party, performance data that BellSouth would otherwise consider proprietary if the disclosure is for the purpose of seeking a remedy for non-compliant performance.

4. **COMPARISON OF RESULTS**

- 4.1 Each month BellSouth shall compare the results for each Performance Measurement specified in **Appendix A** to the Performance Standard specified in this Attachment 9. For each Performance Measurement, BellSouth shall indicate if the Performance Measurement Results specific to AT&T (a) meets or exceeds or (b) does not meet the specified Performance Standard and by how much.

- 4.2 The statistical methodology for making this comparison for Performance Measurements is defined in **Appendix B**.
- 4.3 The methodology for determining the consequences for failing to meet the specified Performance Standard is set forth in **Appendix D [Non-Exclusive Consequences For Non-Compliant Performance]**.

5. **VERIFICATION AND AUDITING**

- 5.1 BellSouth shall fully document, implement and test its capability to generate all the Performance Measurement Results, perform comparisons and generate reports and data files in a manner that conforms to the terms of this Agreement as soon as feasible and in all events no later than thirty (30) calendar days of Commission approval of the Agreement. During the implementation of the measurement reporting, BellSouth will allow AT&T to participate in the necessary validation of the Performance Measurement system, including but not limited to, data collection, Performance Measurement Result computation, report production and data retention. Such activities by AT&T do not constitute an audit under the terms of this Agreement, and by participating in these initial verification activities, AT&T in no way waives its rights to perform audits as provided in the Agreement.
- 5.2 Upon the implementation of BellSouth Performance Measurement system, AT&T may initiate an annual audit of the Performance Measurement system including, but not limited to, documentation, data, software and processes, that BellSouth uses to collect, calculate, compare, store, retrieve and retain Performance Measurement Results under this Agreement. Such audit shall be performed by an independent certified public accountants selected and paid for by AT&T.
- 5.3 Any annual audits shall evaluate whether the Performance Measurement system conforms to the definitions, exclusions and disaggregations set forth in **Appendix A**; that the data collection is timely, accurate and complete; that the calculation of Performance Measurement Results conforms to the methods set forth in this Agreement; and that the data reflected in the reports and the data store is complete, accurate, timely and readily accessible to AT&T. BellSouth shall not oppose AT&T coordinating with other CLECs for the purposes of conducting a joint audit.
- 5.4 AT&T may audit the data, systems, software and processes that BellSouth uses to develop, compare, report and retain Performance

Measurement Results if a Performance Measurement is changed or added.

- 5.5 The Parties agree that the Change Control Process attached to this Agreement will be used to manage changes to existing data collection, systems, software and processes that BellSouth uses to develop, compare and report Performance Measurement Results.
- 5.6 AT&T may request an audit of the individual measure (hereafter referred to as a "Mini-Audit"). Such requests will be limited to no more than five (5) requests in each calendar year. The cost of Mini-Audits shall be paid for by AT&T unless the audit determines that BellSouth is not in compliance with the terms of the Agreement, in which case the cost shall be borne by BellSouth.
- 5.7 A mutually agreeable electronic format shall be used by BellSouth to retain all data necessary to calculate each AT&T monthly Performance Measurement Result, to establish the Performance Standard for each measurement and to compare the results pursuant to this Attachment 9.

6. MODIFICATION OF PERFORMANCE MEASURES

- 6.1 New Performance Measures may be added, modified or deleted by mutual agreement of AT&T and BellSouth. Reporting on new measures shall begin within thirty (30) days of the agreement to add such measure.
- 6.3 Disputes regarding the addition, modification or deletion of a Performance Measure shall be resolved pursuant to the Alternative Dispute Resolution procedures set forth in Section __ (General Terms and Conditions) of this Agreement.

7. COMPLIANCE AND REMEDIES

- 7.1 **Appendix D** contains procedures for determining if individual Performance Measurement Results for AT&T fail to meet the minimum level of performance specified in this Agreement. **Appendix D** also identifies the remedies that are applicable when one or more Performance Standards are not met or when other terms of this Attachment 9 are not satisfied.

**Attachment 9,
Appendix A**

Performance Measurements

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PRE-ORDERING - OSS

Report/Measurement :
Average OSS Response Time and Response Interval
Definition:
<u>Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNe), and Customer Service Records (CSRs).</u> <u>As an initial step of establishing service, the customer service agent must determine such basic facts as availability of desired features, service delivery intervals, telephone numbers to be assigned, the customer's current products and features, qualification of the customer's loop for advanced digital services, and/or the validity of the street address.</u> <u>This type of information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Because pre-ordering activities are the first tangible contact a customer may have with a CLEC, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as an ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain the pre-ordering information necessary to establish and modify service. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.</u>
Exclusions:
None
Business Rules:
<u>The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.</u>
For CLEC Results:
<u>Average Response Interval: The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.</u>
For ILEC Results:
<u>The ILEC computation is identical to that for the CLEC with the clarifications noted below:</u>
Other Clarifications and Qualification:
<u>The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent.</u> <u>As additional pre-ordering functionality is established by the industry, for example with respect to unbundled network elements, the reporting dimensions may be expanded.</u> <u>Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.</u> <u>Elapsed time is to be measured through automated rather than manual monitoring and logging.</u> <u>The ILEC service agent entry of a request for pre-ordering information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC.</u> <u>The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.</u>
Level of Disaggregation:
Company
Interface Type
Pre-Ordering Query Types (See Appendix A)
RSAG - Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses

RSAG - TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address.

ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers.

COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability.

DSAP (DOE Support Application) - provides due date information.

HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems.

P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability.

OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability. 0

Calculation:

$$\frac{\sum[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Request to Legacy})]}{(\text{Number of Legacy Requests During the Reporting Period})} \times 100$$

$$\text{Average Response Interval} = \frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$$

Report Structure:

Not-CLEC Specific
CLEC Aggregate
Not product/service specific
Regional Level

Data Retained Relating to CLEC Experience:

Report Month
Interface Type (specific to pre-ordering)
Query Identifier (e.g., unique tracking number)
Query Receipt Date by ILEC
Query Receipt Time by ILEC
Query Type (per reporting dimension)
Response Return Date
Response Return Time
Legacy Contract (per reporting dimension)
Response Interval
Regional Scope

Data Retained Relating to BST Performance:

Report Month
Interface Type
Query Type (per reporting dimension)
Query Count
Standard Error of the mean response interval
Legacy Contract (per reporting dimension)
Response Interval
Regional Scope

Retail Analog/Benchmark

CLEC Specific and Aggregate Average Response Intervals ~~is~~ are comparable to BST Average Response Interval
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation, then result(s) related to the CLEC operation should meet or exceed the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Other than a query requesting 30 or more telephone numbers, the response interval will be less than or equal 2 seconds for 98% of the CLEC's queries received by the ILEC during the reporting period and no query will take longer than 5 seconds.
- For queries requesting 30 or more telephone numbers, the response interval is never to exceed two hours.

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TEN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

PRE-ORDERING - OSS

Report/Measurement:

OSS Interface Availability

Definition:

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured

Exclusions:

None

Business Rules:

This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.

For CLEC Results:

Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day.

"Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS.

The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC.

For ILEC Results:

Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS.

Other Clarifications and Qualification:

- The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations.
- OSS scheduled and available time may be utilized in the computation of more than one functional area.
- Parity exists if the CLEC "Percent system availability" > ILEC function availability for the functionality accessed by the CLEC.
- "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact.
- Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.

Level of Disaggregation:

- Company
- Interface type offered for each functional area
- Business Period (8:00AM to 8:00PM local time versus 8:00PM to 8:00AM, weekends and holidays)

Regional Level

Calculation:

$\frac{\text{(Number of Hours Functionality is Available to CLECs During Report Period)}}{\text{Functionality was Scheduled to be Available During the Report Period}} \times 100$	
Report Structure:	
Not-CLEC Specific	
CLEC Aggregate	
Not product/service specific	
Regional Level	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
Report Month	Report Month
Legacy contract type (per reporting dimension)	Legacy contract type (per reporting dimension)
Regional Scope	Regional Scope
Interface Type (Identifies each unique interface available to CLECs)	Functionality Identification
Business Period	Business Period
Scheduled Hour Available	Percent Availability of Functionality
Actual Hours Available	
Retail Analog/Benchmark:	
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Less than 0.1% of unplanned down time, by interface type, during either business period.	

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

ORDERING

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:

Percent Flow Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention

Exclusions:

Fatal Rejects

Auto Clarification

Manual Fallout

CLEC System Fallout

Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale and Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.

Complex services*

Expedites (requested by the CLEC)

Special pricing plans

Denials, restores and conversion, or disconnect and conversion orders

Partial migrations

Class of service invalid in certain states with some types of service

New telephone number not yet posted to BOCRIS

Low volume such as activity type "T" (move)

Pending order review required

More than 25 business lines

Restores or suspend for UNE combos

Transfer of calls option for the CLEC's end users

CSR inaccuracies such as invalid or missing CSR data in CRIS

* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to that can currently flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:

Percent Flow Through Service Requests = $\Sigma[(\text{Total number of valid service requests that flow-through to SOCS}) / (\text{Total number of valid service requests delivered to SOCS Electronically}) \times 100]$

Description:

Percent Flow Through = (The total number of LSRs that flow through LESOG to the SOCS) / (the number of LSRs passed from LEO to LESOG) – $\Sigma[(\text{the number of LSRs that fall out for manual processing}) + (\text{the number of LSRs that are returned to the CLEC for clarification}) + (\text{the number of LSRs that contain errors made by CLECs})] \times 100$.

Report Structure:

- CLEC Aggregate
 - Region

Level of Disaggregation:

- Company
- Interface Type
- Standard Service Order Activities (See Appendix A)
- Geography
 - Region
- ~~Product (Under Development)~~
- Standard Service Groupings (See Appendix A)
 - ≡ Residence
 - ≡ Business
 - ≡ UNE
 - Special

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report month
- Total number of LSRs received, by interface, by CLEC:
 - TAG
 - EDI
 - LENS
- Total number of errors by type, by CLEC:
 - Fatal rejects
 - ~~Total fallout for manual processing~~
 - Auto clarification
 - CLEC caused system fallout
- Total number of errors by error code
- Count of Orders Completed Without Manual Intervention
 - Count of Firm Order Confirmations
 - Count of Syntax Rejects
 - Count of Legacy System Rejects
 - Count of Orders Submitted
 - Order Activity Type
 - Original order date for rejected orders
 - Rejection Notice Date and Time
 - Service Type
 - Volume Category
 - Manual Fallout (for Mechanized Orders Only)

DATA RETAINED RELATING TO BST EXPERIENCE

- Report month
- Total number of errors by type:
 - BST system error
- Count of Orders Completed Without Manual Intervention
 - Count of Order Confirmations
 - Count of Syntax Rejects
 - Count of Legacy System Rejects
 - Count of Orders Submitted
 - Order Activity
 - Service Type
 - Volume Category

Retail Analog/Benchmark:

CLEC Flow Through/benchmark comparison (Under Development)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.

- Completed CLEC orders, by reporting dimension, are accurate no less than 99% of the time.
- Mechanized flow through of orders occurs at least 98% of the time.

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout • Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. Definitions: Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout: 1. Complex services* 2. Expediter (requested by the CLEC) 3. Special pricing plans 4. Denials, restores and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restores or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS * Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to that can currently flow through. Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to ~~SOCS~~ Electronically) X 100

Description:

Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ [(~~the number of LSRs that fall out for manual processing~~ + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
 - CLEC (by alias designation)
 - Number of fatal rejects
 - Mechanized interface used
 - Total mechanized LSRs
 - ~~Total manual fallout~~
 - Number of auto clarifications returned to CLEC
 - Number of validated LSRs
 - Number of BST caused fallout
 - Number of CLEC caused fallout
 - Number of Service Orders Issued
 - Base calculation
 - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Interface Type
- Standard Service Order Activities (See Appendix A)
- Geographic:
 - Region
- ~~Product (Under development)~~
- Standard Service Groupings (See Appendix A)
 - = ~~Residence~~
 - = ~~Business~~
 - = ~~UNE~~
 - = ~~Special~~

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report month
- Total number of LSRs received, by interface, by CLEC
 - TAG
 - EDI
 - LENS
- Total number of errors by type, by CLEC
 - Fatal rejects
 - ~~Total fallout for manual processing~~
 - Auto clarification
 - CLEC errors
- Total number of errors by error code
- Count of Orders Completed Without Manual Intervention
- Count of Firm Order Confirmations

DATA RETAINED RELATING TO BST EXPERIENCE

- Report month
- Total number of errors by type:
 - BST system error
- Count of Orders Completed Without Manual Intervention
- Count of Order Confirmations
- Count of Syntax Rejects
- Count of Legacy System Rejects
- Count of Orders Submitted
- Order Activity
- Service Type
- Volume Category

• <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Rejects</u> • <u>Count of Orders Submitted</u> • <u>Order Activity Type</u> • <u>Original order date for rejected orders</u> • <u>Rejection Notice Date and Time</u> • <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout (for Mechanized Orders Only)</u>	
Retail Analog/Benchmark: CLEC Flow Through/benchmark comparison (Under development) <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.</u> • <u>Completed CLEC orders, by reporting dimension, are accurate no less than 99% of the time.</u> • <u>Mechanized flow through of orders occurs at least 98% of the time.</u>	

ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type.	
Report Structure:	
- Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➤ Error Type (by error code) ➤ Count of each error type ➤ Percent of each error type ➤ Cumulative percent ➤ Error Description ➤ CLEC Caused Count of each error code ➤ Percent of aggregate by CLEC caused count ➤ Percent of CLEC by CLEC caused count ➤ BST Caused Count of each error code ➤ Percent of aggregate by BST caused count ➤ Percent of BST by BST caused count	
Level of Disaggregation:	
Region	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
- Report month - Total number of LSRs received - Total number of errors by type (by error code) ➤ CLEC caused error	- Report month - Total number of errors by type (by error code) ➤ BST system error
Retail Analog/Benchmark:	
Not Applicable	

**Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG**

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	No	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	
36	Basic Rate ISDN	No	Yes	Yes	yes	See note at bottom of matrix. LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	
38	Frame Relay	No	Yes	Yes	yes	* yes with OSS'99
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	yes	
55	WATS	No	Yes	Yes	Yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes- designed, no-non- designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	
61	HDSL	No	UNE	Yes	yes	* yes as of OSS'99?
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DS1 digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

ORDERING

Report/M Measurement:
Percent Rejected Service Requests
Definition:
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by the CLEC prior to being rejected/clarified.
Business Rules:
Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category: • A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. • An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. Partially Mechanized: A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs. Non Mechanized: An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. LNP: Under Development
For CLEC Results:
Percent Orders Rejected: The percentage of orders rejected is the count of (1) order submissions where the ILEC returns a Fatal Reject notice to the CLEC and (2) order submissions where the ILEC returns an Auto Clarification to the CLEC. The resulting combined count of rejections is divided by the count of orders submitted (For EDI interfaces, the orders submitted would be the combined count of positive and negative 997 messages issued upon receipt of the CLEC order.)
For ILEC Results:
Same computation as for the CLEC.
Calculation
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.
Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
Resale Residence Resale Business Resale Specials UNE UNE Loop with NP Other Trunks • Interface Type

• <u>Standard Service Groupings (See Appendix A)</u> • <u>Standard Service Order Activities (See Appendix A)</u> • <u>Volume Category</u>	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE:</u> • Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • <u>Count of Orders Completed Without Manual Intervention</u> • <u>Count of Firm Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Rejects</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity Type</u> • <u>Original order date for rejected orders</u> • <u>Rejection Notice Date and Time</u> • <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout (for Mechanized Orders Only)</u>	<u>DATA RETAINED RELATING TO BST PERFORMANCE:</u> • Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • <u>Count Orders Completed Without Manual Intervention</u> • <u>Count of Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Reject</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity</u> • <u>Service Type</u> • <u>Volume Category</u>
<u>RETAIL ANALOG/BENCHMARK:</u> <u>BENCHMARK IS UNDER DEVELOPMENT. RETAIL ANALOG ALSO UNDER DEVELOPMENT</u>	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.</u> • <u>Percent Rejects occur no more than 2% of the time.</u>	

ORDERING

Report/Measurement:

Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by CLEC prior to being rejected/clarified

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in LEOEDI, TAG). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.
- **Partially Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEOEDI, TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs.
- **Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp Server) until notice of the reject is returned to the CLEC via LONFAX Server.
- **LNP:** Under development.

Reject Interval Reject Interval (syntax) is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a syntax rejection to the CLEC. The time measurement starts when the ILEC receives the order from the CLEC. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular order type.

Reject Interval Reject Interval (legacy system) is the elapsed time between the ILEC's acknowledgement /acceptance of an order from the CLEC to the ILEC's return of a rejection notice to the CLEC. The time measurement starts when the ILEC accepts or acknowledges the order from the CLEC as syntactically correct. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular service and order type.

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage device, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:

Reject Interval = $\Sigma[(\text{Date and Time of Service Request Rejection}) - (\text{Date and Time of Service Request Receipt})] /$
(Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks

Level of Disaggregation:

- Company
- Interface Type
- Product Reporting Levels
- BellSouth Products & Services Interval Guide Categories and Service Types
 - Interconnection Trunks
 - Resale Residence
 - Resale Business
 - Resale Design
 - UNE Design
 - UNE Non-Design
 - UNE Loop with and w/o NP
- BST Interval Guide Target Interval for FOC
- Standard Service Order Activities (See Appendix A)
- Geographic Scope
 - State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours.
- Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours
- Average Interval in DaysHours.
- Trunks

DATA RETAINED RELATING TO CLEC EXPERIENCE:

- Report Month
- Reject Interval
- Total Number of LSRs
- Total number of Errors
- State and Region
- Number of Orders Reflected in Result
- Interface Type
- Average Status Interval
- Order Submission Date
- Order Submission Time
- Standard Order Activity
- Status Type
- Status Notice Date
- Status Notice Time
- Number of Statuses Provided

DATA RETAINED RELATING TO BST PERFORMANCE:

- Report Month
- Reject Interval
- Total number of LSRs
- Total number of Errors
- State and Region
- Number of Orders Reflected in Result
- Interface Type
- Average Status Interval
- Standard Error of Status Interval
- Standard Order Activity
- Status Type
- Status Notice Date
- Status Notice Time
- Number Of Statuses Provided

Retail Analog/Benchmark:

Benchmark is under development. Retail Analog also under development.

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- no less than 97% of Rejects in any category for a reporting period are returned within 15 seconds

ORDERING

Report/Measurement:

Firm Order Confirmation Timeliness

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.

Exclusions:

Rejected LSRs

- Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.
- None.

Business Rules:

- **Mechanized** - The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS and the FOC is sent to the CLEC from LENS, EDI, TAG.
- **Partially Mechanized** - The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and the FOC is sent to the CLEC from LENS, EDI, TAG.
- **Total Mechanized** - Combination of Fully Mechanized and Partially Mechanized LSRs
- **Non-Mechanized** - The elapsed time from receipt of a valid LSR (fax-FAX Server receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and the FOC is sent to the CLEC from the FAX Server.
- LNP - Under development.

Firm Order Confirmation (FOC) Interval: Interval for Return of a Firm Order Confirmation is the elapsed time between the ILEC acceptance of a syntactically correct order and the return of a confirmation to the CLEC that the order will be worked as submitted or worked with the modifications specified on the confirmation. The time measurement starts when the ILEC accepts (acknowledges) the order from the CLEC. The time measurement stops when the ILEC returns a valid firm order confirmation to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of orders associated with the particular order type.

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage device, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:

Firm Order Confirmation Timeliness = $\Sigma[(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of})]$

Service Request Receipt]] / (Number of Service Requests Confirmed in Reporting Period)	
Report Structure: - Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized - CLEC Specific - CLEC Aggregate	
Level of Disaggregation: - Company - Interface Type - Product Reporting Levels - BellSouth Products & Services Interval Guide Categories and Service Types Interconnection Trunks Resale Residence Resale Business Resale Design UNE Design UNE Non-Design UNE Loop with and w/o NP Trunks - BST Interval Guide Target Interval for FOC - Standard Service Order Activities (See Appendix A) - Geographic Scope - State, Region and further geographic disaggregation (MSA) as required by State Commission Order Mechanized: 0-15 minutes, 15-30 minutes, 30-45 minutes, 45-60 minutes, 60-90 minutes, 90-120 minutes, 120-240 minutes, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. Non-mechanized: 0-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. Trunks: 0-5 days, 6-8 days, 9-11 days, 12-14 days, 15-17 days, 18-20 days, > 20 days < 10 and > 10 Circuits/Lines - Average Interval in Days/Hours.	
DATA RETAINED RELATING TO CLEC EXPERIENCE: - Report Month - Interval for FOC - Total number of LSRs - State and Region - Number of Orders Reflected in Result - Interface Type - Average Status Interval - Order Submission Date - Order Submission Time - Standard Order Activity - Status Type - Status Notice Date - Status Notice Time - Number of Statuses Provided	DATA RETAINED RELATING TO BST PERFORMANCE: - Report Month - Interval for FOC - Total Number of LSRs - State and Region - Number of Orders Reflected in Result - Interface Type - Average Status Interval - Standard Error of Status Interval - Standard Order Activity - Status Type - Status Notice Date - Status Notice Time - Number Of Statuses Provided
Retail Analog/Benchmark: Benchmark is under development. Retail Analog also under development. If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: - all Mechanized and Partially Mechanized Firm Order Confirmations are returned within 4 hours 98% of the time. - all Non-Mechanized Firm Order Confirmations are returned within 24 hours 98% of the time.	

ORDERING

Report/Measurement:

Speed of Answer in Ordering Center

Definition:

Measures the average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BST's Local Carrier Service Center (LCSC) answers the CLEC call.

For CLEC Results:

Mean Time to Answer Calls: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy.

For ILEC Results:

Mean Time to Answer Calls: Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results.

Other Clarifications and Qualification:

- Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum).
- For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval.
- An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request.
- Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support.
- If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.

Calculation:

$$\text{Mean Time to Answer Calls} = \frac{(\text{Total time in seconds to reach the LCSC})}{(\text{Total Number of Calls in the Reporting Period})}$$

Answered by Center)
$$= \frac{\sum [(\text{Date and Time of Call Answer}) - (\text{Date and Time of Call Receipt})]}{(\text{Total Calls})}$$

Report Structure:

- BST Aggregate (Combination of Residence Service Center and Business Service Center data under development.)

Level of Disaggregation:

- CLEC Aggregate
- BST Aggregate (Combination of Residence Service Center and Business Service Center data under development.)

development.)	
Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)	
DATA RETAINED RELATING TO CLEC EXPERIENCE: - Mechanized tracking through LCSC Automatic Call Distributor - Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer	DATA RETAINED RELATING TO BST PERFORMANCE: - Mechanized tracking through BST Retail center support systems - Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer
Retail Analog/Benchmark: For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices. If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC's operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: - Greater than 95% of calls, by center, are answered within 20 seconds. - All calls are answered within 30 seconds.	

PROVISIONING

Report/Measurement:

Mean Held Order Interval & Distribution Intervals

Definition:

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.

Exclusions:

- ~~Any order canceled by the CLEC will be excluded from this measurement.~~
- Order Activities of BST associated with internal or administrative use of local services.

Business Rules:

For CLEC Results:

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).

For ILEC Results:

Same computation as for the CLEC with the clarifications provided below.

Other Clarifications and Qualification:

- The "held order" measure established by some state commissions as part of minimum service standards is analogous to this proposed measure but, because it is typically limited to monitoring only those orders held because of facility shortages, needs to be expanded to include all reasons that an order is pending and past due.
- Order Supplements - If the CLEC initiates a supplement to the originally submitted order for the purpose of reflecting changes in customer requirements, then the due date returned on the FOC will be the basis for the preceding calculations. No other supplemental order activities will result in an update to the committed due date.
- See "Order Status" measurement definitions for discussion of the ILEC analog for a completion notice.
- The held order interval is measured in calendar rather than business days.

Calculation:

Mean Held Order Interval:

Σ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.

Held Order Distribution Interval:

(# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100
(# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

Product Reporting Levels

- ☐ POTS - Residence
- ☐ POTS - Business
- ☐ DESIGN
- ☐ PBX
- ☐ CENTREX

- ~~ISDN~~
- ~~UNE 2 Wire Loop with NP (Design and Non-Design)~~
- ~~UNE 2 Wire Loop without NP (Design and Non-Design)~~
- ~~UNE Loop Other with NP (Design and Non-Design)~~
- ~~UNE Loop Other without NP (Design and Non-Design)~~
- ~~UNE Other (Design and Non-Design)~~
- ~~Switching (Under development)~~
- ~~Local Transport (Under development)~~
- ~~Combo (Under development)~~
- ~~NP (Under development as separate category)~~
- ~~Local Interconnection Trunks~~

- Standard Service Groupings (See Appendix A)
- Reason for Hold
- Company
- Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Order Number and PON (~~PON~~)
- Order Submission Date (~~TICKET_ID~~)
- Committed Due Date (~~DD~~)
- Service Type (~~CLASS_SVC_DESC~~)
- Hold Reason
- Total line/circuit count (under development)
- Geographic Scope

NOTE: Code in parentheses is the corresponding header found in the raw data file.

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- BST Order Number
- Order Submission Date
- Committed Due Date
- Service Type
- Hold Reason
- Geographic Scope
- Average Held Order
- Standard Error for Average Held Order Interval
- Number of Orders Rejected

Retail Analog/Benchmark:

- CLEC Residence Resale / BST Residence Retail
- CLEC Business Resale / BST Business Retail
- CLEC Design / BST Design
- CLEC PBX, CENTREX, ISDN / BST PBX, CENTREX, ISDN
- Interconnection Trunks-CLEC / Interconnection Trunks -BST
- UNEs-Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Less than 0.1% of orders held for more than 15 calendar days.
- No orders held for more than 90 calendar days.

PROVISIONING

Report/Measurement:

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice

Definition:

When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.

Exclusions:

- ~~Any order canceled by the CLEC will be excluded from this measurement~~
- Orders held for CLEC end user reasons
- ~~Orders submitted to BST through non-mechanized methods~~

Business Rules:

When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

For CLEC Results:

Jeopardy Interval: Jeopardy Interval is the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date. The scheduled order completion time will be assumed to be 5:00 p.m. local time unless other information is communicated in the FOC. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any order placed in jeopardy before its scheduled due date. The jeopardy interval is accumulated by standard order activity with the resulting accumulated time then divided by the count of orders placed in jeopardy before the due date for each order activity.

Percent Jeopardies: Percent Jeopardies is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. The measurement result is derived by dividing the count of jeopardy notices the ILEC issues to the CLEC by the count of FOCs returned by the ILEC during the identical period. Both the "Number of Orders Jeopardized in Reporting Period" and "Number of Orders Confirmed in Reporting Period" are utilized in other status measurement computations and have identical meaning and derivation for this measurement.

For ILEC Results:

Same computation as the CLEC with the clarifications outlined below:

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage device, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:

Average Jeopardy Interval = Σ [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)] / (Number of Orders Notified of Jeopardy in Reporting Period). For all orders jeopardized on or before the scheduled due date.

Percent of Orders Given Jeopardy Notice = Σ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)]

Report Structure:

- CLEC Specific and CLEC Aggregate
- BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)

Level of Disaggregation:

Product Reporting Levels

- ≡ POTS Residence
- ≡ POTS Business
- ≡ DESIGN
- ≡ PBX
- ≡ CENTREX
- ≡ ISDN
- ≡ UNE 2 Wire Loop with NP (Design and Non-Design)
- ≡ UNE 2 Wire Loop without NP (Design and Non-Design)
- ≡ UNE Loop Other with NP (Design and Non-Design)
- ≡ UNE Loop Other without NP (Design and Non-Design)
- ≡ UNE Other (Design and Non-Design)
- ≡ Switching (Under development)
- ≡ Local Transport (Under development)
- ≡ Comboc (Under development)
- ≡ NP (Under development as separate category)
- ≡ Local Interconnection Trunks
 - > Standard Service Groupings (See Appendix A)
 - > Company
 - > Standard Order Activities (See Appendix A)
 - > Interface Type
 - > Geographic Scope
 - > State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Standard Service Type Groupings
- Number of Orders Reflected in Result
- Interface Type
- Average Status Interval
- Order Submission Date
- Order Submission Time
- Standard Service Order Activity
- Status Type
- Status Notice Date
- Status Notice Time
- Number of Statuses Provided

NOTE: Code in parentheses is the corresponding header found in the raw data file.

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- CLEC-ILEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Standard Service Type Groupings
- Number of Orders Reflected in Result
- Interface Type
- Average Status Interval
- Standard Error of Status Interval
- Standard Service Order Activity
- Status Type
- Status Notice Date
- Status Notice Time
- Number Of Statuses Provided

NOTE: Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:

Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- no less than 97% of Jeopardies for any category are returned to the CLEC a minimum of 2 business days in advance of the due date indicated on the most recent FOC
- no more than 5% of the total number of orders should result in a Jeopardy in any given report period.

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Percent Orders Completed On Time
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. The "orders completed on time" measure monitors the reliability of ILEC commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customers. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders • ILEC Orders associated with internal or administrative use of local services • <u>Orders where CLEC has selected a longer due date than requested.</u>
Business Rules:
Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
For CLEC Results:
Percent Orders Completed On Time: The percentage of orders completed on time is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting interval and the number of orders completed by the committed due date (as specified on the initial FOC returned to the CLEC). For each reporting dimension, the resulting count of orders completed no later than the committed due date is divided by the total number of orders completed with the resulting fraction expressed as a percentage.
For ILEC Results:
Same as for CLEC with the clarifications noted below.
Other Clarifications and Qualification:
• <u>The elapsed time for an ILEC order is measured from the point in time when the ILEC customer service agent enters the order into the ILEC order processing system until the date and time that the ILEC personnel log actual completion of all work necessary to permit service initiation, whether or not the ILEC initiates customer billing at that point in time.</u> • <u>Results for the CLECs are captured and retained at the order level (e.g., unique PON).</u> • <u>The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.</u> • <u>If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement.</u> • <u>No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.</u> • <u>See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice.</u> • <u>Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.</u> • <u>The accumulation of elapsed time continues through off-schedule, weekends and holidays.</u>
Calculation:

~~Percent Missed Installation Appointments = $\frac{\Sigma (\text{Number of Orders Not Complete by Committed Due Date in Reporting Period})}{(\text{Number of Orders Completed in Reporting Period})} \times 100$~~
~~Percent Orders Completed on Time = $\frac{(\text{Count of Orders Completed within ILEC Committed Due Date})}{(\text{Count of Orders Completed in Reporting Period})} \times 100$~~

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Report explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user.

Level of Disaggregation:

- Reported in categories of <10 line/circuits; > 10 line/circuits
- Dispatch / No Dispatch
- ~~= Product Reporting Levels~~
 - ~~= POTS Residence~~
 - ~~= POTS Business~~
 - ~~= DESIGN~~
 - ~~= PBX~~
 - ~~= CENTREX~~
 - ~~= ISDN~~
 - ~~= UNE 2 Wire Loop with NP (Design and Non-Design)~~
 - ~~= UNE 2 Wire Loop without NP (Design and Non-Design)~~
 - ~~= UNE Loop Other with NP (Design and Non-Design)~~
 - ~~= UNE Loop Other without NP (Design and Non-Design)~~
 - ~~= UNE Other (Design and Non-Design)~~
 - ~~= Switching (Under development)~~
 - ~~= Local Transport (Under development)~~
 - ~~= Combos (Under development)~~
 - ~~= NP (Under development as separate category)~~
 - ~~= Local Interconnection Trunks~~
- BellSouth Products & Services Interval Guide Categories and Service Types
- BST Interval Guide Target Interval for FOC
- Company
- Standard Service Order Activities (See Appendix A)
- Volume Category
 - Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Order Number and PON (~~PON~~)
- Order Submission Date
- Order Submission Time
- Committed Due Date (~~DD~~)
- Completion Date (~~CMPLTN DD~~)
- Order Completion Time
- Status Type
- Status Notice Date
- Standard Order Activity (See Appendix 1)
- Geographic Scope
- Average Order Completion Interval
- Service Type (See Appendix 1)

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- BST Order Number
- Committed Due Date
- Completion Date
- Status Type
- Status Notice Date
- Standard Order Activity (See Appendix 1)
- Geographic Scope
- Average Order Completion Interval
- Standard Error for the Order Completion Interval
- Count of Orders Completed
- Count of Orders Completed by the Due Date
- Service Type (See Appendix 1)
- Volume Category

NOTE: Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Design / BST Design
CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks -BST
UNEs-Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Unless otherwise noted, the order completion interval for installations that do not require a premise visit and do not require anything beyond software updates is 1 business day 98.5% of the time.
- Unless otherwise noted, the order completion intervals for installations that involve a premise visit or physical work is three business days 98.5% of the time.
- Installation Interval Exceptions:
 - UNE Platform (at least DS0 loop + local switching + common transport elements) installation interval is 1 business day 98.5% of the time whether or not premise work is required.
 - The installation interval for unbundled loops is always 1 business day 98.5% of the time.
 - UNE Channelized DS1 (DS1 unbundled loop + multiplexing) installation interval is within 2 business days 98.5% of the time.
 - Unbundled Switching Element installation interval is within 2 business days 98.5% of the time.
 - DS0/DS1 Dedicated Transport installation interval is within 3 business days 98.5% of the time (See inbound trunk provisioning thresholds)
 - The installation interval for All Other Dedicated Transport is within 5 business days 98.5% of the time.
 - Access DS3s used for local interconnects within 10 days 98.5% of the time.
- The installation interval for all orders involving only feature modification is 5 hours 98.5% of the time.
- Order completion interval for all disconnection orders is 1 business day 98.5% of the time.
- Interconnect Augment Trunks: ILECs must meet relevant tariff, service level agreement or contract intervals for T-1s/DS0s and DS1 provisioning 98% of the time

Although CLECs do not order them per se, ILECs must also provide inbound trunk augments in line with CLEC capacity projections. CLECs require these augments at utilization thresholds that are lower than the ILEC's own thresholds to reflect the differences in network size and the impact of growth in CLEC customer numbers on inbound as well as outbound capacity needs. The threshold below for augment trunk provisioning will afford CLECs a reasonable opportunity to compete. Individual CLECs may agree to different thresholds in negotiation with ILECs on inbound trunk augments:

- DEOTS REPRESENT LESS THAN 50% OF COMBINED INBOUND/ OUTBOUND CAPACITY – augment trunk orders must be provided when utilization reaches 60% on the Erlang-B.01 scale.
- DEOTS REPRESENT MORE THAN 50% OF TOTAL CAPACITY – augment trunk orders may be placed when utilization is at 75% on the Erlang-B.01 scale.

PROVISIONING

Report/Measurement :

Average Completion Interval (OCI) & Order Completion Interval Distribution & Average Offered Interval

Definition:

The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods. The "average offered interval" indicates whether both ILEC and CLEC have the same scheduling opportunities for service delivery.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services
- (Record Orders, Test Orders, etc.)
- ~~D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).~~
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:

For CLEC Results:

- The actual completion interval is determined for each order processed during the reporting period. The Completion interval is the elapsed time from when the order is electronically ~~enter~~entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS, whether or not the ILEC initiates customer billing at that point in time. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Average Offered Interval: The offered interval is the due date that an ILEC provides the CLEC on a firm order confirmation (i.e. the earliest date on which the CLEC's customer can obtain service without paying for an escalation).

For ILEC Results:

Same as for CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- Results for the CLECs are captured and retained at the order level (e.g., unique PON).
- The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement.
- No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.
- See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.
- The accumulation of elapsed time continues through off-schedule, weekends and holidays.

Calculation :

Average Completion Interval:

$$\Sigma [(Completion Date \& Time) - (Order Issue Date \& Time)] / \Sigma (Count of Orders Completed in Reporting Period)$$

Order Completion Interval Distribution:

$$\Sigma (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) \times 100$$

Average Offered Interval:

$$= [(Date \& Time Due Date) - (Date \& Time of Receipt of Service Request)] / (Number of Committed Due Dates)$$

Report Structure:

- CLEC Specific

- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, 30+
- All Levels are reported <10 line/circuits; >10 line/circuits

Product Reporting Levels

- ~~• POTS Residence~~
- ~~• POTS Business~~
- ~~• DESIGN~~
- ~~• PBX~~
- ~~• CENTREX~~
- ~~• ISDN~~
- ~~• UNE 2 Wire Loop with NP (Design and Non-Design)~~
- ~~• UNE 2 Wire Loop without NP (Design and Non-Design)~~
- ~~• UNE Loop Other with NP (Design and Non-Design)~~
- ~~• UNE Loop Other without NP (Design and Non-Design)~~
- ~~• UNE Other (Design and Non-Design)~~
- ~~• Switching (Under development)~~
- ~~• Local Transport (Under development)~~
- ~~• Combos (Under development)~~
- ~~• NP (Under development as separate category)~~
 - Local Interconnection Trunks

- BellSouth Products & Services Interval Guide Categories and Service Types
- BST Interval Guide Target Interval for FOC
- Standard Service Order Activities (See Appendix A)
- Geographic Scope
- Volume Category
 - Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Company Name
- Order Number (~~PON~~)
- Submission Date & Time (~~TICKET_ID~~)
- Completion Date & Time (~~CMPLTN_DT~~)
- Service Type (~~CLASS_SVC_DESC~~)
- Geographic Scope
- Activity Type

NOTE: Code in parentheses is the corresponding header found in the raw data file.

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- CLEC Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope
- Average Order Completion Interval
- Standard Error for the Order Completion Interval
- Count of Orders Completed
- Count of Orders Completed by the Due Date
- Average Offered Interval
- Activity Type
- Volume Category

RETAIL ANALOG/BENCHMARK

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Non-UNE Design / BST Design
CLEC PBX, CENTREX, ISDN / BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks-BST
UNEs-Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Unless otherwise noted, the order completion interval for installations that do not require a premise visit and do not require anything beyond software updates is 1 business day 98.5% of the time.
- Unless otherwise noted, the order completion intervals for installations that involve a premise visit or physical work is three business days 98.5% of the time.
- Installation Interval Exceptions:
 - UNE Platform (at least DS0 loop + local switching + common transport elements) installation interval is 1 business day 98.5% of the time whether or not premise work is required.
 - The installation interval for unbundled loops is always 1 business day 98.5% of the time.
 - UNE Channelized DS1 (DS1 unbundled loop + multiplexing) installation interval is within 2 business days 98.5% of the time.
 - Unbundled Switching Element installation interval is within 2 business days 98.5% of the time.
 - DS0/DS1 Dedicated Transport installation interval is within 3 business days 98.5% of the time (See Network Performance measurement detail for related standards on interconnect trunks and augment inbound trunk provisioning thresholds)
 - The installation interval for All Other Dedicated Transport is within 5 business days 98.5% of the time.
 - Access DS3s used for local interconnects within 10 days 98.5% of the time.
- The installation interval for all orders involving only feature modification is 5 hours 98.5% of the time.
- Order completion interval for all disconnection orders is 1 business day 98.5% of the time.
- Interconnect Augment Trunks: ILECs must meet relevant tariff, service level agreement or contract intervals for T-1s/DS0s and DS1 provisioning 98% of the time

Although CLECs do not order them per se, ILECs must also provide inbound trunk augments in line with CLEC capacity projections. CLECs require these augments at utilization thresholds that are lower than the ILEC's own thresholds to reflect the differences in network size and the impact of growth in CLEC customer numbers on inbound as well as outbound capacity needs. The threshold below for augment trunk provisioning will afford CLECs a reasonable opportunity to compete. Individual CLECs may agree to different thresholds in negotiation with ILECs on inbound trunk augments:

- DEOTS REPRESENT LESS THAN 50% OF COMBINED INBOUND/ OUTBOUND CAPACITY – augment trunk orders must be provided when utilization reaches 60% on the Erlang-B.01 scale.
- DEOTS REPRESENT MORE THAN 50% OF TOTAL CAPACITY – augment trunk orders may be placed when utilization is at 75% on the Erlang-B.01 scale.

PROVISIONING

Report/Measurement:

Average Completion Notice Interval

Definition:

The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions:

- Non-mechanized Orders
- Cancelled Service Orders
- Order Activities of BST associated with internal or administrative use of local services
- D & F Orders

Business Rules:

Measurement of interval of completion date and time by a field technician on dispatched orders, and SPM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC by telephone the work was complete and then he enters the completion information and completion time in his computer. This information switches through to the SOCS system either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.

For CLEC Results:

Completion Notice Interval is the elapsed time between the ILEC technician's reported completion of physical work and the issuance of a valid completion notice to the CLEC. Where physical work is not required, such as in the case of software-only changes, the elapsed time will be measured beginning at 5:00 p.m. local time of the date for the committed completion and will end when the ILEC returns a valid completion notice to the CLEC. If a valid completion notice is returned before 5:00 p.m. on the committed completion date and no physical work is involved, then the elapsed time will be recorded as 1/10 hour. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of completion notices returned for each service and order type.

For ILEC Results:

Same computation as the CLEC with the clarifications outlined below:

Other Clarifications and Qualification:

- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage device, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:

$$\Sigma (\text{Date and Time of Notice of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion by ILEC}) /$$

(Number of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate (in development-expected release date 08/15/99 reporting)

Level of Disaggregation:

- Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
- Reported in categories of <10 line/circuits; > 10 line/circuits

Product Reporting Levels

~~=POTS Residence~~

~~=POTS Business~~

~~=DESIGN~~

~~=PBX~~

~~=CENTREX~~

~~=ISDN~~

~~=UNE 2 Wire Loop with NP (Design and Non-Design)~~

~~=UNE 2 Wire Loop without NP (Design and Non-Design)~~

~~=UNE Loop Other with NP (Design and Non-Design)~~

~~=UNE Loop Other without NP (Design and Non-Design)~~

~~=UNE Other (Design and Non-Design)~~

~~=Switching (Under development)~~

~~=Local Transport (Under development)~~

~~=Combo (Under development)~~

~~=NP (Under development as separate category)~~

~~=Local Interconnection Trunks~~

- Standard Service Groupings (See Appendix A)
- Standard Service Order Activities (See Appendix A)
- Company
- Interface Type
 - Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Average Completion Notice Interval- Continued)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number • <u>Order Submission Date</u> • <u>Order Submission Time</u> • Work Completion Date • Work Completion Time • Completion Notice Availability <u>Delivery</u> Date • Completion Notice Availability <u>Delivery</u> Time • Service Type • Activity Type • Geographic Scope • <u>Interface Type</u> • <u>Status Type (Rejection, FOC, Jeopardy Type, Completion Notice)</u> • <u>Standard Order Activity</u> • <u>Order Due Date</u> NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability <u>Delivery</u> Date • Completion Notice Availability <u>Delivery</u> Time • Service Type • <u>Standard Order Activity</u> Type • Geographic Scope • <u>Interface Type</u> • <u>Status Type (Rejection, FOC, Jeopardy Type, Completion Notice)</u> • <u>Average Status interval</u> • <u>Standard error of status interval</u> • <u>Number of Orders Reflected In Result</u> • <u>Number of Statuses Provided</u> NOTE: Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark: Retail Analog	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• no less than 97% of order completions in any category are returned within 30 minutes of work completion	

PROVISIONING

Report/Measurement:	
Coordinated Customer Conversions	
Definition:	
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch termination connector and cross connect it to a CLEC's equipment termination connector. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
Any order canceled by the CLEC will be excluded from this measurement. Delays due to CLEC following disconnection of the unbundled loop - Unbundled Loops where there is no existing subscriber loop - None	
Business Rules:	
Where the service order includes NP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order. Average Coordinated Conversion Interval: The elapsed time between the disconnection of an access line (for a retail customer of the ILEC) from the switch port of the ILEC to the time that the ILEC finishes both the physical work necessary to re-terminate the loop (at the point of re-termination specified by the CLEC) and receives CLEC confirmation that electrical continuity exists. The elapsed time is accumulated for the reporting period and divided by the number of loops that were re-terminated on a coordinated basis.	
Calculation:	
$\frac{\sum [(Completion Date and Time for Cross Connection of an Unbundled Loop) - (Disconnection Date and Time of an Unbundled Loop)]}{Total Number of Unbundled Loop Items for the reporting period}$ $\frac{\sum [(Date \& Time Re-termination is Completed by ILEC) - Date \& Time of Initial Service Interruption (disconnect for Customer Transferring Service)]}{(Count of Completed Coordinated Conversions in Reporting Period)}$	
Report Structure:	
- CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
- Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval Product Reporting Levels UNE Loops without NP UNE Loops with NP - Company - Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Standard Service Groupings (Appendix A) - Standard Service Order Activities (See Appendix A) - Geography - Volume Category - Type of Record (end user or access) or Invoice (resale, UNE or interconnection services) - Geographic Scope - State, Region, and further geographic disaggregation as required by State Commission Order	
DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Order Number - Committed Due Date (DD) - Service Type (CLASS SVC_DESC) - Cutover Start Date & Time	- No BST Analog Exists - Report Month - Number of Early Conversions - Total Number of Conversions - Average Conversion Interval

• Cutover Completion <u>Date & Time</u> • Portability start and completion times (NP Orders) • Total Items • <u>Order Activity</u> • <u>Geographic Scope</u> • <u>Volume Category</u> • <u>Record Type or Invoice Type</u> • <u>Number of Records With Errors</u> NOTE: Code in parentheses is the corresponding header found in the raw data file.	• <u>Standard Error of Conversion Interval</u> • <u>Geographic Scope</u> • <u>Volume Category</u> • <u>Record Type or Invoice Type</u> • <u>Number of Records With Errors</u> • <u>Number of Records Created</u>
Retail Analog/Benchmark: There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark under development. If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98% of coordinated cutovers have ILEC and CLEC work completed within 5 minutes of one another and 100% within 15 minutes.	

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
For CLEC Results:
<u>Percent Troubles Within 30 Days of Installation:</u> The results are computed by accumulating the number of trouble tickets submitted by a CLEC to the ILEC for a service arrangement that had at least one install or service order activity within the 30 calendar days preceding the creation of the current trouble ticket. The count of troubles is divided by the count of service-affecting orders completed by the ILEC for the CLEC during the report period.
<u>Non-parity results for Percent Trouble Rate within 30 Days of Install and Other Order Activity may require further reporting to determine root cause issues. For instance, reports on whether facilities provided on new installations tested to industry standard per interconnection contract, tariff or regulatory requirements may be required if results indicate a poorer performance of facilities and supporting network equipment provided to CLECs. ILECs also may need to cooperate with CLECs on comparative mechanized line testing (through respective ILEC and CLEC switches) of the transmission quality of ILEC loops versus CLEC unbundled loops obtained from the ILEC. Reporting dimensions of copper versus fiber deployment may show that CLEC install troubles result from a disparity in use of underlying transmission media for install of ILEC vs. CLEC facilities. The broadening of the measure to include more than just new installs will detect new service activations (hunt group changes, other feature additions) that cause troubles versus network transmission quality.</u>
For ILEC Results:
Calculations are similar to those for CLECs.
Calculation:
$\% \text{ Provisioning Troubles within 30 days of Service Order Activity} = \frac{\sum (\text{Trouble reports on all completed orders lines} \leq 30 \text{ days following service order(s) completion})}{(\text{All Service Orders completed in the calendar month report period})} \times 100$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch
☐ Product Reporting Levels
☐ POTS Residence
☐ POTS Business
☐ DESIGN

- ~~==PBX~~
- ~~==CENTREX~~
- ~~==ISDN~~
- ~~==UNE 2 Wire Loop with NP (Design and Non-Design)~~
- ~~==UNE 2 Wire Loop without NP (Design and Non-Design)~~
- ~~==UNE Loop Other with NP (Design and Non-Design)~~
- ~~==UNE Loop Other without NP (Design and Non-Design)~~
- ~~==UNE Other (Design and Non-Design)~~
- ~~==Switching (Under development)~~
- ~~==Local Transport (Under development)~~
- ~~==Comboe (Under development)~~
- ~~==NP (Under development as separate category)~~
- ~~==Local Interconnection Trunks~~
- Standard Service Groupings (See Appendix A)
- Company
 - Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- CLEC Ticket Number
- Ticket Submission Time
- Ticket Submission Date
- Trouble Resolution Time
- Trouble Resolution Date
- Service Type (See Appendix 1)
- WTN or CKTID (a unique identifier for elements combined in a service configuration)
- Trouble Type

NOTE: Code in parentheses is the corresponding header found in the raw data file.

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- BST Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Service Type (See Appendix 1)
- Trouble Type
- Number of Tickets
- Number of Service Access Lines

Retail Analog/Benchmark:

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Design / BST Design
CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks -BST
UNEs-Retail Analog (Under Development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Less than 0.5% of lines, by service type, regardless of disposition and cause, experience a trouble in a report period for both the "trouble rate" and "percent troubles on new installations and order activity measures."

PROVISIONING

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement :

Total Service Order Cycle Time (TSOCT) (under development 3Q99)

Definition:

This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules:

The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Calculation :

Total Service Order Cycle Time
(under development)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- ISDN Orders included in Non Design - GA Only
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Intervals under development
- Product Reporting Levels
 - Interconnection Trunks
 - POTS - Residence
 - POTS - Business
 - DESIGN
 - PBX
 - CENTREX
 - ISDN
 - UNE 2 Wire Loop with NP (Design and Non-Design)
 - UNE 2 Wire Loop without NP (Design and Non-Design)
 - UNE Loop Other with NP (Design and Non-Design)
 - UNE Loop Other without NP (Design and Non-Design)
 - UNE Other (Design and Non-Design)
 - Switching (Under development)
 - Local Transport (Under development)
 - Combos (Under development)
 - NP (Under development as separate category)
 - Local Interconnection Trunks
- Geographic Scope
 - State, Region and further geographic disaggregation as required by State Commission Order

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued

<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • -Service Type • Geographic Scope
Retail Analog/Benchmark	
Under development (BST retail analog available at this time would be Average Completion Interval)	

MAINTENANCE & REPAIR

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:	
Missed Repair Appointments	
Definition:	
The percent of trouble reports not cleared by the committed date and time.	
Exclusions:	
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.	
Calculation:	
$\text{Percentage of Missed Repair Appointments} = \frac{\Sigma (\text{Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time})}{\Sigma (\text{Total Trouble reports closed in Reporting Period})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
ISDN Troubles included in Non-Design – GA ONLY • Product Reporting Levels ➢ POTS – Residence, Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
NOTE: Code in parentheses is the corresponding	

header found in the raw data file.	
Retail Analog/Benchmark	
CLEC Residence-Resale / BST Residence-Retail	
CLEC Business-Resale / BST Business-Retail	
CLEC Design-Resale / BST Design-Retail	
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail	
CLEC Trunking-Resale / BST Trunking-Retail	
UNEs - Retail Analog (under development at this time.)	

MAINTENANCE & REPAIR

Report/Measurement:

Customer Trouble Report Rate

Definition:

Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with administrative service.
- ~~Customer provided Equipment (CPE) troubles or CLEC equipment troubles.~~
- Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
- Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers)
- Tickets used to track referrals of misdirected calls

Business Rules:

~~Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.~~

For CLEC Results:

The frequency of trouble metric is computed by accumulating, by standard service grouping and disposition and cause, the total number of maintenance tickets logged by a CLEC (with the ILEC) during the reporting period. The resulting number of tickets for each trouble type is accumulated within each standard service grouping, and trouble type is divided by the total number of "service access lines" existing for the CLEC at the end of the report period

For ILEC Results:

Same calculation as for the CLEC with the clarifications provided below.

Other Clarifications and Qualification:

- Unbundled loops or UNE combinations involving unbundled loops would be counted as a "service access line"
- A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.
- See the "Time to Restore" measurement for a discussion of the ILEC equivalent of "trouble tickets" and "trouble logging".

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate.

Level of Disaggregation:

~~ISDN Troubles included in Non Design - CA Only~~

~~Product Reporting Levels~~

~~POTS Residence and Business~~

~~Design~~

~~PBX, CENTREX, and ISDN~~

~~UNE 2 Wire Loop (Design and Non Design)~~

~~UNE Loop Other (Design and Non Design)~~

~~UNE Other (Design and Non Design)~~

~~Switching, Local Transport, and Combos (under development)~~

Local Interconnection Trunks • <u>Standard Service Groupings (See Appendix A)</u> • <u>Company</u> • <u>Trouble Types (See Appendix A)</u> • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• Report Month • CLEC Company Name • <u>CLEC Ticket Number</u> • Ticket Submission Date & Time (<u>TICKET_ID</u>) • Ticket Completion Date (<u>CMPLTN_DT</u>) • <u>Trouble Resolution Time</u> • <u>Trouble Resolution Date</u> • Service Type (<u>CLASS_SVC_DESC</u>) • Disposition and Cause (<u>CAUSE_CD & CAUSE_DESC</u>) • # Service Access Lines in Service at the end of period • Geographic Scope • <u>WTN or CKTID (a unique identifier for elements combined in a service configuration)</u> • <u>Trouble Type</u>	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope • <u>Number of Tickets</u> • <u>Trouble Type</u> • <u>Number of Tickets</u> • <u>Number of Service Access Lines</u>
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark: CLEC Residence-Resale / BST Residence -Retail CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail CLEC Trunking-Resale / BST Trunking-Retail UNEs - Retail Analog (under development at this time)	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>Less than 0.5% of lines, by service type, regardless of disposition and cause, experience a trouble in a report period for both the "trouble rate" and "percent troubles on new installations and order activity measures."</u>	

MAINTENANCE & REPAIR

Report/Measurement:

Maintenance Average Duration

Definition:

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions:

- Trouble reports canceled at the CLEC request
- BST trouble reports associated with administrative service
- ~~Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles.~~
- ~~Trouble reports greater than 10 days~~
- Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring
- Subsequent Reports (additional reports on an already open ticket)
- Any trouble type tracking that parties agree are technically unfeasible or operationally prohibitive
- A trouble ticket created for tracking and/or monitoring requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers.
- Tickets used to track referrals of misdirected calls

Business Rules:

- For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops ~~on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).~~ when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.

For CLEC Results:

Mean Time To Restore: The restoral interval for resolution of customer requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, measured from the CLEC submission of a customer trouble to the ILEC, regardless of the ultimate resolution of the trouble, to the time the ILEC returns a valid trouble resolution notification to the CLEC. The elapsed time is accumulated by service type and trouble disposition for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by the ILEC (by service type and trouble type) during the report period.

For ILEC Results:

Same computation as for the CLEC.

Other Clarifications and Qualification:

- Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis. The time is measured in hours and hundredths of hours rounded to the nearest hundredth hour.
- Multiple reports for the same customer service are treated as the same incident only when a subsequent report is received for a customer service arrangement that already has an open ticket.
- "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable.
- A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.
- A trouble ticket or trouble report is any record (whether paper or electronic) used by the ILEC for the purpose of monitoring action and disposition of a service repair or maintenance situation.
- ILEC acceptance of a trouble by the call receipt agent is considered equivalent to the CLEC logging or submitting a trouble to the ILEC.
- The ILEC closure of a trouble ticket (whether automatic or manual) is considered equivalent to returning a trouble resolution notice to the CLEC.

Calculation:

Maintenance Average Duration = $\Sigma(\text{Date and Time of Service Restoration Trouble Ticket Resolution Returned to})$

CLEC – (Date and Time Trouble Ticket was ~~Opened~~ Referred to ILEC) / Σ (Total Closed Troubles Tickets Resolved in the reporting period)

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only

~~Product Reporting Levels~~

~~POTS – Residence and Business~~

~~Design~~

~~PBX, CENTREX, and ISDN~~

~~LINE 2 Wire Loop (Design Non – Design)~~

~~LINE Loop Other (Design Non – Design)~~

~~LINE Other (Design Non – Design)~~

~~Switching, Local Transport and Combos (under development)~~

~~Local Interconnection Trunks~~

- Dispatch/No Dispatch categories applicable to all product levels
- Standard Service Groupings (See Appendix A)
- Trouble Types (See Appendix A)
- Geographic Scope
 - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report Month
- CLEC Ticket Number
- Total Tickets (~~LINE_NBR~~)
- CLEC Company Name
- Ticket Submission Date & Time (~~TIME_ID~~)
- Ticket Completion Date & Time (~~CMPLTN_DT~~)
- Trouble Resolution Date & Time
- Service Type (~~CLASS_SVC_DESC~~)
- Disposition and Cause (~~CAUSE_CD & CAUSE_DESC~~)
- Geographic Scope
- WTN or CKTID (a unique identifier for elements combined in a service configuration)
- Trouble Type (See Appendix 1)

NOTE: Code in parentheses is the corresponding header found in the raw data file.

DATA RETAINED RELATING TO BST EXPERIENCE

- Report Month
- Total Tickets
- BST Company Code
- Ticket Submission Date
- Ticket submission Time
- Ticket completion Date
- Ticket Completion Time
- Total Duration Time
- Service Type
- Disposition and Cause (Non – Design / Non-Special Only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope
- Standard Error for the Average Restoral Interval
- Trouble Type (See Appendix 1)

Retail Analog/Benchmark:

CLEC Residence-Resale / BST Residence-Resale
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale /BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

1. Out of Service conditions where dispatch is required:
 - >90% resolved within 4 hours
 - >95% resolved within 8 hours
 - >99% resolved within 16 hours
 2. Out of Service conditions where no dispatch is required:
 - >85% resolved within 2 hours
 - >95% resolved within 3 hours
 - >99% resolved within 4 hours
- > all other troubles resolved within 24 hours

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles. • Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring. • Subsequent trouble report(s) on a maintenance ticket that has (have) not been reported as resolved (or closed) • Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers) • Tickets used to track referrals of misdirected calls.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
For CLEC Results:
The repeat trouble rate measure is computed by accumulating the number of instances where a trouble ticket is submitted by a CLEC to the ILEC for a service arrangement that had at least one prior trouble ticket any time in the 30 calendar days preceding the creation of the current trouble ticket. The number of repeat troubles are accumulated for the reporting period by service type and trouble type. The count of repeat troubles, by service type, is divided by the count of initial trouble reports (by service type) received during the report period.
For ILEC Results:
Same computation as for CLECs.
Other Clarifications and Qualification:
• Unbundled loops or UNE combinations involving and unbundled loops are considered a "service access line". • A trouble is "resolved" when the ILEC issues notice to the CLEC that the Customer's service is restored to normal operating parameters. • The "same service arrangement" means a trouble report being reported for the same telephone number or the same circuit identifier. • The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed-in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only
Product Reporting Levels
POTS Residence and Business
Design
PBX, CENTREX and ISDN
LINE 2 Wire Loop (Design and Non Design)
LINE Loop Other (Design and Non Design)

UNE Other (Design Non-Design) Switching, Local Transport and Combos (under development) Local Interconnection Trunks	
- Standard Service Grouping (See Appendix A) - Company - Trouble Types (See Appendix A) - Dispatch/No Dispatch categories applicable to all product levels - Geographic Scope - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Total Tickets (LINE_NBR) - CLEC Company Name - Ticket Submission Date & Time (TICKET_ID) - Ticket Completion Date & Time (CMPLTN_DT) - Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) - Service Type - Disposition and Cause (CAUSE_CD & CAUSE_DESC) - Geographic Scope - CLEC Ticket Number - Service Type - WTN or CKTID (a unique identifier for elements combined in a service configuration) - Trouble Type	- Report Month - Total Tickets - BST Company Code - Ticket Submission Date - Ticket Submission Time - Ticket Completion Date - Ticket Completion Time - Total and Percent Repeat Trouble Reports within 30 Days - Service Type - Disposition and Cause (Non - Design/ Non-Special only) - Trouble Code (Design and Trunking Services) - Geographic Scope
NOTE: Code parentheses is the corresponding header format found in the raw data file.	
Retail Analog/Benchmark:	
CLEC Residence-Resale / BST Residence-Retail CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale / BST Trunking-Retail UNEs - Retail Analog (under development at this time)	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Less than 1% of trouble reports, by service type, experience a repeat report, regardless of the trouble disposition, within a 30-day period.	

MAINTENANCE & REPAIR

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:	
Out of Service (OOS) > 24 Hours	
Definition:	
For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service.)	
Exclusions:	
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.	
Business Rules:	
Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.	
Calculation:	
$\text{Out of Service (OOS) > 24 hours} = \left(\frac{\text{Total Troubles OOS > 24 Hours}}{\text{Total OOS Troubles in Reporting Period}} \right) \times 100$	
Report Structure:	
• CLEC Specific • BST Aggregate • CLEC Aggregate.	
Level of Disaggregation:	
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX and CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
DATA RETAINED RELATING TO CLEC EXPERIENCE	
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope	
DATA RETAINED RELATING TO BST EXPERIENCE	
• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope	
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

Retail Analog/Benchmark:

- CLEC Residence-Resale / BST Residence- Retail
- CLEC Business- Resale / BST Business-Retail
- CLEC Design-Resale / BST Design-Retail
- CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
- CLEC Trunking-Resale /BST Trunking- Retail
- UNEs Retail Analog (under development at this time.)

MAINTENANCE & REPAIR

Report/Measurement:

OSS Interface Availability

Definition:

The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.

Exclusions:

None

Business Rules:

This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.

For CLEC Results:

Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day.

"Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS.

The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC.

For ILEC Results:

Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS.

Other Clarifications and Qualification:

- The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations.
- OSS scheduled and available time may be utilized in the computation of more than one functional area.
- Parity exists if the CLEC "Percent system availability" > ILEC function availability for the functionality accessed by the CLEC.
- "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact.
- Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.

Calculation:

OSS Interface Availability = $\frac{(\text{Actual System Number of Hours Functionality is Available to CLECs During Report Period})}{(\text{Actual planned System Number of Hours Functionality was Scheduled to be Available During the Report Period})} \times 100$

Report Structure:

- CLEC Specific
- CLEC Aggregate

• BST Aggregate • BST/CLEC	
Level of Disaggregation:	
• <u>Company</u> • <u>Interface type offered for each functional area</u> • <u>Business Period (8:00AM to 8:00PM local time versus 8:00PM to 8:00AM, weekends and holidays)</u> • <u>Region</u>	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time) • <u>Report Month</u> • <u>Interface Type (Identifies each unique interface available to CLECs)</u> • <u>Business Period</u> • <u>Scheduled Hour Available</u> • <u>Actual Hours Available</u>	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS • <u>Report Month</u> • <u>Functionality Identification</u> • <u>Business Period</u> • <u>Percent Availability of Functionality</u>
Retail Analog/Benchmark:	
Parity by design; Retail Analog <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>Less than 0.1% of unplanned down time, by interface type, during either business period.</u>	

MAINTENANCE & REPAIR

Report/Measurement:

OSS Response Interval and Percentages

Definition:

The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Maintenance customer service agents must obtain real-time information in order to log customer troubles. In telephone with the customer service agent. Because customers already may be dissatisfied when they report a trouble, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as and ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain maintenance information necessary to log trouble reports. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.

Exclusions:

Queries received during scheduled system maintenance time.

Business Rules:

This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.

For CLEC Results:

The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.

For ILEC Results:

The ILEC computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent.
- Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.
- Elapsed time is to be measured through automated rather than manual monitoring and logging.
- The ILEC service agent entry of a request for repair information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC.
- The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.

Calculation:

OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10, ≥ 30 seconds.

Report Structure:

- CLEC
- BST Residence
- BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate.

Level of Disaggregation:

- Company

• <u>Interface Type</u> • <u>Pre-Ordering Query Types (See Appendix A)</u> • <u>Maintenance Query Types (See Appendix A)</u> • <u>Region</u>	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• <u>CLEC Transaction Intervals</u> • <u>Report Month</u> • <u>Interface Type (specific to pre-ordering or maintenance and repair)</u> • <u>Query Identifier (e.g., unique tracking number)</u> • <u>Query Receipt Date by ILEC</u> • <u>Query Receipt Time by ILEC</u> • <u>Query Type (per reporting dimension)</u> • <u>Response Return Date</u> • <u>Response Return Time</u>	• <u>BST Business and Residence transaction Intervals</u> • <u>Report Month</u> • <u>Interface Type</u> • <u>Query Type (per reporting dimension)</u> • <u>Mean response interval</u> • <u>Query Count</u> • <u>Standard error of the mean response interval</u>
Retail Analog/Benchmark: Retail Analog Audit Verification	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation, then result(s) related to the CLEC operation should meet or exceed the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>The response interval will be less than or equal 2 seconds for 98% of the CLEC's queries received by the ILEC during the reporting period and no query will take longer than 5 seconds.</u>	

MAINTENANCE & REPAIR

Report/Measurement:
Average Answer Time – Repair Centers
Definition:
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.
Exclusions:
None
Business Rules:
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.
For CLEC Results:
Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy.
For ILEC Results:
Mean Time to Answer Calls: Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results.
Other Clarifications and Qualification:
- Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum). - For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval. - An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request. - Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support.
If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.
Level of Disaggregation:
- Region. CLEC/BST Service Centers and BST Repair Centers are regional. - Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)
Calculation:
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) - (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)
Mean Time to Answer Calls = $\sum [(Date and Time of Call Answer) - (Date and Time of Call Receipt)] / (Total Calls)$

<u>Answered by Center)</u>	
Report Structure:	
• CLEC Aggregate • BST/CLEC Aggregate	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• CLEC Average Answer Time • <u>Month</u> • <u>Center Identifier</u> • <u>Center Type</u> • <u>Standard Error for Mean Speed of Answer</u>	• BST Average Answer Time • <u>Month</u> • <u>Center Identifier</u> • <u>Center Type</u> • <u>Standard Error for Mean Speed of Answer</u>
Retail Analog/Benchmark:	
Retail Analog Audit Verification <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC's operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>Greater than 95% of calls, by center, are answered within 20 seconds.</u> • <u>All calls are answered within 30 seconds.</u>	

BILLING

AT&T Proposes That This Measure Be Replaced By The Following Measures:

- | | |
|---|-------------|
| • <u>Percent Mechanized Billing Format Accuracy</u> | <u>NB-5</u> |
| • <u>Percent Process Accuracy of Current Billing Activity</u> | <u>NB-6</u> |
| • <u>Percent Switched Local Billing Accuracy</u> | <u>NB-7</u> |

Report Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer).	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers. BST CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. This bill verification process draws from a mix of different customer billing options and types of service. An end-to-end process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
$\text{Invoice Accuracy} = \frac{(\text{Total Billed Revenues during current month}) - (\text{Billing Related Adjustments during current month})}{\text{Total Billed Revenues during current month}} \times 100$	
Report Structure:	
☐ CLEC Specific ☐ CLEC Aggregate BST Aggregate	
Level of Disaggregation:	
☐ Product / Invoice Type ☐ Resale ☐ UNE ☐ Interconnection ☐ Geographic Scope > Region	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
☐ Report Month ☐ Invoice Type ☐ ☐ Total Billed Revenue Billing Related Adjustments	☐ Report Month ☐ Invoice Type ☐ CRIS ☐ CABS ☐ Total Billed Revenue Billing Related Adjustments
Retail Analog/Benchmark:	
Retail Analog	

BILLING

AT&T Proposes That This Measure Be Replaced By The Following Measures:

- | | |
|---|--------------|
| • <u>Percent On-Time Mechanized Local Services Invoice Delivery</u> | <u>NB-8</u> |
| • <u>Percent On-Time Service Order Billing</u> | <u>NB-9</u> |
| • <u>Percent On-Time Correction/Adjustment D</u> | <u>NB-10</u> |
| • <u>Percent On-Time Switched Local Charges</u> | <u>NB-11</u> |

Report/Measurement:	
Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
$\text{Mean Time To Deliver Invoices} = \frac{\sum \{(\text{Invoice Transmission Date}) - (\text{Close Date of Scheduled Bill Cycle})\}}{(\text{Count of Invoices Transmitted in Reporting Period})}$	
Report Structure:	
☐ CLEC Specific ☐ CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
☐ Product / Invoice Type ☐ Resale ☐ UNE ☐ Interconnection ☐ Geographic Scope > Region	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
☐ Report Month ☐ Invoice Type ☐ ☐ Invoice Transmission Count • Date of Scheduled Bill Close	☐ Report Month ☐ Invoice Type ☐ CRIS ☐ CABS ☐ Invoice Transmission Count • Date of Scheduled Bill Close
Retail Analog/Benchmark:	
CRIS-based invoices will be released for delivery within six (6) business days	
CABS-based invoices will be released for delivery within eight (8) calendar days.	

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.	
Exclusions:	
None	
Business Rules:	
For CLEC Results:	
The completeness of content, accuracy of information/charges and conformance of formatting will be determined based upon the terms of the individual CLEC interconnection agreements with the ILECs. The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. The measurement is expressed as a ratio (expressed as a percentage) of accurate records/charges to the total records/charges delivered.	
For ILEC Results:	
The computation for the ILEC is identical to that described for the CLEC. The usage accuracy determination is based upon comparison of the usage records, following format conversion to the EMR (or equivalent) format as compared to the internally established content and formatting requirements.	
Other Clarifications and Qualification:	
The usage accuracy measures identified here are similar to the type of measures that ILECs commonly institute in service contracts with long distance service suppliers who use ILEC billing services.	
Calculations:	
$\text{Usage Data Delivery Accuracy} = \frac{\sum [(\text{Total number of usage data packets sent records delivered during current month reporting period that reflected complete information content and proper formatting}) - (\text{Total number of usage data packets requiring retransmission during current month})]}{(\text{Total number of usage data packets sent records transmitted during current month reporting period})} \times 100$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
- Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection - Geographic Scope ➢ Region - Company	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
- Report Month - Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded - Number of Records With Errors - Number of Records Delivered	- Report Month - Record Type - Number of Records With Errors - Number of Records Created

Retail Analog/Benchmark:

Retail analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Greater than 98% of usage records transmitted, by usage type, reflect the agreed upon format and contain complete information.

BILLING

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:	
Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = $\Sigma(\text{Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date}) / \Sigma(\text{Total number of Recorded usage records delivered during the current month}) \times 100$	
REPORT STRUCTURE	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
> • Geographic Scope > Region	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Report Month • Record Type > BellSouth Recorded > Non BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

BILLING

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope > Region	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE:</u>	<u>DATA RETAINED RELATING TO BST PERFORMANCE:</u>
• Report Month • Record Type > BellSouth Recorded > Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

BILLING

Report/Measurement:	
Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
For CLEC Results:	
Usage Records: This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or by CLEC access customers (by the AMA recording equipment associated with the ILEC switch) and the time when the data set, in a compliant format, is successfully transmitted to the CLEC. For each usage record, the calendar date and time of usage recording is compared to the calendar date and time of successful completion of data set transmission to the CLEC. The number of hours and tenths of hours elapsed between message recording and data set transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each usage record with the resulting total number of hours accumulated being divided by the number of complete usage records in all the data sets transmitted.	
For ILEC Results: Identical computations are made for the ILEC with the clarifications provided below.	
Other Clarifications and Qualification:	
- The elapsed time for delivery of ILEC usage records is measured from the time of message recording, as captured on the ILEC's AMA tape, to the time the AMA tape is converted to billing format (EMR format or equivalent). - Mean time to deliver usage records is to be reported separately for end user usage and access related usage.	
Calculation:	
$\text{Mean Time to Deliver Usage} = \frac{\sum (\text{Record volume} \times \text{estimated number of days to deliver the Usage Record})}{\text{total record volume}}$	
$\text{Mean Time to Provide Recorded Usage Records} = \frac{\sum [(\text{Data Set Transmission Date}) - (\text{Date of Message Recording})]}{(\text{Count of All Messages Transmitted in Reporting Period})}$	
Report Structure:	
- CLEC Aggregate - CLEC Specific - BST Aggregate	
Level of Disaggregation:	
- Company - Type of Record (end user or access) or Invoice (resale, UNE or interconnection services) - Geographic Scope - Region	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
- Report Month - Record Type - BellSouth Recorded - Non-BellSouth Recorded - Mean Delivery Interval - Standard Error of Delivery Interval - Number of Messages or Invoices Delivered	- Report Monthly - Record Type - Mean Delivery Interval - Standard Error of Delivery Interval - Number of Messages or Invoices Delivered

Retail Analog/Benchmark:

Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- For usage records, separately for access usage and end user usage:
 1. Greater than 99.9% records received within 24 hours of usage recording.
 2. All usage is received within 48 hours of usage recording.
- 100% of mechanized local services (Resale, UNE, UNE Combinations, Physical Interconnection) invoices received within 10 calendar days of bill cycle date.

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Note: AT&T Proposes One OS/DA Measure:

Mean Time To Answer With Separate Reporting For OS And DA

Report/Measurement:	
Speed to Answer Performance/Average Speed to Answer – Toll	
Definition:	
Measurement of the average time in seconds calls wait before answered by a toll operator.	
Exclusions:	
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.	
None	
Business Rules:	
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.	
Mean Time To Answer: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC retail customer call into the ILEC call management system queue until the CLEC retail customer call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance (whether DA or OS). The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.	
Calculation:	
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.	
Mean Time To Answer = $\frac{\sum (\text{Date and Time of Call Answer}) - (\text{Date and Time of Call Receipt})}{(\text{Total Calls Answered on Behalf of the CLECs in Reporting Period})}$	
Report Structure:	
Reported for the aggregate of BST and CLECs	
State	
Level of Disaggregation:	
None	
- Company - Operator Services By Center - Directory Assistance By Center - Directory Listings By Directory - Note: OS/DA Speed to Answer is to be CLEC-specific if technically feasible.	
DATA RETAINED (ON AGGREGATE BASIS)	
For the items below, BST's Performance Measurement Analytic Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.	
- Month - Call Type (Toll) - Average Speed of Answer	
DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
- Month - Type of Measurement (OS Calls, DA Calls or Directory Listing) - Center Identifier (or Directory ID for DL) - Mean Speed of Answer (OS & DA only) - Standard Error for Mean Speed of Answer (OS	- Month - Type of Measurement (OS Calls, DA calls or Directory Listings) - Center Identifier (or Directory ID for DL) - Mean Speed of Answer (OS & DA only) - Standard Error for Mean Speed of Answer (OS & DA

<u>& DA only)</u> • <u>Number of Calls Answered (OS & DA only)</u> • <u>Directory Close Date (DL only)</u> • <u>List Availability Date (DL only)</u>	<u>only)</u> • <u>Standard Error for Mean Speed of Answer (OS & DA only)</u> • <u>Directory Close Date (DL only)</u> • <u>Listing Availability Date (DL only)</u>
Retail Analog/Benchmark Parity by Design <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>More than 90% of calls answered by a "live" agent, separately for OS and DA services, within 10 seconds.</u> • <u>All calls answered by a Voice Response Unit, separately for OS and DA services, within 2 seconds.</u> <u>Directory Listing review time may be no more than 4 hours less than the ILEC's.</u>	

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds - Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month - Call Type (Toll) - Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Note: AT&T Proposes One OS/DA Measure:

Mean Time To Answer With Separate Reporting For OS And DA

See "Speed to Answer Performance/Average Speed to Answer – Toll"

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs
State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month - Call Type (DA) - Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Note: AT&T Does Not Include This Measure In Its Proposal

Report/M Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month - Call Type (DA) - Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

E911

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Timeliness} = \Sigma (\text{Number of batch orders processed within 24 hours} \div \text{Total number of batch orders submitted}) \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
- State - Region
Levels of Disaggregation:
None
DATA RETAINED
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

E911

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Accuracy} = \frac{\Sigma(\text{Number of record individual updates processed with no errors} + \text{Total number of individual record updates})}{\text{Total number of individual record updates}} \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
- State - Region
Level of Disaggregation:
None
DATA RETAINED
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

E911

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Mean Interval} = \frac{\sum (\text{Date and time of batch order completion} - \text{Date and time of batch order submission})}{\text{Number of batch orders completed}}$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
- State - Region
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

TRUNK GROUP PERFORMANCE

Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
$\text{Measured blocking} = (\text{Total number of blocked calls}) / (\text{Total number of attempted calls}) \times 100$	
Report Structure:	
• BST Aggregate ➢ CTTG ➢ Local • CLEC Aggregate ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk	
Level of Disaggregation:	
State	
<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
Retail Analog	

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
- Trunk groups for which valid traffic data is not available - High use trunk groups - None.	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System Trunking (TNDSTK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTC is 2% and the MBT for all other trunk groups is 3%.	
For CLEC Results:	
Percent Call Completion: For determining outbound call blocking, the number of CLEC customer call attempts, where the customer dials a valid telephone number, is accumulated for the reporting period. The number of blocked call attempts experienced by CLEC customers, where a call to a valid telephone number was not completed by the network because of ILEC-controlled capacity limitations or other ILEC network trouble, also is accumulated during the reporting period. At the end of the reporting period, the total number of blocked attempts is divided by the total number of attempts, and the ratio is expressed as a percentage. For inbound calling, the results will measure calls originating on the ILEC's network and blocked from terminating on the CLEC's network.	
For ILEC Results:	
The approach is identical to that described for the CLEC, except that the network performance is measured only for representative ILEC service configurations.	
Other Clarifications and Qualifications:	
CLECs may agree to call completion reports in lieu of or in addition to blocking reports.	
Calculation:	
$\text{Measured Blocking} = \frac{\text{(Total number of blocked calls attempts (separate measure for inbound and outbound) during the busy hour)}}{\text{(Total number of attempted calls during busy hour)}} \times 100$	
Report Structure:	
- BST Specific - Traffic Identity - TGSN - Tandem - End Office - Description - Observed Blocking - Busy Hour - Number Trunks - Valid study days - Number reports - Remarks	- CLEC Specific - Traffic Identity - TGSN - Tandem - CLEC POT - Description - Observed Blocking - Busy Hour - Number Trunks - Valid study days - Number reports - Remarks

Level of Disaggregation:

- Trunk Capacity Type (DSO, DS1, DS3, etc.)
- Dedicated Trunk Groups
- Common Trunk Groups Where CLEC/LD Traffic Share Common ILEC Trunks.
- Common Trunk Groups where CLEC traffic traverses a separate common network from ILEC traffic.
- Availability of 7-digit call back-up to PSAP location
- E911/911 Trunk Groups
- OS/DA Trunk Groups
- By Switch (Serving CLEC) for CLEC
- By Switch (Serving CLEC) for ILEC
- Company
- Geographic Scope
 - State

DATA RETAINED RELATING TO CLEC EXPERIENCE

- Report month
- Total trunk groups
- Total trunk groups for which data is available
- Trunk groups with blocking greater than the MBT
- Percent of trunk groups with blocking greater than the MBT
- Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
- By Switch (Serving CLEC) for CLEC
- Trunk Capacity Type
- Trunk Group Identifier
- Geographic Identifier
- Busy Hour and Day
- Calls Attempted
- Calls Blocked

DATA RETAINED RELATING TO BST EXPERIENCE

- Report month
- Total trunk groups
- Total trunk groups for which data is available
- Trunk groups with blocking greater than the MBT
- Percent of trunk groups with blocking greater than the MBT
- Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
- By Switch (Serving CLEC) for ILEC
- Trunk Capacity Type
- Trunk Group Identifier
- Geographic Identifier
- Busy Hour and Day
- Calls Attempted
- Calls Blocked

Retail Analog/Benchmark:

Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

Engineering Parameters:

- Dedicated Trunk Groups: Not to exceed blocking standard of B.01
- Common Trunk Groups:
 - (1) Where CLEC/LD traffic share common ILEC trunks: No more than 1% of end offices may have more than 2% blockage a month based on the Erlang-B.01 scale.
- Where CLEC traffic traverses a separate common network from ILEC traffic: No more than 2% of end offices may have more than 2% blocking.

COLLOCATION

Report/Measurement:	
Collocation/Average Response Time	
Definition:	
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.	
Exclusions:	
Requests to augment previously completed arrangements • Any application cancelled by the CLEC or CLEC requested delays	
Business Rules:	
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.	
For CLEC Results:	
Mean Time to Respond to Collocation Request: The response interval for each space request is determined by computing the elapsed time from the ILEC receipt of a collocation request (or inquiry) from the CLEC, to the time the ILEC returns the requested information or commitment to the CLEC. Elapsed time is accumulated for each type of collocation space request, and then divided by the associated total number of collocation requests received by the ILEC during the report period.	
For ILEC Results:	
The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.	
Other Clarifications and Qualifications:	
• Elapsed time is measured in days and hours. • A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient). • Questions about the CLEC's collocation request also do not count as a "received response."	
Calculation:	
$\text{Average Response Time} = \frac{\sum(\text{Request Response Date}) - (\text{Request Submission Date})}{\text{Count of Responses Returned within Reporting Period}}$	
Report Structure:	
• Individual CLEC (alias) aggregate • Aggregate of all CLECs	
Level of Disaggregation:	
• Company • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical	
DATA RETAINED:	
Report period • Aggregate data	
DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension)	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time

• <u>Response Date and Time</u> • <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Response Date and Time</u> • <u>Geographic Scope</u>	• <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Geographic scope</u>
Retail Analog/Benchmark: Under development If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • All responses must be provided in 5 business days unless contract/tariff interval is shorter.	

COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
- Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays Bona Fide firm orders to augment previously completed arrangements Time for BST to obtain permits - Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
For CLEC Results:
Mean Time To Provide Collocation Arrangements: The interval is the elapsed time from the ILEC's receipt of an order for collocation (from the CLEC) to the ILEC's return of a valid completion notification to the CLEC. Elapsed time for each order is then divided by the associated total number of collocation orders completed within the reporting period for each type of collocation. The measurement is similar to the Average Completion Interval for resold services and unbundled network element orders and could be reflected as a separate category of that measurement.
For ILEC Results:
The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.
Other Clarifications and Qualifications:
- Elapsed time is measured in days and hours. - A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient). - Questions about the CLEC's collocation request also do not count as a "received response."
Calculation:
Average Arrangement Time = $\Sigma(\text{Date Collocation Arrangement is Complete}) - (\text{Date Order for Collocation Arrangement Submitted}) / \text{Total Number of Collocation Arrangements Completed during Reporting Period.}$
Report Structure:
- Individual CLEC (alias) aggregate - Aggregate of all CLECs
Level of Disaggregation:
- Company - State, Region and further geographic disaggregation as required by State Commission Order - Virtual - Physical
DATA RETAINED:
- Report period - Aggregate data

<u>DATA RETAINED RELATING TO CLEC EXPERIENCE</u>	<u>DATA RETAINED RELATING TO BST EXPERIENCE</u>
• <u>Report Month</u> • <u>Request Identifier (e.g., unique tracking number)</u> • <u>Date and Time of Request receipt by ILEC.</u> • <u>Request type (per reporting dimension)</u> • <u>Response Date and Time</u> • <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Response Date and Time</u> • <u>Geographic Scope</u>	• <u>Report Month</u> • <u>Request Identifier</u> • <u>Date and Time of Request Receipt by ILEC</u> • <u>Response Date and Time</u> • <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Geographic scope</u>
Retail Analog/Benchmark: Under development If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • All collocations must be provided within the applicable contract or tariff intervals.	

COLLOCATION

Report/Measurement:	
Collocation/Percent of Due Dates Missed	
Definition:	
Measures the percent of missed due dates for collocation arrangements.	
Exclusions:	
- Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays Bona Fide firm orders to augment previously completed arrangements Time for BST to obtain permits - Time during which the collocation contract is being negotiated	
Business Rules:	
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement. For CLEC Results: Percent Due Dates Missed: For each type of collocation, both the total numbers of orders completed within the reporting interval and the number of orders completed but missing the committed due date (as specified on the initial confirmation returned to the CLEC) are counted. The resulting count of orders completed later than the committed due date is divided by the total number of orders completed. The measurement is similar to the Percent Completed on Time for resold services and unbundled network element orders and could be reflected as a separate category within the Percent Completed on Time measurement. For ILEC Results: The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog. Other Clarifications and Qualifications: - Elapsed time is measured in days and hours. - A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient). Questions about the CLEC's collocation request also do not count as a "received response."	
Calculation:	
$\% \text{ of Due Dates Missed} = \Sigma (\text{Number of Orders not completed w/ ILEC Committed Due Date during Reporting Period}) / \text{Number of Orders Completed in Reporting Period} \times 100$	
Report Structure:	
- Individual CLEC (alias) aggregate - Aggregate of all CLECs	
Level of Disaggregation:	
- Company - State, Region and further geographic disaggregation as required by State Commission Order - Virtual - Physical	
DATA RETAINED:	
- Report period - Aggregate data	
DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Request Identifier (e.g., unique tracking number) - Date and Time of Request receipt by ILEC.	- Report Month - Request Identifier - Date and Time of Request Receipt by ILEC

• <u>Request type (per reporting dimension)</u> • <u>Response Date and Time</u> • <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Response Date and Time</u> • <u>Geographic Scope</u>	• <u>Response Date and Time</u> • <u>Committed Delivery Date and Time</u> • <u>Actual Delivery Date and Time</u> • <u>Geographic scope</u>
Retail Analog/Benchmark: Under development <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • No less than 98% of commitments must be met for Physical, Virtual and other alternative collocation offerings.	

Report/Measurement:	
Percent Mechanized Billing Format Accuracy	
Definition:	
The purpose of this measurement is to monitor the accuracy of the mechanized billing format.	
Exclusions:	
None	
Business Rules:	
The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly.	
Calculation:	
$\text{Percent Mechanized Billing Format Accuracy} = \left[\frac{\text{Total Number of Accurate Mechanized Local Bills}}{\text{Total Number of Mechanized Local Bills Processed}} \right] \times 100$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
- Company - Invoice (resale, UNE or interconnection services) - Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Record Type or Invoice Type - Mean Delivery Interval - Standard Error of Delivery Interval - Number of Messages or Invoices Delivered - Number of Accurate Mechanized Local Bills - Number of Mechanized Local Bills	- Report Month - Record Type or Invoice Type - Number of Records With Errors - Number of Records Created - Number of Messages or Invoices Delivered - Number of Accurate Mechanized Local Bills - Number of Mechanized Local Bills
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: 99.5 Percent Of All Mechanized Bills Are Formatted Accurately.	

Report/Measurement:	
Percent Process Accuracy of Current Billing Activity	
Definition:	
The purpose of this measurement is to monitor the process accuracy of the current billing activity.	
Exclusions:	
None	
Business Rules:	
Calculation:	
$\text{Percent Process Accuracy of Current Billing Activity} = \frac{\{[(\text{Total Other Charges \& Credits Billed Dollars}) + (\text{Total Detail Of Adjustments Billed Dollars})] - (\text{Total Correction \& Correction Adjustment Dollars})\}}{[(\text{Total Other Charges \& Credits Billed Dollars}) + (\text{Total DOA Billed Dollars})]} \times 100$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
- Company - Invoice (resale, UNE or interconnection services) - Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Record Type or Invoice Type - Mean Delivery Interval - Standard Error of Delivery Interval - Number of Messages or Invoices Delivered - Charges & Credits Billed Dollars - Adjustment Billed Dollars - Correction Adjustment Dollars	- Report Month - Record Type or Invoice Type - Number of Records With Errors - Number of Records Created - Charges & Credits Billed Dollars - Adjustment Billed Dollars - Correction Adjustment Dollars
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Performance Standards In This Area Are Yet To Be Published.	

Report/Measurement:	
Percent Switched Local Billing Accuracy	
Definition:	
The purpose of this measurement is to monitor the switched local billing accuracy.	
Exclusions:	
• None	
Business Rules:	
The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly	
Calculation:	
$\text{Percent Switched Local Billing Accuracy} = \frac{((\text{Total Switched Billed Dollars}) - (\text{Switched Adjustment Dollars}))}{(\text{Total Switched Billed Dollars})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Invoice (resale, UNE or interconnection services) • Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Switched Billed Dollars • Switched Adjustment Dollars	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Switched Billed Dollars • Switched Adjustment Dollars
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Performance Standards In This Area Are Yet To Be Published.	

Report/Measurement:	
Percent On-Time Mechanized Local Services Invoice Delivery	
Definition:	
The purpose of this measurement is to monitor the percent of invoices successfully transmitted to the CLEC within 10 calendar days of the close of a bill cycle.	
Exclusions:	
Any invoices rejected due to formatting or content errors	
Business Rules:	
This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes to determine the number transmitted within 10 calendar days. The number transmitted within 10 calendar days is divided by the number of complete invoices sent in the reporting period.	
Calculation:	
Percent On-Time Mechanized Local Services Invoice Delivery = $\frac{\text{Total Number of Mechanized Local Bills Received On Time}}{\text{Total Number of Mechanized Local Bills Processed}} \times 100$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
- Company - Invoice (resale, UNE or interconnection services) - Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - Record Type or Invoice Type - Mean Delivery Interval - Standard Error of Delivery Interval - Number of Messages or Invoices Delivered - Number of Mechanized Local Bills Received On-Time - Number of Mechanized Local Bills	- Report Month - Record Type or Invoice Type - Number of Records With Errors - Number of Records Created - Number of Mechanized Local Bills Received On-Time - Number of Mechanized Local Bills
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
Mechanized Local Bills Received Within 10 Calendar Days, 98 Percent Of The Time.	

Report/Measurement:	
Percent On-Time Service Order Billing	
Definition:	
The purpose of this measurement is to monitor the percent of dollars on all service orders completed within 60 calendar days of the current bill date/cycle.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
$\text{Percent On-Time Service Order Billing} = \left[\frac{\text{Sum of the Absolute Value of Timely Other Charges \& Credits Dollars}}{\text{Sum of the Absolute Value of Other Charges \& Credits Billed Dollars}} \right] \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Invoice (resale, UNE or interconnection services) • Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Dollars On All Service Orders Completed Within 60 Calendar Days Of The Current Bill.	

Report/Measurement:	
Percent On-Time Correction/Adjustment Dollars	
Definition:	
The purpose of this measurement is to monitor the adjustments or corrections which are implemented within 60 days of decision to grant adjustment or adjustment claim submission.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
$\text{Percent On-Time Correction/Adjustment Dollars} = \frac{[(\text{Total Correction/Adjustment Dollars}) - (\text{Total Correction/Adjustment Dollars} > 60 \text{ Calendar Days})]}{(\text{Total Correction/Adjustment Dollars})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Invoice (resale, UNE or interconnection services) • Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Adjustments Or Corrections Implemented Within 60 Days Of Decision To Grant Adjustment Or Adjustment Claim Submission.	

Report/Measurement:	
Percent On-Time Switched Local Charges	
Definition:	
The purpose of this measurement is to monitor the on-time delivery of Switched Local Charges.	
Exclusions:	
• None	
Business Rules:	
Calculation:	
$\text{Percent On-Time Switched Local Charges} = \frac{[(\text{Switched Local Charges}) - (\text{Switched Local Charges Billed} > 60 \text{ Calendar Days From Date Service Rendered})]}{\text{Switched Local Charges}} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Invoice (resale, UNE or interconnection services) • Region	
DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Charges > 60 Calendar Days From Date Service Rendered • Delivery Date of Switched Local Charges	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Switched Local Charges Billed Within 60 Calendar Days From Date Service Is Rendered .	

Report/Measurement:	
<u>Acknowledgement Timeliness</u>	
Definition:	
This measure is designed to monitor the rate at which the CLECs receive a timely acknowledgement from the ILEC after the submission of a Local Service Request.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Timeliness is determined by computing the elapsed time (in minutes and seconds) from the ILEC receipt of a Local Service Request from the CLEC, to the time the ILEC returns the acknowledgement that a syntactically correct order has been received. Elapsed time is calculated for each acknowledgement that are returned within 15 Minutes are categorized in a manner consistent with the specified level of disaggregation, then divided by the associated total number of acknowledgements transmitted by the ILEC during the reporting period.	
Other Clarifications and Qualification:	
• When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement. • All intervals are measured in minutes and seconds rounded to the nearest second. • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays. • "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.	
Calculation:	
$\text{Acknowledgement Timeliness} = \frac{[(\text{Date and Time Local Service Request is Received by the ILEC}) - (\text{Date and Time Acknowledgement of Syntactically Correct Local Service Request is Transmitted From the ILEC Gateway})]}{[(\text{Count of All Acknowledgements Transmitted Within 15 Minutes}) / (\text{Count of All Acknowledgements Transmitted in the Reporting Period})] \times 100}$	
Report Structure:	
• Fully Mechanized, Partially Mechanized, Total Mechanized • State and Region • CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Interface Type • Standard Service Groupings (See Appendix A) • Standard Service Order Activities (See Appendix A) • Volume Category	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Firm Order Acknowledgements • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count of Order Acknowledgments • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

• <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout</u>	
<u>Retail Analog/Benchmark:</u>	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>Mechanized And Partially Mechanized Acknowledgements Are Returned Within 15 Minutes Of Receiving Local Service Requests, 98.0 Percent Of The Time.</u>	

Report/Measurement:	
Acknowledgement Completeness	
Definition:	
This measure is designed to monitor the percent of acknowledgements received by the CLEC from the ILEC after the submission of a Local Service Request.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Completeness is determined by computing the number of acknowledgements transmitted by the ILEC and divided by the number of Local Service Requests received by the ILEC during the reporting period.	
Other Clarifications and Qualification:	
• When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement. • All intervals are measured in minutes and seconds rounded to the nearest second. • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays. • "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.	
Calculation:	
Acknowledgements Completeness = [(Total Number of Acknowledgements)/(Total Number of Service Requests Received in the Reporting Period)] X 100	
Report Structure:	
• Fully Mechanized, Partially Mechanized, Total Mechanized • State and Region • CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Interface Type • Standard Service Groupings (See Appendix A) • Standard Service Order Activities (See Appendix A) • Volume Category	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Firm Order Acknowledgements • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count of Order Acknowledgments • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC	

operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Mechanized And Partially Mechanized Acknowledgements Are Returned On 100 Percent Of The Mechanized And Partially Mechanized Local Service Requests.

Report/Measurement:
Firm Order Confirmation and Reject Response Completeness
Definition:
A response is expected from the ILEC for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.
Exclusions:
Service Requests canceled by the CLEC prior to being confirmed or rejected.
Business Rules:
Mechanized - The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG). Partially Mechanized - The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel. Total Mechanized - The number of the combination of Fully Mechanized and Partially Mechanized LSRs Non-Mechanized - The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).
For CLEC Results:
Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:
- Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by the ILEC and dividing by the number of Local Service Requests (all versions) received in the reporting period. - Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.
For ILEC Results:
Same computation as for the CLEC.
Other Clarifications and Qualification:
- When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement. - The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order. - The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC. - Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
Calculation - Single FOC/Reject Response Expected
$\text{Firm Order Confirmation / Reject Response Completeness} = \left[\frac{\text{Total Number of Service Requests for Which a Firm Order Confirmation or Reject is Sent}}{\text{Total Number of Service Requests Received in the Report Period}} \right] \times 100$
Calculation - Multiple or Differing FOC/Reject Responses Not Expected
$\text{Firm Order Confirmation and Reject Response Completeness} = \left[\frac{\text{Total Number of Firm Order Confirmations Per LSR Version} + \text{Total Number of Reject Responses Per LSR Version}}{\text{Total Number of Service Requests (All Versions) Received in the Reporting Period}} \right] \times 100$
Report Structure:
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized - State and Region - CLEC Specific - CLEC Aggregate - BellSouth Specific
Level of Disaggregation:
Interface Type

• <u>Standard Service Groupings (See Appendix A)</u> • <u>Standard Service Order Activities (See Appendix A)</u> • <u>Volume Category</u>	
<u>Data Retained Relating To CLEC Experience:</u>	<u>Data Retained Relating To BST Performance:</u>
• <u>Report Month</u> • <u>Total number of LSRs</u> • <u>Total number of Rejects</u> • <u>Total Number of Errors</u> • <u>State and Region</u> • <u>Count of Orders Completed Without Manual Intervention</u> • <u>Count of Firm Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Rejects</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity Type</u> • <u>Original order date for rejected orders</u> • <u>Rejection Notice Date and Time</u> • <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout (for Mechanized Orders Only)</u>	• <u>Report Month</u> • <u>Total number of LSRs</u> • <u>Total number of Errors</u> • <u>Adjusted Error Volume</u> • <u>State and Region</u> • <u>Count Orders Completed Without Manual Intervention</u> • <u>Count of Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Reject</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity</u> • <u>Service Type</u> • <u>Volume Category</u>
<u>Retail Analog/Benchmark:</u> <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.</u> • <u>Firm Order Confirmations Or Reject Responses Are Returned On 100 Percent Of The Local Service Requests.</u> • <u>Multiple Or Differing Firm Order Confirmations Or Reject Responses Are Returned On Zero Percent Of The Local Service Requests.</u>	

Report/Measurement:	
<u>Provisioning Timeliness</u>	
Definition:	
<u>Provisioning Timeliness is the number of Local Service Request Completion Dates and Times recorded on the Completion Notices that correspond with the LSR Confirmation Date and Time recorded on the final version of the Firm Order Confirmation.</u>	
Exclusions:	
• <u>Service Requests canceled by the CLEC prior to being completed.</u>	
Business Rules:	
<u>Provisioning Timeliness is determined by computing the number of Completion Dates and Times recorded on the Completion Notices that correspond with the LSR Confirmation Date and Time recorded on the final version of the Firm Order Confirmation and divided by the number of Local Service Requests completed in the reporting period.</u>	
Calculation	
<u>Provisioning Timeliness = [(Number Of Completion Dates And Times Recorded On The Completion Notices That Correspond With The LSR Confirmation Date And Time Recorded On The Final Version Of The Firm Order Confirmation)/(Total Number Of Local Service Requests Completed In The Reporting Period)] X 100</u>	
<u>NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed</u>	
Report Structure:	
• <u>Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized</u> • <u>State and Region</u> • <u>CLEC Specific</u> • <u>CLEC Aggregate</u>	
Level of Disaggregation:	
• <u>Interface Type</u> • <u>Standard Service Groupings (See Appendix A)</u> • <u>Standard Service Order Activities (See Appendix A)</u> • <u>Volume Category</u>	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• <u>Report Month</u> • <u>CLEC Order Number</u> • <u>Order Submission Date</u> • <u>Order Submission Time</u> • <u>Work Completion Date</u> • <u>Work Completion Time</u> • <u>Completion Notice Delivery Date</u> • <u>Completion Notice Delivery Time</u> • <u>Service Type</u> • <u>Activity Type</u> • <u>Geographic Scope</u> • <u>Interface Type</u> • <u>Status Type (Rejection, FOC, Jeopardy Type, Completion Notice)</u> • <u>Standard Order Activity</u> • <u>Order Due Date</u>	• <u>Report Month</u> • <u>Service Order Number</u> • <u>Work Completion Date</u> • <u>Work Completion Time</u> • <u>Completion Notice Delivery Date</u> • <u>Completion Notice Delivery Time</u> • <u>Service Type</u> • <u>Standard Order Activity</u> • <u>Geographic Scope</u> • <u>Interface Type</u> • <u>Status Type (Rejection, FOC, Jeopardy Type, Completion Notice)</u> • <u>Average Status interval</u> • <u>Standard error of status interval</u> • <u>Number of Orders Reflected In Result</u> • <u>Number of Statuses Provided</u>
Retail Analog/Benchmark:	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.</u>	
• <u>The Completion Dates And Times Recorded On The Completion Notices Correspond With The LSR Confirmation Dates And Times Recorded On The Final Version Of The Firm Order Confirmation. 100</u>	

Percent Of The Time.

Report/Measurement:	
Provisioning Notification Completeness	
Definition:	
The percent of Local Service Requests eligible to complete that receive notification of provisioning completion. Local Service Requests are eligible to complete if the order is not in clarification on the date and time the LSR is due to be provisioned and completed; a supplement LSR has not been sent to the ILEC to cancel the LSR, and the due date has passed.	
Exclusions:	
- Service Requests which is in clarification on the date and time the LSR is due to be provisioned and completed. - Service Requests canceled by the CLEC prior to being confirmed or rejected. - Service Requests which have not yet reached the due date.	
Business Rules:	
Provisioning Notification Completeness is determined by counting the number of completed Local Service Requests and then dividing by the total number of Local Service Requests received that are eligible to complete.	
Calculation:	
Provisioning Notification Completeness = $\frac{[(\text{Count of Completed Local Service Requests}) / (\text{Total Number of Local Service Requests Received That are Eligible to Complete in the Reporting Period})] \times 100}{1}$	
Report Structure:	
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized - State and Region - CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
- Interface Type - Standard Service Groupings (See Appendix A) - Standard Service Order Activities (See Appendix A) - Volume Category	
Data Retained Relating To CLEC Experience:	
- Report Month - Total number of LSRs - Total number of Rejects - Total Number of Errors - State and Region - Count of Orders Completed Without Manual Intervention - Count of Firm Order Confirmations - Count of Syntax Rejects - Count of Legacy System Rejects - Count of Orders Submitted - Interface Type - Order Activity Type - Original order date for rejected orders - Rejection Notice Date and Time - Service Type - Volume Category - Manual Fallout (for Mechanized Orders Only)	Data Retained Relating To BST Performance:
	- Report Month - Total number of LSRs - Total number of Errors - Adjusted Error Volume - State and Region - Count Orders Completed Without Manual Intervention - Count of Order Confirmations - Count of Syntax Rejects - Count of Legacy System Reject - Count of Orders Submitted - Interface Type - Order Activity - Service Type - Volume Category
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.	
100 Percent Of All Local Service Requests That Are Eligible For Completion Receive A Provisioning	

Completion Notice.

Report/Measurement:	
Unbillable Orders	
Definition:	
The percent of Local Service Requests eligible to complete that do not receive notification of provisioning completion. Local Service Requests are eligible to complete if the order is not in clarification on the date and time the LSR is due to be provisioned and completed; a supplement LSR has not been sent to the ILEC to cancel the LSR, and the due date has passed.	
Exclusions:	
- Service Requests which is in clarification on the date and time the LSR is due to be provisioned and completed. - Service Requests canceled by the CLEC prior to being confirmed or rejected. - Service Requests which have not yet reached the due date.	
Business Rules:	
Unbillable Orders are determined by counting the number of service requests that are eligible to complete that do not receive a Completion Notice (CN is not delivered by the ILEC) divided by the total number of Local Service Requests received that are eligible to complete.	
Calculation:	
$\text{Unbillable Orders} = \left[\frac{\text{Total Number of Local Service Requests that are eligible to complete that do not receive a Completion Notice}}{\text{Total Number of Local Service Requests Received That are Eligible to Complete in the Reporting Period}} \right] \times 100$	
Report Structure:	
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized - State and Region - CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
- Interface Type - Standard Service Groupings (See Appendix A) - Standard Service Order Activities (See Appendix A) - Volume Category	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
- Report Month - Total number of LSRs - Total number of Rejects - Total Number of Errors - State and Region - Count of Orders Completed Without Manual Intervention - Count of Firm Order Confirmations - Count of Syntax Rejects - Count of Legacy System Rejects - Count of Orders Submitted - Interface Type - Order Activity Type - Original order date for rejected orders - Rejection Notice Date and Time - Service Type - Volume Category - Manual Fallout (for Mechanized Orders Only)	- Report Month - Total number of LSRs - Total number of Errors - Adjusted Error Volume - State and Region - Count Orders Completed Without Manual Intervention - Count of Order Confirmations - Count of Syntax Rejects - Count of Legacy System Reject - Count of Orders Submitted - Interface Type - Order Activity - Service Type - Volume Category
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with	

a meaningful opportunity to compete.

- Zero Percent Of All Local Service Request That Are Eligible For Completion Should Be Without Notification Of Completion (Completion Notice).

Report/Measurement:

Percent Order Accuracy

Definition:

Customers expect that their service provider will deliver precisely the service ordered and all the features specified. A service provider that is unreliable in fulfilling orders, will not only generate ill-will with customers when errors are made, but will also incur higher costs to rework orders and to process customer complaints. This measurement monitors the accuracy of the provisioning work performed by the ILEC, in response to CLEC orders. When the ILEC provides the comparable measure for its own operation, it is possible to know if provisioning work performed for CLECs is at least as accurate as that performed by the ILEC for its own retail local service operations.

Exclusions:

- Orders canceled by the CLEC
- Order Activities of the ILEC associated with internal or administrative use of local services.
- For resubmissions impact on due date measure, ILEC would not have to comply if tying final accepted order to original order is technically infeasible (But feasibility issue will be revised as systems are upgraded.)

Business Rules:

For CLEC Results:

For each order completed during the reporting period, the original account profile and the order that the CLEC sent to the ILEC are compared to the services and features reflected upon the account profile as it existed following completion of the order by the ILEC. An order is "completed without error" if all service attribute and account detail changes (as determined by comparing the original and the post order completion account profile) completely and accurately reflect the activity specified on the original and any supplemental CLEC orders. "Total number of orders completed" refers to the total number of order completion notices sent to the CLEC by the ILEC for each reporting dimension identified below.

For ILEC Results:

Same computation as for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- **Order Supplements** - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.
- **Completion Notices** - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.
- **All Orders** - The comparison is between the CLEC order and the account profile as it existed before and after order completion.
- **Service Profile** - If a sample is employed for this measurement, then the ILEC should also be prepared, if requested, to demonstrate that the order activity types represented within each service type for both the ILEC and CLEC sample are representative of actual experiences for each entity.
- **Sampling** may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.

Calculation:

Percent Order Accuracy = $[(\Sigma \text{Orders Completed w/o Error}) / (\Sigma \text{Orders Completed})] \times 100$

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Company
- Interface Type

• <u>Service Type (See Appendix 1)</u> • <u>Order Activity (See Appendix 1)</u> • <u>Volume Category</u>	
Data Retained Relating To CLEC Experience: • <u>Report Month</u> • <u>Count of Orders Completed Without Manual Intervention</u> • <u>Count of Firm Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Rejects</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity Type</u> • <u>Original order date for rejected orders</u> • <u>Rejection Notice Date and Time</u> • <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout (for Mechanized Orders Only)</u>	Data Retained Relating To BST Performance: • <u>Report Month</u> • <u>Count Orders Completed Without Manual Intervention</u> • <u>Count of Order Confirmations</u> • <u>Count of Syntax Rejects</u> • <u>Count of Legacy System Reject</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity</u> • <u>Service Type</u> • <u>Volume Category</u>
Retail Analog/Benchmark: If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Completed CLEC Orders, By Reporting Dimension, Are Accurate No Less Than 99.0 Percent Of The Time.	

Report/Measurement:	
Average Submissions Per Order	
Definition:	
Sometimes CLECs receive order rejections and must resubmit orders for failures on the part of the ILECs' systems or lack of notice or training on changed formats and processes for order entry. Sometimes orders are rejected with no explanation or delayed for invalid queries by the ILECs. Often ILEC electronic editing systems reject an order one error at a time, rather than capture all the issues with the order on one submission. These rejections and resubmissions not only are burdensome to CLECs but delay service delivery to the customer.	
Exclusions:	
• Orders canceled by the CLEC • Order Activities of the ILEC associated with internal or administrative use of local services.	
Business Rules:	
For CLEC Results:	
The "average number of submissions per order" is derived by adding the number of Firm Order Confirmations sent to the CLEC during the reporting period and the number of rejects issued to the CLEC during the reporting period. This sum is then divided by the number of Firm Order Confirmations to determine the average number of submissions per order for the CLEC.	
For ILEC Results:	
Same computation as for the CLEC with the clarifications noted below.	
Other Clarifications and Qualification:	
• Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer. • Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC. • All Orders - The comparison is between the CLEC order and the account profile as it existed before and after order completion. • Service Profile - If a sample is employed for this measurement, then the ILEC should also be prepared, if requested, to demonstrate that the order activity types represented within each service type for both the ILEC and CLEC sample are representative of actual experiences for each entity. • Sampling may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.	
Calculation:	
Average Submissions Per Order = $\Sigma[(\text{Number of Firm Order Confirmations}) + (\text{Number of Rejections Issued}) / (\text{Number of Firm Order Confirmations})]$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Interface Type • Service Type (See Appendix 1) • Order Activity (See Appendix 1) • Volume Category	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects	• Report Month • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects

• <u>Count of Legacy System Rejects</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity Type</u> • <u>Original order date for rejected orders</u> • <u>Rejection Notice Date and Time</u> • <u>Service Type</u> • <u>Volume Category</u> • <u>Manual Fallout (for Mechanized Orders Only)</u>	• <u>Count of Legacy System Reject</u> • <u>Count of Orders Submitted</u> • <u>Interface Type</u> • <u>Order Activity</u> • <u>Service Type</u> • <u>Volume Category</u>
<u>Retail Analog/Benchmark:</u> <u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>The Average Submission Per Local Service Request Version Shall Be One, 100 Percent Of The Time.</u>	

Report/Measurement:	
Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice.	
Definition:	
CLECs need adequate notice of order completion activities. They can be made to look disorganized by ILECs providing service without such advance notice. Customers and CLECs may even be unable to schedule necessary vendors on the scene to complete the installation, resulting in ILEC technicians being turned away and customer frustration with the CLEC. An ILEC could cause a great deal of harm to the CLEC competitively, yet look like it is providing parity or above parity service by the results other provisioning measures. A measurement capturing any non-parity in the occurrence of surprise or short-notice service deliveries also is critical to affording CLECs a reasonable opportunity to compete.	
Exclusions:	
• Rejection Interval - None • Jeopardy Interval - None • Firm Order Confirmation Interval - None • Completion Notification Interval - None • Percent Jeopardies - None • Completions or Attempts Without Notice or With less than 24-hours' notice delivery that the CLEC specifically requested.	
Business Rules:	
For CLEC Results:	
Calculation would exclude any successful or unsuccessful service delivery that CLEC was informed of at least 24 hours in advance. ILEC may also exclude from calculation deliveries on less than 24 hours' notice that CLEC requested.	
For ILEC Results:	
The ILEC reports completions for which ILEC technicians delivered service to customers without giving sufficient advance notice to customers, sales or to internal account team to arrange for appropriate vendors to be on hand. Calculation of insufficient notice is similar to CLEC calculation (none or less than 24 hours). Similar surprise service deliveries are calculated for ILEC affiliate's account representatives.	
Calculation:	
Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = $\frac{[(\text{Completion Dispatches} - \text{Successful and Unsuccessful}) \text{ With No FOC or FOC Received Within 24 Hours of Due Date}]}{(\text{All Completions})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Standard Order Activities (See Appendix 1) • Company • Interface Type • Service Type (See Appendix 1) • Geographic Scope	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Interface Type • Service Type • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Status Notice Date • Status Notice Time • Standard Order Activity • Order Due Date	• Report Month • Interface Type • Service Type • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Average Status interval • Standard error of status interval • Number of Orders Reflected In Result • Standard Order Activity • Number of Statuses Provided

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- 99.9 Percent Of Completion And Completion Attempts Should Receive More Than 24 Hours Notice.

Report/Measurement:	
Percent Service Loss from Early Cuts	
Definition:	
Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results: For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too early in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was earlier than the committed due date and time that appeared on the FOC. The total number of early cutovers will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage.	
For ILEC Results: ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
$\text{Percent Service Loss from Early Cuts} = \frac{[(\text{Customer Conversion Where Cutover Time is Earlier Than Due Date and Time}) / (\text{All Customer Conversions Completed During Reporting Period})] \times 100}{1}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Confirmation) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	

- 98.0 Percent Of Coordinated Cutovers Have ILEC And CLEC Work Completed Within 5 Minutes Of One Another And 100 Percent Within 15 Minutes.

Report/Measurement:	
Percent Service Loss from Late Cuts	
Definition:	
Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too late in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was later than the committed due date and time that appeared on the FOC. The total number of cutovers that were completed more than 30 minutes past the committed due date and time will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage.	
For ILEC Results:	
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
Percent Service Loss from Late Cuts = $\frac{((\text{Customer Conversions Where Cutover Time is More than 30 Minutes Past Due Date and Time}) / (\text{All Customer Conversions Completed During Reporting Period})) \times 100}{1}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Confirmation) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with	

a meaningful opportunity to compete:

- 98.0 Percent Of Coordinated Cutovers Have ILEC And CLEC Work Completed Within 5 Minutes Of One Another And 100 Percent Within 15 Minutes.

Report/Measurement:

Percent of Orders Cancelled or Supplemented at the Request of the ILEC

Definition:

Prior to or during the cutover, the ILEC may encounter internal problems with its network which make it impossible to perform the cutover at the agreed upon time. This results in significant inconvenience to the customer. As a result, the percent of orders that are cancelled or supped by the CLEC at the request ILEC must be measured. This measurement must be expressed as a fraction to understand both the number and the percent of times that the order must be supped at the ILEC Request.

Exclusions:

- None

Business Rules:

For CLEC Results:

The percent of orders that are supplemented or cancelled due to a jeopardy and network problems attributable to the ILEC. The ILEC will track the number of orders that they request to be supplemented or changed. The total number of supplements and cancels from the CLEC will also be tracked. The ratio will be calculated by dividing the number of orders supplemented or cancelled at the request of the ILEC divided by the total supplements or cancels by the CLEC. For this formula, the resulting ratio will be expressed as a percentage.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent of Orders Cancelled or Supplemented at the Request of the ILEC = [(Number of Orders Cancelled or Supplemented at the Request of the ILEC During Reporting Period)/(Number of Cancels and Supplements During the Reporting Period)] x 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Company
- Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1)
- Order Activity
- Geography
- Volume Category
- Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:

- Report Month
- Service Type
- Order Activity
- Committed Due Date and Time (from Firm Order Confirmation)
- Completion Date and Time
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors
- Number of Records Delivered

Data Retained Relating To BST Performance:

- Report Month
- Number of Early Conversions
- Number of Conversions >30 Minutes Late
- Total Number of Conversions
- Average Conversion Interval
- Standard Error of Conversion Interval
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors
- Number of Records Created

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- <1.0 Percent Of Orders Supped Or Cancelled At The Request Of The ILEC.

Report/Measurement:

Percent of Coordinated Cuts Not Working as Initially Provisioned

Definition:

Customers may experience either a full or partial loss of service due to defective ILEC facilities where the CLEC is reusing the customer's existing loop, or due to the switching platform not being properly set up with the 10 Digit / 6 Digit trigger being applied. To ensure that the CLEC's customers are not disproportionately losing dial tone, the percent of ILEC caused service interruptions outside of the initial customer cutover must be measured.

Exclusions:

- None

Business Rules:

For CLEC Results:

The ILEC will track the number of Coordinated Cuts that are not working as initially provisioned by the number of provisioning troubles by the CLEC during the cutover process that are ultimately attributable to the ILEC. The measurement will be calculated by dividing the number of troubles by the total number of Coordinated Cuts provisioned for the CLEC during the reporting period.

For ILEC Results:

ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:

Percent of Coordinated Cuts Not Working as Initially Provisioned = $\frac{[(\text{Number of Troubles Attributable to the ILEC on Initial Customer Cutover}) / (\text{Number of Coordinated Cuts Provisioned During The Reporting Period})] \times 100}{100}$

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Company
- Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1)
- Order Activity
- Geography
- Volume Category
- Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:

- Report Month
- Service Type
- Order Activity
- Committed Due Date and Time (from Firm Order Confirmation)
- Completion Date and Time
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors

Data Retained Relating To BST Performance:

- Report Month
- Number of Early Conversions
- Number of Conversions >30 Minutes Late
- Total Number of Conversions
- Average Conversion Interval
- Standard Error of Conversion Interval
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors

• Number of Records Delivered	• Number of Records Created
Retail Analog/Benchmark:	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u>	
• <1 Percent Of All Coordinated Cuts Not Working As Initially Provisioned.	

Report/Measurement:	
<u>Average Recovery Time</u>	
Definition:	
Customers do not expect lengthy service outages due to problems experienced during the coordinated cut process. If problems do occur, the ILEC should work to minimize the customer outage. If a problem is found and can be isolated to the ILEC side of the network, the time between notification and resolution by the ILEC must be measured to ensure that CLEC customers do not experience unjustifiably lengthy service outages.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
When there is a problem during the porting process, the ILEC will track the average duration of each service outage or trouble. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and an index number issued by the CLEC. For each trouble, the ILEC will track the duration of the trouble. The sum of all time associated with the troubles will be divided by the number of troubles. Average recovery time does not include time restoring a customer to the ILEC.	
For ILEC Results:	
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
$\text{Average Recovery Time} = \frac{\sum \{(\text{Date \& Time That Trouble is Closed By CLEC}) - (\text{Date \& Time Initial Trouble is Opened With ILEC})\}}{(\text{Number of Troubles Referred to the ILEC})}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble	• Report Month • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• 98.0 Percent Of Customer Recoveries (Troubles During The Porting Process) Resolved Within 1 Hour And	

100 Percent Within 2 Hours.

Report/Measurement:	
Mean Time to Restore a Customer to the ILEC	
Definition:	
If there are extenuating circumstances during a port such that the customer is out of service for an extended amount of time, the CLEC may determine that the problem cannot be resolved quickly, and the service must be restored to the ILEC. The CLEC will communicate to the ILEC Coordinator that the customer needs to be restored to the ILEC until the situation can be resolved. To ensure that the customer is not out of service for an extended period of time during the restoration to the ILEC, the time it takes to re-establish the end user's service must be also be measured.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results: If the customer has been out of service, and there are issues that cannot be fixed or resolved in an expeditious manner, the CLEC may request to reestablish the customer on the existing ILEC facilities. This will allow both the ILEC and the CLEC to resolve the issues and the port to proceed at a later date without further outage of the customer's service. For each customer restored to ILEC service, the ILEC will track the cumulative amount of time between the initial notification from the CLEC until the time when the end user or CLEC has confirmed that their service has been restored. The cumulative time will be divided by the number of customers restored to the ILEC during the reporting period. For ILEC Results: ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
Mean Time to Restore A Customer to the ILEC = $\Sigma\{[(\text{Date \& Time Service is Restored to Customer}) - (\text{Date \& Time of Initial Notification to Restore})] / (\text{Number of Circuits Restored to ILEC})\}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Circuits Restored • Date & Time Notification is Received • Date & Time Restoration is Completed • Interval of Each Restoration	• Report Month • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based	

upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- 98.0 Percent Of Customer Restorals To The ILEC Completed Within 1 Hour And 100 Percent Within 2 Hours.

Report/Measurement:	
Percent of Customers Restored to the ILEC	
Definition:	
In addition to monitoring the time it takes for the ILEC to re-establish the end-user's service, the frequency that a CLEC customer must be restored to the ILEC must be measured.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
The ILEC will track the number of circuits that need to be reestablished with the ILEC and divide them by the cumulative number of coordinated cuts during the established period. This measurement will be expressed as a percentage.	
For ILEC Results:	
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).	
Calculation:	
Percent Of Customers Restored to the ILEC = $\left[\frac{\text{Number of Circuits Restored to ILEC}}{\text{Number of Total Circuits Attempted to Port During Interval}} \right] \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Circuits Restored • Number of Circuit Port Attempts	• Report Month • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• <0.1 Percent Of All Coordinated Cuts Restored To The ILEC.	

Report/Measurement:	
Call Abandonment Rate – Ordering & Provisioning	
Definition:	
When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results: The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center. Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handling CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.	
Calculation:	
$\text{Call Abandonment Rate} = \frac{[(\text{Count of Calls Terminated Before Answer During the Reporting Period}) / (\text{Count of All Calls Placed in Queue During the Reporting Period})] \times 100}{1}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned	• Month • Center Identifier • Center Type • Mean Speed of Answer • Standard Error for Mean Speed of Answer • Count of Calls Answered • Count of Calls Abandoned
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • All Calls Are Answered Within 30 Seconds.	

Report/Measurement:	
Mean Jeopardy Interval for Maintenance and Trouble Handling	
Definition:	
Customers need to know that the CLEC is monitoring the status of their repair closely. The CLEC, therefore, needs jeopardy notification if repair commitments are not going to be met. This measure, when collected and compared for the CLEC and ILEC, monitors whether the CLEC receives the same jeopardy notices regarding repairs as the ILEC provides for its own or an affiliate's retail customers.	
Exclusions:	
• Trouble tickets that are canceled at the CLEC's request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring • Subsequent Reports (additional reports on an already open ticket) • Any trouble type tracking that parties agree are technically unfeasible or operationally prohibitive • A trouble ticket created for tracking and/or monitoring requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers. • Tickets used to track referrals of misdirected calls	
Business Rules:	
CLEC Results:	
Jeopardy Interval is the remaining time between the pre-existing committed maintenance or trouble handling appointment date and time and the date and time the ILEC issues a notice to the CLEC indicating an appointment is in jeopardy of being missed. The scheduled appointment time will be assumed to be 5:00 p.m. local time unless other information is communicated. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any appointment placed in jeopardy. The jeopardy interval is accumulated by service group with the resulting accumulated time then divided by the count of scheduled appointments associated with the particular service.	
For ILEC Results:	
Computations are the same as for the CLEC with the clarifications outlined below.	
Other Clarifications and Qualification:	
All intervals are measured in hours and hundredths of an hour rounded to the nearest hundredth. The lack of electronic bonding for maintenance does not excuse the ILEC from jeopardy reporting requirements.	
Calculation:	
$\text{Mean Jeopardy Interval for Maintenance and Trouble Handling} = \frac{\sum \{ (\text{Date and Time of Committed Due Date for Maintenance or Trouble Handling}) - (\text{Date and Time of Jeopardy Notice}) \}}{(\text{Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period})}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Service Type (See Appendix 1) • Trouble Type • Geographic Scope	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date • Ticket Completion Time • Trouble Resolution Time • Trouble Resolution Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type • Geographic Scope	• Report Month • Average Restoral Interval • Standard Error for the Average Restoral Interval • Service Type • Trouble Type • Geographic Scope • Number of Tickets

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Performance Standards In This Area Are Yet To Be Published.

Report/Measurement:	
Percent Customer Troubles Resolved Within Estimate	
Definition:	
When customers experience trouble on working services, they naturally expect the services to be restored within the time frame promised. When such commitments are not fulfilled, an already unsatisfactory condition, in the customer's eyes, becomes even worse. When this measure is collected for the ILEC and CLEC and then compared, it can be used to establish that CLECs are receiving equally reliable (as compared to the ILEC operations) estimates of the time required to complete repairs.	
Exclusions:	
• Trouble tickets that are canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring • Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers). • Tickets used to track referrals of misdirected calls.	
Business Rules:	
For CLEC Results: The computation of the measure is as follows: The quoted repair completion date and time is compared to the actual repair date and time (ticket closure as defined in Time to Restore metric). In each instance where the actual repair date and time is on or before the initially provided estimated or quoted date and time to restore, the count of "troubles resolved within estimate" is incremented by one for the relevant "service type" and "trouble type." The resulting count is divided by the total number of troubles resolved (for the consistent service and trouble type), for the report period, in all instances where an estimated interval was provided or a standard interval existed. For ILEC Results: Same calculation as for CLEC. Other Clarifications and Qualification: The ILEC analog for this measure is derived by comparing the actual date and time of ILEC trouble ticket closure compared to the projected trouble clearance date and time established through the ILEC agent's on-line interaction with the ILEC's work management system, regardless of whether or not the ILEC currently quotes this information to its retail customer. • See the "Time To Restore" measurement for discussion of analogous ILEC maintenance activities (e.g., trouble resolution). • The "quoted" or "estimated" time to restore is the actual scheduled time projection returned by the ILEC work management system or the standardized repair interval that the ILEC uses for its own operations when equivalent service arrangements are involved. • A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters. • If the ILEC supplies only the estimated repair interval, then the estimated date and time of repair is determined by adding the repair interval to the date and time that the CLEC logged the repair request with the ILEC.	
Calculation:	
$\text{Percent Customer Troubles Resolved Within Estimate} = \left[\frac{\text{Count of Customer Troubles Resolved By The Quoted Resolution Time and Date}}{\text{Count of Customer Troubles Tickets Closed}} \right] \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Service Type (See Appendix 1) • Trouble Type • Geographic Scope	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month

• <u>CLEC Ticket Number</u> • <u>Ticket Submission Time</u> • <u>Ticket Submission Date</u> • <u>Trouble Resolution Time</u> • <u>Trouble Resolution Date</u> • <u>Service Type</u> • <u>WTN or CKTID (a unique identifier for elements combined in a service configuration)</u> • <u>Trouble Type</u> • <u>Geographic Scope</u>	• <u>Service Type</u> • <u>Trouble Type</u> • <u>Number of Troubles Resolved Within Estimate</u> • <u>Number of Troubles Resolved</u> • <u>Geographic Scope</u> •
<u>Retail Analog/Benchmark:</u>	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>Greater Than 99.0 Percent Of A Maintenance Problems, By Service Type And Regardless Of Trouble Type, Are Resolved By The Quoted Or Estimated Date And Time Of Repair.</u>	

Report/Measurement:	
Call Abandonment Rate – Maintenance	
Definition:	
When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.	
Exclusions:	
None	
Business Rules:	
For CLEC Results: The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center. Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handling CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.	
Calculation:	
$\text{Call Abandonment Rate} = \frac{[(\text{Count of Calls Terminated Before Answer During the Reporting Period}) / (\text{Count of All Calls Placed in Queue During the Reporting Period})] \times 100}{1}$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
- Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer - Count of Calls Answered - Count of Calls Abandoned	- Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer - Count of Calls Answered - Count of Calls Abandoned
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: All Calls Are Answered Within 30 Seconds.	

Report/Measurement:	
<u>Average Time Allotted To Proof Listing Updates Before Publication</u>	
Definition:	
<u>CLECs must be provided the same opportunity to review directory listing updates to catch any errors before publication in white pages directories.</u>	
Exclusions:	
None	
Business Rules:	
For CLEC Results:	
<u>Time Allotted To Proof Listing Updates encompasses the amount of review time afforded to CLECs for the purposes of validating directory listings prior to directory publication. If electronic access permits a CLEC to view, on demand, its customers' listings as they will be published, then this measure is not necessary. An interface availability measurement, however, should be included within the reporting dimensions for the "General" OSS systems measurements. The directory proofing interval information should be captured and retained for each directory published. The interval is measured from the date and time the CLEC receives a final listing of customer-related information that will be contained within the ILEC's next directory publication to the final date and time for submission of changes to the listings provided.</u>	
For ILEC Results:	
Same calculation as for CLEC.	
Calculation:	
<u>Average Time Allotted To Proof Listing Updates Before Publication = $\Sigma\{[(\text{Date \& Time of Directory Publication Deadline}) - (\text{Date and Time Updates Available for Proofing})] / (\text{Number of Updates Sent for Proofing})\}$</u>	
Report Structure:	
• <u>CLEC Specific</u> • <u>CLEC Aggregate</u> • <u>BST Aggregate</u>	
Level of Disaggregation:	
• <u>Company</u> • <u>Directory Listings By Directory</u>	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• <u>Month</u> • <u>Type of Measurement - Directory Listing</u> • <u>Directory Close Date (DL only)</u> • <u>List Availability Date (DL only)</u>	• <u>Month</u> • <u>Type of Measurement - Directory Listing</u> • <u>Directory Close Date (DL only)</u> • <u>Listing Availability Date (DL only)</u>
Retail Analog/Benchmark:	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u>	
• <u>Directory Listing Review Time May Be No More Than 4 Hours Less Than The ILEC's</u>	

Report/Measurement:	
<u>Meantime To Notify CLEC</u>	
Definition:	
Both CLECs and ILECs must be made aware of major network events in order to notify customers and regulatory agencies (e.g. E-911 agencies, FAA, and other key customer accounts).	
To that end, the ILECs must provide the CLECs with timely and detailed information (pertaining to a network incident) to afford CLECs the opportunity to make prudent business decisions regarding management of their own customer base and networks. For example, the ILEC would inform the CLEC that the network incident was caused by a cable cut at a specified location.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
The results will be based on the time it takes for the ILEC's Centralized Control Center to notify the CLEC and ILEC of a customer impacting network incident in equipment utilized by the CLEC. When the ILEC's Centralized Control Center becomes aware of the network incident, they must electronically notify both the ILEC and the CLEC.	
The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period.	
For ILEC Results:	
Same computation as for the CLEC.	
Calculation:	
$\text{Meantime To Notify CLEC} = \frac{\sum \{(\text{Date and Time ILEC Notified CLEC}) - (\text{Date and Time ILEC detected network incident})\}}{(\text{Count of Network Incidents})}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Type of Event - By each Reportable Incident Grouping (See Attachment A) • By Switch and Tandem	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Type of Event • Meantime to notify CLEC • Number of Events • Geographic Scope Indicator	• Report Month • Type of Event • Mean Time to Detect Event • Number of Events • Geographic Scope Indicator
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• Electronic Notification Procedures Are Required For Real-Time Network Incident Reporting From ILEC To CLEC. • Manual Reporting Processes May Be Required Until OSS Interfaces Become Operational.	

Report/Measurement:	
Network Performance Parameters	
Definition:	
The perceived quality of CLEC retail services, particularly when either ILEC services are resold or UNE combinations are employed, will be heavily influenced by the underlying quality of the ILEC network performance. Customers experience the network quality of the service provider each time services are used. This metric, when collected for both the CLEC and ILEC and then compared, will help show whether CLEC network performance is at least at parity with ILEC network performance.	
Exclusions:	
None	
Business Rules:	
For CLEC Results: Based upon a random and statistically reliable (at a preset level) sample of network configurations employed by the CLEC, the network performance parameter (as indicated in the reporting dimension) is monitored based upon generally accepted testing procedures and the resulting parameter value(s) recorded. The measured values are accumulated across the sample base and the mean and associated variance computed. For ILEC Results: The approach is identical to that described for the CLEC, except that the network performance is measured only for representative ILEC service configurations.	
Calculation:	
$\text{Network Performance Parameters} = \Sigma[(\text{Network Performance Parameter Result})/(\text{Number of Tests Conducted})]$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation:	
Transmission Quality	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
- Report Month - Reporting Dimension - Mean Performance Result - Standard Error of Mean Performance - Number of Data Points - Geographic scope	- Report Month - Reporting Dimension - Mean Performance Result - Standard Error of Mean Performance - Number of Data Points - Geographic scope
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Performance Standards In This Area Are Yet To Be Published.	

Report/Measurement:	
Average Update Interval	
Definition:	
CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases. In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service. Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.	
Exclusions:	
• Updates Canceled by the CLEC • Initial update when supplemented by CLEC • ILEC updates associated with internal or administrative use of local services	
Business Rules:	
For CLEC Results:	
The actual update interval is determined for each update processed during the reporting period. It is the elapsed time from the ILEC receipt of a syntactically correct transaction from the CLEC to the ILEC's accurate completion of updating all databases affected by the CLEC activity. Elapsed time for each update is accumulated for each affected database (e.g., E911/911, LIDB, Directory and Directory Listings). The time required to update each database is accumulated and then divided by the associated total number of updates completed within the reporting period.	
For ILEC Results:	
The ILEC computation is identical to that for the CLEC with the clarifications noted below.	
Other Clarifications and Qualification:	
• For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed. • Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below). • The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC. • If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval. • Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour. • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.	
Calculation:	
$\text{Average Update Interval} = \frac{\sum \{[(\text{Completion Date \& Time of Database Update}) - (\text{Submission Date and Time of Database Change})] / (\text{Total Number of Updates Completed During Reporting Period})\}}{1}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Database Type	
Data Retained Relating To CLEC Experience:	
• Report Month • Database Type	
Data Retained Relating To BST Performance:	
• Report Month • Database Type	

• <u>Update Submission Date</u> • <u>Update Submission Time</u> • <u>Update Completion Date</u> • <u>Update Completion Time</u> • <u>Reporting Dimension</u> • <u>Geographic Scope</u>	• <u>Mean Interval for Update</u> • <u>Standard Error of Mean</u> • <u>Number of Updates</u> • <u>Number of Updates With Errors</u> • <u>Geographic Scope</u>
<u>Retail Analog/Benchmark:</u>	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>99.99 Percent Completed In 24 Hours Or 100 Percent Completed By LERG Effective Date.</u>	

Report/Measurement:	
Percent Update Accuracy	
Definition:	
CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases. In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service. Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.	
Exclusions:	
• Updates Canceled by the CLEC • Initial update when supplemented by CLEC • ILEC updates associated with internal or administrative use of local services	
Business Rules:	
For CLEC Results: For each update completed during the reporting period, the original update that the CLEC sent to the ILEC is compared to the Database following completion of the update by the ILEC. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each Database (e.g., E911/911, LIDB, Directory and Directory Listings) should be separately tracked and reported. For ILEC Results: The ILEC computation is identical to that for the CLEC with the clarifications noted below. Other Clarifications and Qualification: • For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed. • Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below). • The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC. • If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval. • Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour. • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.	
Calculation:	
$\text{Percent Update Accuracy} = \frac{(\text{Number of Updates Completed Without Error})}{(\text{Number Updates Completed})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Company • Database Type	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Database Type • Update Submission Date	• Report Month • Database Type • Mean Interval for Update

• <u>Update Submission Time</u> • <u>Update Completion Date</u> • <u>Update Completion Time</u> • <u>Reporting Dimension</u> • <u>Geographic Scope</u>	• <u>Standard Error of Mean</u> • <u>Number of Updates</u> • <u>Number of Updates With Errors</u> • <u>Geographic Scope</u>
<u>Retail Analog/Benchmark:</u>	
<u>If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:</u> • <u>99.99 Percent Accurate</u>	

Report/Measurement:
Function Availability
Definition:
As CLECs use individual elements and element combinations to deliver unique services, UNE functionality must operate properly to ensure that those elements support quality retail services. This measure monitors individual network elements or element combinations to ensure that CLECs have a meaningful opportunity to compete through access to and use of element (or combination) functionality.
Exclusions:
• None
Business Rules:
Notes:
1. These measurements may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.
For CLEC Results:
Availability will be measured for each unique UNE functionality (or combination of UNEs). The number of times that the functionality executes properly will be shown in comparison to the number of times that the execution of the functionality was requested or initiated. Availability can apply to both physical and logical (e.g., database) elements. Physical element availability (e.g., links to databases, dedicated transport, etc.) will typically be expressed as the percent of time that the functionality is useable compared to the total time in the period being observed. "Useable" means that, when monitored, the element indicates readiness to operate (e.g., an electrical (or equivalent) continuity is detected, expected signaling is returned, etc.). Logical element availability will typically be expressed in terms of the number of transactions successfully executed (e.g., successful database updates, success query responses) compared to the number of transactions attempted.
<u>Illustrative examples of availability measures are shown below</u>
• A-link: minutes unavailable per year • D-link: seconds unavailable per year • Databases: percentage of queries receiving a response • Databases: percentage of queries experiencing a return of unexpected values
For ILEC Results:
Identical measurements are performed where the ILEC employs the same or reasonably comparable functionality. Where such analogs do not exist, the ILEC is expected to establish benchmark performance levels jointly with the CLEC requesting the functionality.
Other Clarifications and Qualification:
• The preceding list of elements is illustrative and is not to be considered exhaustive • ILEC failure to provide comparably timely performance when using comparable functionality constitutes discriminatory access. Where comparable functionality is not employed, failure to meet or exceed parameters negotiated with the CLEC also is discrimination. • For each element or element combination requested, where a retail analog is not identified, the ILEC is expected to establish both an availability measure and an availability standard (ILEC functional analog or benchmark) unless the CLEC waives its right for such a measure. • Typical databases for which standards are currently expected are AIN, LIDB and 800 Number.
Calculation:
$\text{Function Availability(1)} = \frac{[(\text{Amount of Time(2) a Functionality is Useable(1) by a CLEC in a Specified Period}) / (\text{Total Time(2) Functionality Was Intended to Be Useable})]$
Notes:
1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:	
By unique UNE or UNE combinations requested by the CLECs	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
- Month - Element or Element Combination Identification - Result for Agreed Upon Availability Parameter	To Be Determined
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Performance Standards In This Area Are Yet To Be Published.	

Report/Measurement:	
Timeliness of Element Performance	
Definition:	
As CLECs use individual elements (as well as element combinations) to deliver unique services, it is essential that the UNE functionality operates in a timely manner because of the crucial role played by such elements in providing quality retail services. This measure monitors individual network element (or element combinations) that do not have an apparent retail analog. CLECs must be afforded a meaningful opportunity to compete when element (or combination) functionality is utilized.	
Exclusions:	
• None	
Business Rules:	
For CLEC Results:	
Timeliness will be measured for each unique UNE (or combination of UNEs) that delivers unique functionality. The number of times that the functionality executes properly within the established standard time frame will be accumulated and shown in comparison to the number of times that the execution of the functionality was requested or initiated.	
Illustrative examples of timeliness measures are shown below:	
• Database: Percent transactions experiencing time-outs • Post Dial Delay: Percent calls routed to CLEC OS platform within 2 seconds	
For ILEC Results:	
Identical measurements are performed where the ILEC employs the same or reasonably comparable functionality. Where such analogs do not exist, the ILEC is expected to establish benchmark performance levels jointly with the CLEC requesting the functionality.	
Other Clarifications and Qualification:	
• The preceding list of elements is illustrative and is not to be considered exhaustive • ILEC failure to provide comparably timely performance when using comparable functionality constitutes discriminatory access. Where comparable functionality is not employed, failure to meet or exceed parameters negotiated with the CLEC also is discrimination. • For each element (or element combination) requested where a retail analog is not identified, the ILEC is expected to establish both a timeliness measure and a timeliness standard (ILEC functional analog or benchmark) jointly with the requesting CLEC unless that CLEC waives its right for such a measure. • Typical databases for which standards are currently expected are AIN, LIDB and 800 Number. • Comparisons of performance should be based upon the criteria for which the element was engineered. For example, if the element was engineered based upon average busy hour criteria, the comparison should be based upon the CLEC busy hour period (likewise for criteria such as busy day, busy season, or ten high days).	
Calculation:	
Timeliness of Element Performance = [(Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)] X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• By unique UNE or UNE combinations requested by the CLECs	
Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Month • Element or Element Combination Identification • Result for Agreed Upon Availability Parameter	• To Be Determined
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• Performance Standards In This Area Are Yet To Be Published.	

MEASURES PROPOSED BY AT&T TO REPLACE BELL SOUTH'S BILLING INVOICE MEASURES:

<u>NBI-5</u>	<u>Percent Mechanized Billing Format Accuracy</u>	<u>Percent Mechanized Billing Format Accuracy = [(Total Number of Accurate Mechanized Local Bills)/(Total Number of Mechanized Local Bills Processed)] x 100</u>
<u>NBI-6</u>	<u>Percent Process Accuracy of Current Billing Activity</u>	<u>Percent Process Accuracy of Current Billing Activity = {[(Total Other Charges & Credits Billed Dollars)+(Total Detail Of Adjustments Billed Dollars)]-(Total Correction & Correction Adjustment Dollars)} / [(Total Other Charges & Credits Billed Dollars)+(Total Detail Of Adjustment Billed Dollars)] x 100</u>
<u>NBI-7</u>	<u>Percent Switched Local Billing Accuracy</u>	<u>Percent Switched Local Billing Accuracy = [(Total Switched Billed Dollars)-(Switched Adjustment Dollars)] / [(Total Switched Billed Dollars)] x 100</u>
<u>NBI-8</u>	<u>Percent On-Time Mechanized Local Services Invoice Delivery</u>	<u>Percent On-Time Mechanized Local Services Invoice Delivery = [(Total Number of Mechanized Local Bills Received On Time)/(Total Number of Mechanized Local Bills Processed)] x 100</u>
<u>NBI-9</u>	<u>Percent On-Time Service Order Billing</u>	<u>Percent On-Time Service Order Billing = [(Sum of the Absolute Value of Timely Other Charges & Credits Dollars)/(Sum of the Absolute Value of Other Charges & Credits Billed Dollars)] x 100</u>
<u>NBI-10</u>	<u>Percent On-Time Correction/Adjustment Dollars</u>	<u>Percent On-Time Correction/Adjustment Dollars = [(Total Correction/Adjustment Dollars)-(Total Correction/Adjustment Dollars > 60 Calendar Days)] / [(Total Correction/Adjustment Dollars)] x 100</u>
<u>NBI-11</u>	<u>Percent On-Time Switched Local Charges</u>	<u>Percent On-Time Switched Local Charges = [(Switched Local Charges)-(Switched Local Charges Billed > 60 Calendar Days From Date Service Rendered)] x 100</u>

ADDITIONAL MEASURES PROPOSED BY AT&T

Ordering & Provisioning		
OP-4	Percent Order Accuracy	Percent Order Accuracy = $(\Sigma \text{ Orders Completed w/o Error}) / (\Sigma \text{ Orders Completed}) \times 100$
OP-7	Average Submissions Per Order	Average Submissions Per Order = $\Sigma[(\text{Number of Firm Order Confirmations}) + (\text{Number of Rejections Issued})] / (\text{Number of Firm Order Confirmations})$
OP-12	Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice.	Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice = $[\text{Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date} / \text{All Completions}] \times 100$
OP-15	Percent Service Loss from Early Cuts	Percent Service Loss from Early Cuts = $(\text{Customer Conversion Where Cutover Time is Earlier Than Due Date and Time}) / (\text{All Customer Conversions Completed During Reporting Period}) \times 100$
OP-16	Percent Service Loss from Late Cuts	Percent Service Loss from Late Cuts = $(\text{Customer Conversion Where Cutover Time is More Than 30 Minutes Past Due Date and Time}) / \text{All Customer Conversion Completed During Reporting Period}) \times 100$
NOP-20	Percent of Orders Cancelled or Supplemented at the Request of the ILEC	Number of Orders Cancelled or Supplemented at the Request of the ILEC = $[(\text{Number of Orders Cancelled or Supplemented at the Request of the ILEC During Reporting Period}) / (\text{Number of Cancels and Supplements During the Reporting Period})] \times 100$
NOP-21	Percent of Hot Cuts Not Working as Initially Provisioned	Percent of Hot Cuts Not Working as Initially Provisioned = $(\text{Number of Troubles Attributable to the ILEC on Initial Customer Cutover}) / (\text{Number of Hot Cuts Provisioned During The Reporting Period}) \times 100$
NOP-22	Average Recovery Time	Average Recovery Time = $\Sigma[(\text{Date \& Time That Trouble is Closed By CLEC}) - (\text{Date \& Time Initial Trouble is Opened With ILEC})] / (\text{Number of Troubles Opened With ILEC})$
NOP-23	Mean Time to Restore a Customer to the ILEC	Mean Time to Restore A Customer to the ILEC = $\Sigma[(\text{Date \& Time Service is Restored to Customer}) - (\text{Date \& Time of Initial Notification to Restore})] / \text{Number of Circuits Restored to ILEC}$
NOP-24	Percent of Customers Restored to the ILEC	Percent Of Customers Restored to the ILEC = $(\text{Number of Circuits Restored to ILEC} / \text{Number of Total Circuits Attempted to Port During Interval}) \times 100$
GE-3	Call Abandonment Rate	Call Abandonment Rate = $(\text{Count of Calls Terminated Before Answer During the Reporting Period}) / (\text{Count of All Calls Placed in Queue During the Reporting Period})$
Maintenance & Repair		
MR-2	Mean Jeopardy Interval for Maintenance and Trouble Handling	Mean Jeopardy Interval for Maintenance and Trouble Handling = $\Sigma[(\text{Date and Time of Committed Due Date for Maintenance or Trouble Handling}) - (\text{Date and Time of Jeopardy Notice})] / (\text{Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period})$
MR-6	Percent Customer Troubles Resolved Within Estimate	Percent Customer Troubles Resolved Within Estimate = $(\text{Count of Customer Troubles Resolved By The Quoted Resolution Time and Date}) / (\text{Count of Customer Troubles Tickets Closed}) \times 100$

<u>GE-3</u>	<u>Call Abandonment Rate</u>	<u>Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)</u>
<u>Directory Listings</u>		
<u>DL-1</u>	<u>Average Time Allotted To Proof Listing Updates Before Publication</u>	<u>Average Time Allotted To Proof Listing Updates Before Publication = $\Sigma[(\text{Date \& Time of Directory Publication Deadline}) - (\text{Date and Time Updates Available for Proofing})] / \text{Number of Updates Sent for Proofing}$</u>
<u>Network Performance</u>		
<u>NP-2</u>	<u>Meantime To Notify CLEC</u>	<u>Meantime To Notify CLEC = $\Sigma[(\text{Date and Time ILEC Notified CLEC}) - (\text{Date and Time ILEC detected network incident})] / \text{Count of Network Incidents}$</u>
<u>NP-3</u>	<u>Network Performance Parameters</u>	<u>Network Performance Parameters = $\Sigma(\text{Network Performance Parameter Result}) / (\text{Number of Tests Conducted})$</u>
<u>Database Updates</u>		
<u>DU-1</u>	<u>Average Update Interval</u>	<u>Average Update Interval = $\Sigma [(\text{Completion Date \& Time of Database Update}) - (\text{Submission Date and Time of Database Change})] / \text{Total Number of Updates Completed During Reporting Period}$</u>
<u>DU-2</u>	<u>Percent Update Accuracy</u>	<u>Percent Update Accuracy = $[\text{Number of Updates Completed Without Error}] / (\text{Number Updates Completed}) \times 100$</u>
<u>Interconnect / Unbundled Network Elements and Combinations</u>		
<u>IUE-1</u>	<u>Function Availability</u>	<u>Function Availability¹ = (Amount of Time² a Functionality is Useable¹ by a CLEC in a Specified Period)/(Total Time² Functionality Was Intended to Be Useable)</u> Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.
<u>IUE-2</u>	<u>Timeliness of Element Performance</u>	<u>Timeliness of Element Performance = (Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)</u>

ADDITIONAL MEASURES PROPOSED BY AT&T - ADDENDUM

Ordering & Provisioning		
<u>NOP-25</u>	<u>Order Acknowledgement Timeliness</u>	<u>Order Acknowledgement Timeliness = (Total Number of Service Request Acknowledgments Sent Within 15 Minutes/Total Number of Service Request Acknowledgments Sent in the Report Period) X 100</u>
<u>NOP-26</u>	<u>Order Acknowledgement Completeness</u>	<u>Order Acknowledgement Completeness = (Total Number of Acknowledgments Sent/Total Number of Service Requests Received in the Report Period) X 100</u>
<u>NOP-27</u>	<u>Order confirmation / Rejection Response Completeness</u>	<u>Order confirmation / Rejection Response Completeness A = (Total Number of Service Requests for Which a Firm Order Confirmation or Reject is Sent/Total Number of Service Requests Received in the Report Period) X 100</u> <u>And</u> <u>Order confirmation / Rejection Response Completeness B = (Total Number of Service Requests for Which Both a Firm Order Confirmation and Reject is Sent/Total Number of Service Requests Received in the Report Period) X 100</u>
<u>NOP-28</u>	<u>Provisioning Timeliness</u>	<u>Provisioning Timeliness = (Total Number of Service Requests Provisioned on the Due Date/Total Number of Service Requests Eligible to Complete in the Report Period) X 100</u> <u>NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed.</u>
<u>NOP-29</u>	<u>Provisioning Notification Completeness</u>	<u>Provisioning Notification Completeness = Total Number of Service Requests That Receive a Late Completion Notice/Total Number of Service Requests Eligible to Complete in the Report Period) X 100</u> <u>NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed.</u>
<u>NOP-30</u>	<u>Unbillable Orders</u>	<u>Unbillable Orders = (Total Number of Service Requests That are Eligible to Complete That Do Not Receive a Completion Notice/Total Number of Service Requests that are Eligible to Complete) X 100</u>

APPENDIX A: REPORTING SCOPE*

Standard Service Groupings	
	<u>Pre-Order, Ordering</u> = Resale Residence = Resale Business = Resale Special = Local Interconnection Trunks = UNE = UNE Loops w/LNP
	<u>Provisioning</u> = UNE Non-Design = UNE Design = UNE Loops w/LNP = Local Interconnection Trunks = Resale Residence = Resale Business = Resale Design = BST Trunks = BST Residence Retail = BST Business Retail
	<u>Maintenance and Repair</u> = Local Interconnection Trunks = UNE Non-Design = UNE Design = Resale Residence = Resale Business = BST Interconnection Trunks = BST Residence Retail = BST Business Retail
	<u>Local Interconnection Trunk Group Blockage</u> = BST CTTG Trunk Groups = CLEC Trunk Groups • <u>Resold Residence POTS</u> • <u>Resold Business POTS</u> • <u>Resold BRI ISDN</u> • <u>Resold PRI ISDN</u> • <u>Resold Centrex/Centrex-like</u> • <u>Resold Analog PBX trunks</u> • <u>Resold DID Trunks</u> • <u>Resold Voice-Grade Private Line</u> • <u>Resold DS1 Services</u> • <u>Resold DS3 Services</u> • <u>Resold >DS3 Services</u> • <u>Other Resold Services</u> • <u>UNE Platform (at least DS0 loop + local switch + transport elements)</u> • <u>UNE Channelized DS1 (DS1 loop + multiplexing)</u> • <u>Unbundled or UNE-derived 8 dB Analog Loops</u> • <u>Unbundled or UNE-derived 2-wire Digital Loops</u> • <u>Unbundled or UNE-derived 4-wire Digital Loops</u>

- Unbundled or UNE-derived ADSL Loops
- Unbundled or UNE-derived HDSL Loops
- Unbundled or UNE-derived xDSL Loops
- Other Unbundled or UNE-derived Loops
- UNE Analog Switch Port (line side)
- UNE BRI Capable Switch Port (line side)
- UNE DS1 Switch Port (line side)
- UNE PRI Switch Port (trunk side)
- UNE DID-capable Switch Port (trunk side)
- UNE Message Trunk Port
- UNE Dedicated DS0 Transport
- UNE Dedicated DS1 Transport
- UNE Dedicated DS3 Transport
- Interconnect Trunks (DS0s, DS1s and DS3s,
- Two-Way Trunking, Inbound Augments, separately)
- Common Transport
- ILNP
- PNP
- ILNP-to-LNP conversions

Appendix A: Reporting Scope

Standard Service Order Activities	
<i>These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i>	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise) • Local Number Porting • Inside Move • Outside Move • Records Change • Feature Changes • Translation Disconnects • Standalone Directory Listing (DL) • Standalone Directory Assistance (DA) Listing • Standalone DL & DA Activity

Pre-Ordering Query Types:	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability • <u>Due Date Reservation (if separate transaction from Appointment Scheduling)</u> • <u>Facility Availability (if separate transaction from Feature/Function Availability)</u> • <u>Qualification of Loops for Advanced Digital Services</u> • <u>Service Availability Information (if separate transaction from Feature/Function Availability)</u> • <u>Rejected or Failed Queries (regardless of type)</u>
Maintenance Query Types:	• <u>Create (or confirm logging of) a Maintenance Request</u> • <u>Obtain Status</u> • <u>Obtain Test Results</u> • <u>Cancel Request</u> • <u>Rejected or Failed Queries (regardless of type)</u> • <u>Clearance Notification</u> • <u>Closure Notification</u>
<u>Order Rejection Reason Codes:</u>	• <u>Invalid Address</u> • <u>Address Errors</u> • <u>End User Name Doesn't Match ILEC Records</u> • <u>Incorrect Directory Assistance Listing/Due Date</u> • <u>Duplicate PON</u> • <u>Winback (Customer Returned to ILEC)</u> • <u>ILEC System Problem</u> • <u>TN Already Disconnected</u>
<u>Transmission Quality Parameter:</u>	• <u>Subscriber Loop Loss</u> • <u>Signal to Noise Ratio</u> • <u>Idle Channel Circuit Noise</u> • <u>Loop-Circuit Balance</u> • <u>Circuit Notched Noise</u> • <u>Attenuation Distortion</u>
<u>Collocation Provisioning Types:</u>	• <u>Physical within CO (space available at time of request)</u> • <u>Physical within CO (space created in response to request)</u> • <u>Physical outside of CO (space available at time of request)</u> • <u>Physical outside of CO (space created in response to request)</u> • <u>Virtual</u> • <u>Backhauling to neighboring CO</u> • <u>Access to GR-303 compatible concentration equipment (leased UNE alternative)</u> • <u>Other alternatives to physical</u>
<u>Databases and Switch Tables:</u>	• <u>E911/911 ALI, Selective Router</u> • <u>MSAG</u> • <u>LIDB</u> • <u>OS/DA</u> • <u>DL</u> • <u>NXX tables at CO for call completion and NXX routing</u> • <u>NXX tables at tandem for call completion and NXX</u>

	routing
Reportable Network Incidents:	<u>Switching (Local/Tandem):</u> • <u>Complete loss of call processing capability from a switch (host/remotes) lasting = > 2 minutes or longer.</u> • <u>Network Incident (Loss of Dial Tone) affecting one thousand access lines.</u> • <u>Media Interest: Any interruption or outage that may cause public or news media attention.</u> <u>Transport:</u> • <u>EQUIPMENT AND/OR FACILITY FAILURES</u> • <u>Local (200 or more working pairs affected, causing loss of dial tone)</u> • <u>Toll/EAS (Isolation of an entire exchange) > 2 minutes.</u> • <u>Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 Minutes.</u> • <u>A transport equipment failure (E.G. DACS) > 2 minutes.</u> • <u>BROADBAND</u> • <u>Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems.</u> • <u>ATM (A failure of one OC3 or two DS3s)</u> • <u>SMDS (A failure of one DS3 or four T1s)</u> • <u>Packet Switching (Any failure of an access module (AM) or resource module (RM))</u> • <u>NARROWBAND</u> • <u>5 T1 carrier systems (within a switch)</u> • <u>Fiber (Any working fiber providing customer service that fails without protection)</u> • <u>Media Interest: Any interruption or outage that may cause public or news media attention.</u> <u>SS7:</u> • <u>Loss of mated pair of STP or SCP > 2 minutes</u> • <u>Media Interest: Any interruption or outage that may cause public or news media attention</u> <u>Trunking:</u> • <u>Loss of intra/interoffice calling lasting > 2 minutes. (E.G. Toll and/or EAS)</u> • <u>Media Interest: Any interruption or outage that may cause public or news media attention</u> <u>911:</u> • <u>A central office isolation from the E911 network for = > 2 minutes or longer.</u> • <u>Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for = > 2 minutes or longer (e.g. translations, trunking frame failure, etc.)</u> • <u>A PSAP isolation from the E911 network for = > 2 minutes or longer (e.g. translations, trunking problems, etc.)</u> • <u>A transport cable failure that isolates a central office from</u>

	the E911 network; (Local switch to the E911 tandem) transport cable failure that isolates a PSAP from the E911 tandem;- A transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; A transport equipment failure that isolates a central office from the E911 network; A transport equipment failure that isolates a Public Safety Answering Point (PSAP) tandem.; or A transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem. • Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities.- State and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's
<u>Trouble Types:</u>	• Inside (Central Office) Dispatch - Out of Service • Outside Dispatch - Out of Service • Inside Dispatch - Degraded Service • Outside Dispatch - Degraded Service • No Access or No Trouble Found • NXXs not loaded properly by ILEC • NXXs not loaded properly by party other than CLEC/ILEC • All Other Troubles <i>"Out of Service" means that the customer has no dial tone.</i> <i>"Dispatch" means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.</i>
<u>Report Levels</u>	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

APPENDIX B: GLOSSARY OF ACRONYMS AND TERMS

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

Appendix B: Glossary of Acronyms and Terms – Continued

N O	NC	"No Circuits" - All circuits busy announcement
	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

APPENDIX C: BELL SOUTH'S AUDIT POLICY

BELL SOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001-2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

APPENDIX B

Statistical Methodology

Basic concepts and Terms

When making the comparison of BellSouth results to AT&T results, it is necessary to employ comparative methods that are based upon generally accepted statistical procedures. It is important to use statistical procedures because all of the BellSouth-AT&T processes that will be measured are processes that contain some degree of randomness. The use of statistical procedures recognizes the practical existence of measurement variability, and assists in translating results data into decision-making information. AT&T and BellSouth agree that the use of the modified "Z-test," for the difference between the two means (BellSouth and AT&T) or two percentages, or the difference in two proportions, is the appropriate statistical test for the determination of parity when the result for BellSouth and AT&T are compared. The modified Z-tests are applicable if the number of data points are greater than or equal to 10 for a given measurement. For testing compliance for measures for which the number of data points are 9 or less, a permutation analysis is applicable.

The parties agree that the definition of performance measure parity should be that parity exists when the measured results in a single month (whether in the form of means, percents or proportions) for the same measurement, at equivalent disaggregation, for both BellSouth and AT&T are used to calculate a Z-test statistic and the resulting value is no greater than zero.

The Z-test

The objective of the statistical test is to compare the mean of a sample of the ILEC measurements with the mean of a sample of CLEC measurements. Suppose both samples were drawn from the same population; then the difference between these two sample means (*i.e.*, $DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$) will have a sampling distribution which will

- (i) have a mean of zero; and
- (ii) have a standard error that depends on the population standard deviation and the sizes of the two samples.

Statisticians utilize an index for comparing measurement results for different samples. The index employed is a ratio of the difference in the two sample means (being compared) and the standard deviation estimated for the overall population. This ratio is known as a z-score. The z-score compares the two samples on a standard scale, making proper allowance for the sample sizes.

Statistical Methodology

The computation of the difference in the two sample means is straightforward.

$$DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$$

The standard deviation is less intuitive. Nevertheless, statistical theory establishes the fact that

$$\sigma_{DIFF}^2 = \frac{\sigma^2}{n_{CLEC}} + \frac{\sigma^2}{n_{ILEC}},$$

where σ is the standard deviation of the population from which both samples are drawn. That is, the squared standard error of the difference is the sum of the squared standard errors of the two means being compared.¹

We do not know the true value of the population σ , because the population cannot be fully observed. However, we can estimate σ given the standard deviation of the ILEC sample (σ_{ILEC}).² Hence, we may estimate the standard error of the difference with

$$\sigma_{DIFF} = \sqrt{\frac{\sigma_{ILEC}^2}{n_{CLEC}} + \frac{\sigma_{ILEC}^2}{n_{ILEC}}} = \sqrt{\sigma_{ILEC}^2 \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

If we then divide the difference between the two sample means by this estimate of the standard deviation of this difference, we get what is called a "z-score".

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

Proposed Test Procedures

Applying the Appropriate Test

Three z-tests will be described in this section: the "Test for Parity in Means", the "Test for Parity in Rates", and the "Test for Parity in Proportions".

Test for Parity in Means

Several of the measurements in the LCUG SQM document are averages (i.e., means) of certain process results. The statistical procedure for testing for parity in the ILEC and CLEC means is described below:

¹ Winkler and Hays, *Probability, Inference, and Decision*. (Holt, Rinehart and Winston: New York), p. 370.

² Winkler and Hays, *Probability, Inference, and Decision*. (Holt, Rinehart and Winston: New York), p. 338.

Statistical Methodology

1. Calculate for each sample the number of measurements (n_{ILEC} and n_{CLEC}), the sample means ($\bar{x}_{ILEC}$ and $\bar{x}_{CLEC}$), and the sample standard deviations (σ_{ILEC} and σ_{CLEC}).
2. Calculate the difference between the two sample means; if *larger* CLEC mean indicates possible violation of parity, use $DIFF = \bar{x}_{CLEC} - \bar{x}_{ILEC}$, otherwise reverse the order of the CLEC mean and ILEC mean.
3. To determine a suitable scale on which to measure this difference, we use an estimate of the population variance based on the ILEC sample, adjusted for the sized of the two samples: this gives the standard error of the difference between the means as

$$\sigma_{DIFF} = \sqrt{\sigma_{ILEC}^2 \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

4. Compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.
6. Declare the means to be in violation of parity if $z > c$.

Test for Parity in Proportions

Several of the measurements in the LCUG SQM document are proportions derived from certain counts. The statistical procedure for testing for parity in the ILEC and CLEC proportions is described below. It is the same as that for means, except that we do not need to estimate the ILEC variance separately.

1. Calculate for each sample sizes (n_{ILEC} and n_{CLEC}), and the sample proportions (p_{ILEC} and p_{CLEC}).
2. Calculate the difference between the two sample means; if *larger* CLEC proportion indicates worse performance, use $DIFF = p_{CLEC} - p_{ILEC}$, otherwise reverse the order of ILEC and CLEC proportions.
3. Calculate an estimate of the *standard error for the difference* in the two proportions according to the formula

$$\sigma_{DIFF} = \sqrt{p_{ILEC}(1 - p_{ILEC}) \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

Statistical Methodology

- Hence compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

- Determine a critical value c so that the type one error is suitably small.
- Declare the means to be in violation of parity if $z > c$.

Test for Parity in Rates

A rate is a ratio of two counts, $num/denom$. An example of this is the trouble rate experience for POTS. The procedure for analyzing measurements results that are rates is very similar to that for proportions.

- Calculate the numerator and the denominator counts for both the ILEC and CLEC, and hence the two rates $r_{ILEC} = num_{ILEC}/denom_{ILEC}$ and $r_{CLEC} = num_{CLEC}/denom_{CLEC}$.
- Calculate the difference between the two sample rates; if *larger* CLEC rate indicates worse performance, use $DIFF = r_{CLEC} - r_{ILEC}$, otherwise take the negative of this.
- Calculate an estimate of the *standard error for the difference* in the two rates according to the formula

$$\sigma_{DIFF} = \sqrt{r_{ILEC} \left[\frac{1}{denom_{CLEC}} + \frac{1}{denom_{ILEC}} \right]}$$

- Compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

- Determine a critical value c so that the type one error is suitably small.
- Declare the means to be in violation of parity if $z > c$.

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Basic Operating Principles

Performance Results Comparison:

For all performance measurement metrics, AT&T results for the report month are to be shown in comparison to BellSouth retail results for the same period. The difference between the AT&T and BellSouth retail results for the performance metric and an indication where the AT&T result is lesser in quality compared to BellSouth will also be shown.

Separate Results Reporting:

BellSouth shall also report separately on its performance for each reporting dimension as provided to: (1) its own retail customers, (2) any of its affiliates that provide local service, (3) competing carriers (CLECs) in the aggregate, and (4) AT&T. The "affiliate" category above includes any BellSouth affiliate that purchases local service for resale or purchases unbundled network elements from BellSouth.

Detailed Reporting:

Detailed reporting shall be provided only to AT&T unless written permission is provided to do otherwise. Reporting to AT&T shall include, for each measure, a representation of the dispersion around the average (mean) of the measured results for the reporting period (e.g. percent of 1-4 lines installed in the 1st day, 2nd day, 3rd day, and > 10 days, etc.)

Disaggregation:

Measurement data shall be reported in a manner consistent with natural geographic and operational areas. AT&T and BellSouth shall agree upon the appropriate disaggregation within 30 days of the commission approval of the Interconnection Agreement. Such disaggregation shall be at a level necessary to reveal underlying differences in performance, which could mask parity comparison. For purposes of this Agreement, the parties concur that reporting must be disaggregated at a level lower than the statewide or LATA-wide level (preferably at the MSA Metropolitan Statistical Area level.)

The reporting dimensions in the Formula Quick Reference Guide (Attachment 1) provide the disaggregation level for each Performance Measurement.

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Service Quality Measurements: Reporting Expectations And Report Format

Raw Data:

BellSouth shall provide all data records captured in its observation for the reporting period for all performance measurement reports. A corresponding data file will be provided for each performance measurement report which contains the associated data records.

Each record will contain a minimal set of data corresponding to the CLEC retained data described in the performance measurement definition. A column heading will be provided for each field in the record. The raw data records will include delimiters between data fields. The raw data files will be provided in a format that can be used as direct input into a common database management system such as Microsoft ACCESS.

Raw Data User's Guide:

BellSouth shall provide explicit instructions of what is contained in the raw data files, including column heading definitions, column purpose and data field code definitions. BellSouth shall provide instructions on how to gain access to reports and raw data. BellSouth shall comprehensively describe how to recreate the performance result reports using the raw data records. When instructions need clarity, BellSouth shall receive input from AT&T and make appropriate changes as agreed to by both parties.

Timely Delivery of Reports and Raw Data:

Reports and raw data files shall be made available to AT&T no later than ten (10) calendar days following the close of the calendar report month.

Failure to Report in a Timely Manner:

Unless otherwise agreed to by AT&T, failure of BellSouth to provide timely reports as to any performance measurement result shall be considered a failure by BellSouth to meet the minimum level of performance specified in the Agreement.

Changes to Performance Reporting Formats or Raw Data File Formats:

Changes to any performance report format will be conducted as set forth in Section 6 of Attachment 9.

Data Update or Revision:

BellSouth shall notify AT&T within three (3) business days of a determination that

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

reports and/or data previously provided to AT&T under this Agreement are in need of revisions or updates. Such notification shall include the reason for the revision or update and a specific plan for providing such revisions or updates, including the identification of the metrics involved and those calculations or comparisons that BellSouth is proposing to modify to accurately reflect BellSouth performance. BellSouth shall provide the revised reports to AT&T within five (5) business days of first notifying AT&T of the need for revisions or updates.

Statistical Reporting

The general structure for reporting statistical results shall be the same for the different measures and will consist of three components. The first component, is the monthly test statistics over a period of time. The second component is results for the current month, with summary statistics, test statistics, and descriptive graphs. Finally, the third component of the reporting structure is a summary of any adjustments to the data made in the process of running the tests, including a description of how many records were excluded from analysis and the reason for the exclusion (i.e., excluded due to business rules, or due to statistical/methodological rules pertaining to the measure). This component is important to assure that the reported results can be audited.

An outline of the report is shown below. Monthly results will be presented for each level of aggregation required.

1. Monthly Test Statistics Over a Period of Time
2. Results For The Current Month
 - A. Summary Statistics
 - B. Test Statistics
 - C. Descriptive Graphs
3. Adjustment to Data
 - A. Records Excluded Due to Business Rules
 - B. Records Excluded Due to Statistical Rules

Service Quality Measurements:

Formula Quick Reference Guide:

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Service Quality Measurements: Reporting Expectations And Report Format

The Formula Quick Reference Guide represents the measures that AT&T requires and the formulas for the data. The Guide is separated by Measurement Designations: Order Provisioning (OP), Maintenance and Repair (MR), General (GE), Billing (BI), Operator Services / Directory Assistance & Listings (OS, DA, & DL), Network Performance (NP), Collocation Provisioning (CP), Database Updates (DU), and Interconnect / Unbundled Elements and Combos (IUE).

Measurement Designation refers to the measurement category and number. Measurement Name describes the measurement being reported. Measurement Formula represents the formula used to calculate the measurements. Reporting Dimensions represents the subcategories of measures required. Each item in the column for Reporting Dimensions marked with a (*) is detailed in Attachment 2 to this Appendix C - Reporting Dimensions.

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format ATTACHMENT 1: FORMULA QUICK REFERENCE GUIDE

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Ordering and Provisioning (OP)			
OP-1	Average Completion Interval	Average Completion Interval = $\Sigma [(\text{Completion Date \& Time}) - (\text{Order Submission Date \& Time})] / (\text{Count of Orders Completed in Reporting Period})$	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-2	% Orders Completed on Time	% Orders Completed on Time = $(\text{Count of Orders Completed within the ILEC Committed Due Date}) / (\text{Count of Orders Completed in Reporting Period}) \times 100$	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-3	Average Offered Interval	Average Offered Interval = $\Sigma [(\text{Committed Due Date \& Time}) - (\text{Date \& Time of Receipt of valid Service Request})] / (\text{Number of Committed Due Dates})$	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-4	% Order Accuracy	% Order Accuracy = $(\Sigma \text{Orders Completed w/o Error}) / (\Sigma \text{Orders Completed}) \times 100$	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-5	% Mechanized Order Flow Through	% Mechanized Order Flow Through = $[(\text{Total Number of Orders Processed Without Manual Intervention}) / (\text{Total Number of Orders Completed})] \times 100$	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-6	% Orders Rejected	% Orders Rejected = $(\text{Number of Orders Rejected Due to Error or Omission} / \text{Number of Orders Received by the ILEC During Reporting Period}) \times 100$	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-7	Average Submissions Per Order	Average Submissions Per Order = $\Sigma [(\text{Number of Firm Order Confirmations}) + (\text{Number of Rejections Issued})] / (\text{Number of Firm Order Confirmations})$	• Company • Interface Type • Service Type* • Order Activity* • Volume Category

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-8	Reject Interval	Reject Interval = Σ [(Date and Time of Order Rejection) - (Date and Time of Order Receipt or Acknowledgment)] / (Number of Orders Rejected in Reporting Period)	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-9	FOC Interval	FOC Interval = Σ [(Date and Time of Firm Order Confirmation) - (Date and Time of Order Acknowledgment)] / (Number of Orders Confirmed in Reporting Period)	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-10	Jeopardy Interval	Jeopardy Interval = Σ [(Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice)] / (Number of Orders Jeopardized in Reporting Period). For all orders jeopardized on or before the scheduled due date.	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-11	Completion Notice Interval	Completion Notice Interval = Σ [(Date and Time of Notice of Completion Issued to the CLEC) - (Date and Time of Work Completion by the ILEC)] / (Number of Orders Completed in Reporting Period)	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-12	% Completions/ Attempts without Notice or with Less Than 24 Hours Notice.	% Completions/Attempts without Notice or with Less Than 24 Hours Notice = [Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date/All Completions] x 100	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-13	% Jeopardies	% Jeopardies = (Number of Orders Jeopardized in Reporting Period) / (Number of Orders Confirmed in Reporting Period)	- Order Activity* - Company - Interface Type - Service Type* - Geographic Scope
OP-14	Average Coordinated Conversion Interval	Average Coordinated Conversion Interval = Σ [(Date & Time Re-termination is Completed by the ILEC) - Date and Time of Initial Service Interruption (disconnect of facilities and translations for customer transferring service)] / All Customer Conversions Completed During Reporting Period) x 100	- Company - Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) - Order Activity* - Geographic Scope - Volume Category

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-15	% Service Loss from Early Cuts	% Service Loss from Early Cuts = (Customer Conversion Where Cutover Time is Earlier Than Due Date and Time)/(All Customer Conversions Completed During Reporting Period) x 100	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category
OP-16	% Service Loss from Late Cuts	% Service Loss from Late Cuts = (Customer Conversion Where Cutover Time Is More Than 30 Minutes Past Due Date and Time)/All Customer Conversion Completed During Reporting Period) x 100	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category
OP-17	Held Order Interval	Held Order Interval = Σ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
OP-18	% Orders Held $\geq$ 90 Days	% Orders Held $\geq$ 90 Days = (# of Orders Held for $\geq$ 90 days) / (Total # of Orders Pending But Not Completed) x 100	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-19	% Orders Held ≥ 15 Days	$\% \text{ Orders Held } \geq 15 \text{ Days} = (\# \text{ of Orders Held for } \geq 15 \text{ days}) / (\text{Total } \# \text{ of Orders Pending But Not Completed}) \times 100$	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
NOP-20	% of orders Cancelled or Supped at the Request of the ILEC (Expressed as a Fraction)	$\# \text{ of Orders Cancelled or Supped at the Request of the ILEC (Expressed as a Fraction)} = (\# \text{ of orders cancelled or supped at the request of the ILEC during reporting period}) / (\# \text{ of cancels and sups during the reporting period})^1$	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NOP-21	% of Hot Cuts not working as initially Provisioned (Expressed as a Fraction)	$\% \text{ of Hot Cuts not working as initially Provisioned (Expressed as a Fraction)} = (\# \text{ of Trouble Reports ultimately attributable to the ILEC on initial customer cutover}) / (\# \text{ of Hot Cuts Provisioned during the reporting Period})^2$	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

¹ This measurement is expressed as a fraction so that both the total number of orders supped or canceled at the request of the ILEC, as well as the relative percentage, is known.

² The measure assumes the acceptance by the ILEC of AT&T Preferred Hot Cut Process. In particular, the measure relies on acceptance of a procedure that allows the CLEC to "open a trouble ticket with the ILEC provisioning group, rather than with the ILEC maintenance organization. As a result, the ILEC reports the number of trouble tickets that the CLEC opens on Hot Cuts which are ultimately found to be attributable to the ILEC. Trouble tickets will not be generated due to the downtime associated with the technician's retermination of the customer's loop as well with the sending of the "activation" to the NPAC.

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Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
NOP-22	Average Recovery Time	Average Recovery Time = $\Sigma[(\text{Date \& Time that Trouble is closed by CLEC}) - (\text{Date \& Time Initial Trouble is opened with ILEC})] / (\# \text{ of Troubles Opened with ILEC})^3$	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NOP-23	Mean Time to Restore a Customer to the ILEC	Mean time to restore a customer to the ILEC = $\Sigma[(\text{Date \& Time Service is restored to Customer}) - (\text{Date \& Time of Initial Notification to Restore})] / \# \text{ of Circuits Restored To ILEC}^4$	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

³ This Measure assumes the AT&T Preferred Hot Cut Process where the CLEC can open a trouble ticket with the ILEC at any time during the Hot Cut Process. Average Recovery Time refers to the time it takes for the ILEC to restore service to a customer upon notification by the CLEC of a hot cut not working as initially provisioned. This measure excludes all situations where the customer must be restored to the ILEC to provide service.

⁴ Mean Time To Restore refers to the time it takes for the ILEC to Restore Service for a Hot Cut Customer on its own facilities.

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
NOP-24	% of Customers Restored to the ILEC (Expressed as a Fraction)	% of Customers Restored to the ILEC (Expressed as a Fraction) = # of Circuits Restored to ILEC / # of Total Circuits attempted to port during interval	- Company - Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) - Order Activity - Geography - Volume Category - Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
Maintenance and Repair (MR)			
MR-1	Mean Time to Restore	Mean Time To Restore = Σ [(Date and Time of Trouble Ticket Resolution Returned to CLEC)-(Date and Time Trouble Ticket Referred to the ILEC)] / (Count of Trouble Tickets Resolved in Reporting Period)	- Service Type* - Trouble Type* - Geographic Scope
MR-2	Mean Jeopardy Interval for Maintenance and Trouble Handling	Mean Jeopardy Interval for Maintenance and Trouble Handling = Σ [(Date and Time of Committed Due Date for Maintenance or Trouble Handling) - (Date and Time of Jeopardy Notice)] / (Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period)	- Service Type* - Trouble Type* - Geographic Scope
MR-3	Repeat Trouble Rate	Repeat Trouble Rate = (Count of Trouble Reports Where More Than One Trouble Report Was Logged for the Same Service Access Line Within a Continuous 30 Day Period) / (Number of Reports in the Report Period) x 100	- Service Type* - Company - Trouble Type* - Geographic Scope
MR-4	Trouble Rate	Trouble Rate = (Count of Initial & Repeated Trouble Reports in the Current Period) / (Number of Service Access Line in Service at End of the Report Period) x 100	- Standard Service Groupings - Company - Trouble Type* - Geographic Scope

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
MR-5	% Troubles Within 30 Days of Install and Other Order Activity	% Troubles Within 30 Days of Install and Other Order Activity = (Total Number of Trouble Tickets Associated With Lines That Had Service Order Activity Within 30 Days of the Trouble Report)/(Total Number of Orders Completed in the Report Period)	• Service Type* • Company • Trouble Type* • Geographic Scope
MR-6	% Customer Troubles Resolved Within Estimate	% Customer Troubles Resolved Within Estimate = (Count of Customer Troubles Resolved By The Quoted Resolution Time and Date) / (Count of Customer Troubles Tickets Closed) x 100	• Company • Service Type* • Trouble Type* • Geographic Scope
General (GE)			
GE-1	% System Availability	% System Availability = [(Hours Functionality is Available to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Available During the Period)] x 100	• Company • Interface type offered for each functional area • Business Period (8:00 AM to 8:00 PM local time vs 8:00 PM to 8:00 AM, weekends and holidays)
GE-2	Mean Time to Answer Calls	Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)] / (Total Calls Answered by Center)	• Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-3	Call Abandonment Rate	Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period) / (Count of All Calls Placed in Queue During the Reporting Period)	• Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-4	Average Response Interval	Average Response Interval = Σ [(Query Response Date & Time) - (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)	• Company • Interface Type • Pre-ordering Query Types* • Maintenance Query Types*
Billing (BI)			
BI-1	Mean Time to Provide Recorded Usage Records	Mean Time to Provide Recorded Usage Records = Σ [(Data Set Transmission Date) - (Date of Message Recording)] / (Count of All Messages Transmitted in Reporting Period)	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
BI-2	Mean Time to Deliver Invoices	Mean Time to Deliver Invoices = Σ [(Invoice Transmission Date) - (Date of Scheduled Bill Cycle Close)] / (Count of Invoices Transmitted in Reporting Period)	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
BI-3	% Invoice Accuracy	% Invoice Accuracy = [(Number of Invoices Delivered in the Reporting Period that Have Complete Information, Reflect Accurate Calculations and are Properly Formatted) / Total Number of Invoices Issued in the Reporting Period] x 100	- Company - Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
BI-4	% Usage Accuracy	% Usage Accuracy = [(Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)] x 100	- Company - Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
Operator Services/Directory Assistance & Listings (OS, DA and DL)			
OS/DA-1	Mean Time To Answer	Mean Time To Answer = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)] / (Total Calls Answered on Behalf of CLECs in Reporting Period)	- Company - Operator Services by Center - Directory Assistance by Center - Directory Listings by Directory
DL-1	Average Time Allotted To Proof Listing Updates Before Publication	Average Time Allotted To Proof Listing Updates Before Publication = Σ [(Date & Time of Directory Publication Deadline) - (Date and Time Updates Available for Proofing)] / Number of Updates Sent for Proofing	- Company - Operator Services by Center - Directory Assistance by Center - Directory Listings by Directory

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Network Performance (NP)			
NP-1	% Call Completion	% Call Completion = $\frac{[(\text{Total number of blocked call attempts during busy hour}) / (\text{Total number of call attempts during busy hour})] \times 100}{(\text{inbound and outbound call attempts would be measured separately})}$	• Trunk Capacity Type (DSO, DS1, DS3, etc.) • Dedicated Trunk Groups • Common Trunk Groups where CLEC/LD Traffic Share Common ILEC Trunks. • Common Trunk Groups where CLEC traffic traverses a separate common network from the ILEC traffic. • Availability of 7-digit call back-up to PSAP location • E911/911 Trunk Groups • OS/DA Trunk Groups • By Switch (Serving CLEC) for CLEC • By Switch (Serving CLEC) for ILEC • Company • Geographic
NP-2	Meantime To Notify CLEC	Meantime To Notify CLEC = $\frac{\Sigma[(\text{Date and Time ILEC Notified CLEC}) - (\text{Date and Time ILEC detected network incident})]}{\text{Count of Network Incidents}}$	• Company • Type of Event – By each Reportable Incident Grouping* • By Switch and Tandem
NP-3	Network Performance Parameters	Network Performance Parameters = $\frac{\Sigma(\text{Network Performance Parameter Result})}{(\text{Number of Tests Conducted})}$	• Transmission Quality*
Collocation Provisioning (CP)			
CP-1	Meantime To Respond To Collocation Request	Meantime To Respond To Collocation = $\frac{\Sigma[(\text{Request Response Date}) - (\text{Request Submission Date})]}{\text{Count of Request Responses Issued}}$	• Company • Type of Collocation* • Geographic Scope
CP-2	Meantime To Provide Collocation Arrangement	Meantime To Provide Collocation Arrangement Request = $\frac{\Sigma[(\text{Date \& Time Collocation Arrangement is Complete}) - (\text{Date \& Time Collocation application submitted})]}{\text{Number of Collocation Arrangements Complete}}$	• Company • Type of Collocation* • Geographic Scope
CP-3	% Due Dates Missed	% Due Dates Missed = $\frac{(\text{Number of Orders Not Completed By ILEC Committed Due Date})}{\text{Total Number of Orders Completed During the Reporting Period}}$	• Company • Type of Collocation* • Geographic Scope

APPENDIX C

Service Quality Measurements: Reporting Expectations And Report Format

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Database Updates (DU)			
DU-1	Average Update Interval	Average Update Interval = Σ [(Completion Date & Time of Database Update) - (Submission Date and Time of Database Change)] / Total Number of Updates Completed During Reporting Period	- Company - Database Type*
DU-2	% Update Accuracy	% Update Accuracy = [Number of Updates Completed Without Error] / (Number Updates Completed) x 100!	- Company - Database Type*
Interconnect / Unbundled Elements and Combos (IUE)			
IUE-1	Function Availability	Function Availability¹ = (Amount of Time² a Functionality is Useable¹ by a CLEC in a Specified Period) / (Total Time² Functionality Was Intended to Be Useable) Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.	By unique UNE or UNE combinations requested by AT&T
IUE-2	Timeliness of Element Performance	Timeliness of Element Performance = (Number of Times Functionality Executes Successfully Within the Established Timeliness Standard) / (Number of Times Execution of Functionality was Attempted)	By unique UNE or UNE combinations requested by AT&T

Service Quality Measurements: Reporting Expectations And Report Format

ATTACHMENT 2: REPORTING DIMENSIONS

Service Types:	• Resold Residence POTS • Resold Business POTS • Resold BRI ISDN • Resold PRI ISDN • Resold Centrex/Centrex-like • Resold Analog PBX trunks • Resold DID Trunks • Resold Voice-Grade Private Line • Resold DS1 Services • Resold DS3 Services • Resold >DS3 Services • Other Resold Services • UNE Platform (at least DS0 loop + local switch + transport elements) • UNE Channelized DS1 (DS1 loop + multiplexing) • Unbundled or UNE-derived 8 dB Analog Loops • Unbundled or UNE-derived 2-wire Digital Loops • Unbundled or UNE-derived 4-wire Digital Loops • Unbundled or UNE-derived ADSL Loops • Unbundled or UNE-derived HDSL Loops • Unbundled or UNE-derived xDSL Loops • Other Unbundled or UNE-derived Loops • UNE Analog Switch Port (line side) • UNE BRI Capable Switch Port (line side) • UNE DS1 Switch Port (line side) • UNE PRI Switch Port (trunk side) • UNE DID-capable Switch Port (trunk side) • UNE Message Trunk Port • UNE Dedicated DS0 Transport • UNE Dedicated DS1 Transport • UNE Dedicated DS3 Transport • Interconnect Trunks (DS0s, DS1s and DS3s, • Two-Way Trunking, Inbound Augments, separately) • Common Transport • ILNP • PNP • ILNP-to-LNP conversions
Standard Order Activities:	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Local Number Porting • Inside Move • Outside Move • Records Change • Feature Changes • Service Disconnects • Translation Disconnects • Standalone Directory Listing (DL) • Standalone Directory Assistance (DA) Listing • Standalone DL & DA Activity

Service Quality Measurements: Reporting Expectations And Report Format

Pre-Ordering Query Types:	• Due Date Reservation (if separate transaction from Appointment Scheduling) • Feature Function Availability • Facility Availability (if separate transaction from Feature/Function Availability) • Qualification of Loops for Advanced Digital Services • Street Address Validation • Service Availability Information (if separate transaction from Feature/Function Availability) • Appointment Scheduling • Customer Service Records • Telephone Number • Rejected or Failed Queries (regardless of type)
Maintenance Query Types	• Create (or confirm logging of) a Maintenance Request • Obtain Status • Obtain Test Results • Cancel Request • Rejected or Failed Queries (regardless of type) • Clearance Notification • Closure Notification
Order Rejection Reason Codes	• Invalid Address • Address Errors • End User Name Doesn't Match ILEC Records • Incorrect Directory Assistance Listing/Due Date • Duplicate PON • Winback (Customer Returned to ILEC) • ILEC System Problem • TN Already Disconnected
Transmission Quality Parameter:	• Subscriber Loop Loss • Signal to Noise Ratio • Idle Channel Circuit Noise • Loop-Circuit Balance • Circuit Notched Noise • Attenuation Distortion
Type of Collocation:	• Physical within CO (space available at time of request) • Physical within CO (space created in response to request) • Physical outside of CO (space available at time of request) • Physical outside of CO (space created in response to request) • Virtual • Backhauling to neighboring CO • Access to GR-303 compatible concentration equipment (leased UNE alternative) • Other alternatives to physical
Databases and Switch Tables:	• E911/911 ALI, Selective Router • MSAG • LIDB • OS/DA • DL • NXX tables at CO for call completion and NXX routing • NXX tables at tandem for call completion and NXX routing

Service Quality Measurements: Reporting Expectations And Report Format

Reportable Network Incidents

Switching (Local/Tandem):

- Complete loss of call processing capability from a switch (host/remotes) lasting = > 2 minutes or longer.
- Network Incident (Loss of Dial Tone) affecting one thousand access lines.
- Media Interest: Any interruption or outage that may cause public or news media attention.

Transport:

• EQUIPMENT AND/OR FACILITY FAILURES

- Local (200 or more working pairs affected, causing loss of dial tone)
- Toll/EAS (Isolation of an entire exchange) > 2 minutes.
- Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 Minutes.
- A transport equipment failure (E.G. DACS) > 2 minutes.

• BROADBAND

- Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems.
- ATM (A failure of one OC3 or two DS3s)
- SMDS (A failure of one DS3 or four T1s)
- Packet Switching (Any failure of an access module (AM) or resource module (RM))

• NARROWBAND

- 5 T1 carrier systems (within a switch)
- Fiber (Any working fiber providing customer service that falls without protection)
- Media Interest: Any interruption or outage that may cause public or news media attention.

SS7:

- Loss of mated pair of STP or SCP > 2 minutes
- Media Interest: Any interruption or outage that may cause public or news media attention

Trunking:

- Loss of intra/interoffice calling lasting > 2 minutes. (E.G. Toll and/or EAS)
- Media Interest: Any interruption or outage that may cause public or news media attention

911:

- A central office isolation from the E911 network for = > 2 minutes or longer.
- Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for = > 2 minutes or longer (e.g. translations, trunking frame failure, etc.)
- A PSAP isolation from the E911 network for = > 2 minutes or longer (e.g. translations, trunking problems, etc.)
- A transport cable failure that isolates a central office from the E911 network; (Local switch to the E911 tandem) transport cable failure

Service Quality Measurements: Reporting Expectations And Report Format

Trouble Types	that isolates a PSAP from the E911 tandem;- A transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; A transport equipment failure that isolates a central office from the E911 network; A transport equipment failure that isolates a Public Safety Answering Point (PSAP) tandem.; or A transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem. • Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities.- State and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's
	• Inside (Central Office) Dispatch - Out of Service • Outside Dispatch - Out of Service • Inside Dispatch – Degraded Service • Outside Dispatch – Degraded Service • No Access or No Trouble Found • NXXs not loaded properly by ILEC • NXXs not loaded properly by party other than CLEC/ILEC • All Other Troubles <i>"Out of Service" means that the customer has no dial tone.</i> <i>"Dispatch" means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.</i>

Service Quality Measurements: Reporting Expectations And Report Format

ATTACHMENT 3: EXAMPLES OF REPORTS

The following report details examples of the two Reports for the first Measurement Designation OP-1 (Average Completion Interval).

				AT&T	ILEC	Difference	Dispersion
Company				0.00	0.00	0.00	
	Resold Residential Pots			0.00	0.00	0.00	
	New Service Installs			0.00	0.00	0.00	
		Geographic Scope 1		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
		Geographic Scope X		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
	Service Migrations			0.00	0.00	0.00	
		Geographic Scope 1		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
		Geographic Scope X		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
	Activity X			0.00	0.00	0.00	
		Geographic Scope 1		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
		Geographic Scope X		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category 2	0.00	0.00	0.00	
			Volume Category X	0.00	0.00	0.00	
	Service X			0.00	0.00	0.00	
		New Service Installs		0.00	0.00	0.00	
		Geographic Scope 1		0.00	0.00	0.00	
			Volume Category 1	0.00	0.00	0.00	
			Volume Category ...	0.00	0.00	0.00	

Service Quality Measurements: Reporting Expectations And Report Format

Company				AT&T	ILEC	ILEC Affiliates	Other CLECs
				0.00	0.00	0.00	0.00
			Resold Residential Pots	0.00	0.00	0.00	0.00
			New Service Installs	0.00	0.00	0.00	0.00
			Geographic Scope 1	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Geographic Scope X	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Service Migrations	0.00	0.00	0.00	0.00
			Geographic Scope 1	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Geographic Scope X	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Activity X	0.00	0.00	0.00	0.00
			Geographic Scope 1	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Geographic Scope X	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category 2	0.00	0.00	0.00	0.00
			Volume Category X	0.00	0.00	0.00	0.00
			Service X	0.00	0.00	0.00	0.00
			New Service Installs	0.00	0.00	0.00	0.00
			Geographic Scope 1	0.00	0.00	0.00	0.00
			Volume Category 1	0.00	0.00	0.00	0.00
			Volume Category ...	0.00	0.00	0.00	0.00

APPENDIX D

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

The following applicable terms set forth the performance incentives directly tied to the performance delivered to AT&T by BellSouth. The applicable terms address missed sub-measures for AT&T, calculated on a monthly basis. Each and every sub-measure for which an AT&T result is reported in a given month is eligible for application of an incentive if performance is deficient.

Under the applicable terms, the incentives appropriately increase when it is evident that the non-compliant performance delivered by BellSouth to AT&T worsens. For parity sub-measures, the calculated values of the modified Z-statistic exceeding critical values, and for benchmark sub-measures, the percentages of occurrences failing to achieve the benchmark, are the bases for defining performance failures which, in turn, are eligible for monthly incentive payments. Three (basic, intermediate and severe) levels of performance failures shall be defined based upon the extent of the failure. When parity is the standard for evaluating a sub-measure performance result, the failures shall be categorized by the modified Z-statistic value. When a benchmark is the standard for evaluating a sub-measure performance result, the failure shall be categorized based upon the number of individual data points (occurrences), underlying the sub-measure performance result that fail to achieve the benchmark value. When BellSouth delivers poor performance for a sub-measure that is classified as non-compliant (basic or worse failure) for three (or more) consecutive months, higher incentive payments are applicable. These are known as "chronic" failures.

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

When parity is the applicable standard for evaluating a performance result, incentives in Table 1 apply.

Table 1
Sub-measures with Parity Standard for Evaluation
Applicable Monthly Incentive per Sub-measure Failing

<u>Classification Criteria</u> <u>Range of modified z-statistic</u> <u>value</u>	<u>Failure Category</u>	<u>Monthly</u> <u>Incentive</u> <u>(non-chronic)</u>	<u>Monthly</u> <u>Incentive</u> <u>(chronic)</u>
greater than or equal -1.037	<u>Compliant</u>	\$0	\$0
less than -1.037 to -1.645 (85% to 95% confidence)	<u>Basic Failure</u>	\$2,500	\$25,000
less than -1.645 to -3.000 (95% to 99.87% confidence)	<u>Intermediate</u> <u>Failure</u>	\$5,000	\$25,000
less than -3.000 (over 99.87% confidence)	<u>Severe Failure</u>	\$25,000	\$25,000

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

Benchmark sub-measures do not involve a comparison with BellSouth's actual performance, but rather involve a comparison of measurement data to an absolute numerical level performance expected. The benchmark represents the "bright line" between acceptable and unacceptable performance that is established through negotiation and technical discussion or study. No statistical analysis is required to determine whether a failure has occurred, although numerical data analysis may be needed.

When a benchmark is the applicable standard for evaluating a performance result, the Adjustments for Small Data Sets in Table 2 and the incentives in Table 3 apply.

Table 2

CLEC Data Set Size	Benchmark Percentage Adjustments for Small Data Sets	
	90.0%	95.0%
5	80.0%	80.0%
6	83.3%	83.3%
7	85.7%	85.7%
8	75.0%	87.5%
9	77.8%	88.9%
10	80.0%	90.0%
20	85.0%	90.0%
30	83.3%	90.0%
>30	90%	95%

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

Table 3

Sub-measures with Benchmark Standard for Evaluation
Applicable Monthly Incentive per Sub-measure Failing

<u>Classification Criteria</u> <u>Range of Benchmark Result</u>	<u>Failure Category</u>	<u>MONTHLY</u> <u>INCENTIVE</u> <u>(non-chronic)</u>	<u>MONTHLY</u> <u>INCENTIVE</u> <u>(chronic)</u>
Meets or exceeds B%	<u>Compliant</u>	\$0	\$0
Meets or exceeds (1.5B-50)% but worse than B%	<u>Basic Failure</u>	\$2,500	\$25,000
Meets or exceeds (2B-100)% but worse than (1.5B-50)%	<u>Intermediate</u> <u>Failure</u>	\$5,000	\$25,000
Worse than (2B-100)%	<u>Severe Failure</u>	\$25,000	\$25,000

9B

**Service Performance Measurements
And Enforcement Mechanisms**

1. Scope

This Attachment includes Enforcement Measurements with corresponding Enforcement Mechanisms applicable to this Agreement.

2. Reporting

- 2.1 In providing services pursuant to this Agreement, BellSouth will report its performance to CLEC-1 in accordance with BellSouth's Service Quality Measurements, which are contained in this Attachment as Exhibit A and in accordance with BellSouth's Enforcement Measurements, which are contained in this Attachment as Exhibit B.
- 2.2 BellSouth will make performance reports available to CLEC-1 on a monthly basis. The reports will contain information collected in each performance category and will be available to CLEC-1 through some electronic medium to be determined by BellSouth. BellSouth will also provide electronic access to the raw data underlying the performance measurements. Within thirty (30) days of execution of this Agreement, BellSouth will provide a detailed session of instruction to CLEC-1 regarding access to the reports and to the raw data as well as the nature of the format of the data provided.

3. Enforcement Mechanisms

3.1 Purpose

This section establishes meaningful and significant enforcement mechanisms voluntarily provided by BellSouth to verify and maintain compliance between BellSouth and CLEC-1's operations as well as to maintain access to Operational Support System (OSS) functions. This section provides the terms and conditions for the self-effectuating enforcement mechanisms.

3.2 Effective Date

The enforcement mechanisms set forth in this section shall only become effective upon an effective FCC order, which has not been stayed, authorizing BellSouth to provide interLATA telecommunications services under section 271 of the Act within a particular state and shall only apply to BellSouth's performance in any state in which the FCC has granted BellSouth interLATA authority.

3.3 Definitions

- 3.3.1 Enforcement Measurement Elements means the performance measurements set forth in Exhibit B, attached hereto and incorporated herein by this reference.
- 3.3.2 Enforcement Measurement Benchmark means a competitive level of performance negotiated by BellSouth used to compare the performance of BellSouth and CLEC-1 where no analogous process, product or service is feasible. See Exhibit B.
- 3.3.3 Enforcement Measurement Compliance means comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the CLEC customer, as set forth in Exhibit C, attached hereto and incorporated herein by this reference.
- 3.3.4 Test Statistic and Balancing Critical Value is the means by which enforcement will be determine using statistically valid equations. See Exhibit C.
- 3.3.5 Cell is the point (below the wire center level) at which like-to-like comparisons are made. For example, all BellSouth retail POTS services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLEC-1 resold services for residential customers, requiring a dispatch, in the same wire center, at a particular point in time. When determining compliance, these cells can have a positive or negative value. See Exhibit C.
- 3.3.6 Affected Volume means that proportion of the total CLEC-1 volume or CLEC Aggregate volume for which remedies will be paid.
- 3.3.7 Parity Gap refers to the incremental departure from a compliant-level of service. (See Exhibit D). This is also referred to as "diff" in the Statistical paper (See Exhibit C).
- 3.3.8 Tier-1 Enforcement Mechanisms means self-executing liquidated damages paid directly to CLEC-1 when BellSouth delivers non-compliant performance of any one of the Enforcement Measurement Elements *for* any month as calculated by BellSouth.
- 3.3.9 Tier-2 Enforcement Mechanisms means Assessments paid directly to a state Public Service Commission ("Commission") or its designee, when BellSouth performance is out of compliance or does not meet the

benchmarks for in a calendar quarter for the aggregate of all CLEC data as calculated by BellSouth for a particular Enforcement Measurement Element.

- 3.3.9 Tier-3 Enforcement Mechanisms means the voluntary suspension of additional marketing and sales of long distance services triggered by excessive repeat failures of those specific submeasures as defined in Exhibit D attached hereto and incorporated herein by this reference.

3.4 Application

- 3.4.1 The application of the Tier-1, Tier-2, and Tier-3 Enforcement Mechanisms does not foreclose other non-contractual legal and regulatory claims and remedies available to CLEC-1.
- 3.4.2 Proof of damages resulting from BellSouth's failure to maintain Enforcement Measurement Compliance would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage. Liquidated damages under this provision are not intended to be a penalty.

3.5 Methodology

- 3.5.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for a given Enforcement Measurement Element in a given month based upon a test statistic and balancing critical value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is attached hereto as Exhibit D and incorporated herein by this reference.
- 3.5.1.1 Tier-1 Enforcement Mechanisms apply on a per transaction basis for each negative cell and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.
- 3.5.1.2 Fee Schedule for Tier-1 Enforcement Mechanisms is shown in Table-1 attached hereto as Exhibit E and incorporated herein by this reference.
- 3.5.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State in a given calendar quarter based upon a statistically valid equation calculated by BellSouth utilizing BellSouth generated data. The method of calculation is attached hereto as Exhibit D and incorporated herein by reference.

3.5.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per transaction basis for each negative cell for a particular Enforcement Measurement Element.

3.5.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is show in Table-2 attached hereto as Exhibit E and incorporated herein by this reference.

3.5.3 Tier-3 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for a State in a given calendar quarter. The method of calculation for specified submeasures is identical to the method of calculation for Tier-2 Enforcement Mechanisms as described above. The specific submeasures which are the mechanism for triggering and removing a Tier-3 Enforcement Mechanisms are described in more detail in Exhibit D attached hereto and incorporated herein by this reference.

3.6 Payment of Tier-1 and Tier-2 Amounts

3.6.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to CLEC-1 or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission, BellSouth shall make payment in the required amount on or before the thirtieth (30th) day following the due date of the performance measurement report for the month in which the obligation arose.

3.6.2 For each day after the due date that BellSouth fails to pay CLEC-1 the required amount, BellSouth will pay interest to CLEC-1 at the maximum rate permitted by state law.

3.6.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission an additional \$1,000 per day.

3.6.4 If CLEC-1 disputes the amount paid to CLEC-1 for Tier-1 Enforcement Mechanisms, CLEC-1 shall submit a written claim to BellSouth within sixty (60) days after the date of the performance measurement report for which the obligation arose. BellSouth shall investigate all claims and provide CLEC-1 written findings within thirty (30) days after receipt of the claim. If BellSouth determines CLEC-1 is owed additional amounts, BellSouth shall pay CLEC-1 such additional amounts within thirty (30)

days after its findings along with interest paid at the maximum rate permitted by law.

- 3.6.5 At the end of each calendar year, BellSouth will have its independent auditing and accounting firm certify that the results of all Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP).

3.8 Limitations of Liability

- 3.8.1 BellSouth will not be responsible for CLEC-1 acts or omissions that cause performance measures to be missed or fail, including but not limited to accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide CLEC-1 with reasonable notice of such acts or omissions and provide CLEC-1 any such supporting documentation.
- 3.8.2 BellSouth shall not be obligated for Tier-1, Tier-2 or Tier 3 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance was the result of an act or omission by CLEC-1 that is in bad faith.
- 3.8.3 BellSouth shall not be obligated to pay Tier-1 Enforcement Mechanisms or Tier-2 Enforcement Mechanism for non-compliance with a performance measurement if such non-compliance was the result of any of the following: a Force Majeure event as set forth in the General Terms and Conditions of this Agreement; an act or omission by CLEC-1 that is contrary to any of its obligations under its Interconnection Agreement with BellSouth; an act or omission by CLEC-1 that is contrary to any of its obligations under the Act, Commission rule, or state law; an act or omission associated with third-party systems or equipment; or any occurrence that results from an incident reasonably related to the Y2K problem.
- 3.8.4 It is not the intent of the Parties that BellSouth be liable for both Tier-2 Enforcement Mechanisms and any other assessments or sanctions imposed by the Commission. CLEC-1 will not oppose any effort by BellSouth to set off Tier-2 Enforcement Mechanisms from any additional assessment imposed by the Commission.
- 3.8.5 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance. The payment of any Tier-1 Enforcement Mechanisms to CLEC-1 shall release BellSouth for any liability associated

with or related to the service performance measurement for the month for which the Enforcement Mechanisms was paid to CLEC-1.

- 3.8.6 CLEC-1 acknowledges and argues that the Enforcement Mechanisms contained in this attachment have been provided by BellSouth on a completely voluntary basis in order to maintain compliance between BellSouth and CLEC-1. Therefore, CLEC-1 may not use the existence of this section or any payments of any Tier-1 or Tier-2 Enforcement Mechanisms under this section as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

3.9 Enforcement Mechanism Caps

- 3.9.1 BellSouth's liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively capped at \$208M per year for the entire BellSouth region as set forth below.

AL - \$17M	MS - \$11M
FL - \$56M	NC - \$23M
GA - \$36M	SC - \$11M
KY - \$10M	TN - \$23M
LA - \$21M	
Regional Total - \$208M	

- 3.9.2 If BellSouth's liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms exceed the caps referenced in this attachment, CLEC-1 may commence a proceeding with the Commission to demonstrate why BellSouth should pay any amount in excess of the cap. CLEC-1 shall have the burden of proof to demonstrate why, under the circumstances, BellSouth should have additional liability.

3.10 Dispute Resolution

- 3.10.1 Any dispute regarding BellSouth's performance under this section shall be resolved with the Commission through the dispute resolution procedure set forth in Section 12 of the General Terms and Conditions of this Agreement.

EXHIBIT A

BellSouth
Service Quality Measurements
Regional Performance Reports

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

BellSouth
Service Quality Measurements
Regional Performance Reports

PRE-ORDERING - OSS

Report/Measurement :	
Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG – TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address. • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability. • DSAP (DOE Support Application) - provides due date information. • HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability.	
Calculation:	
$\frac{\sum[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Request to Legacy})]}{(\text{Number of Legacy Requests During the Reporting Period})} \times 100$	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark	
CLEC Average Response Interval is comparable to BST Average Response Interval	

Revision date: 09/14/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

Revision date: 08/10/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

PRE-ORDERING - OSS

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
Regional Level	
Calculation:	
$(\text{Functional Availability}) / (\text{Scheduled Availability}) \times 100$	
Report Structure:	
- Not CLEC Specific - Not product/service specific - Regional Level	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - Legacy contract type (per reporting dimension) - Regional Scope	- Report Month - Legacy contract type (per reporting dimension) - Regional Scope
Retail Analog/Benchmark:	
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability	

Revision date: 09/14/99 (lg)

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:

Percent Flow Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:	
Percent Flow Through Service Requests = $\Sigma[(\text{Total number of valid service requests that flow-through to SOCS}) / (\text{Total number of valid service requests delivered to SOCS}) \times 100]$	
Description: Percent Flow Through = (The total number of LSRs that flow through LESOG to SOCS) / (the number of LSRs passed from LEO to LESOG) – $\Sigma[(\text{the number of LSRs that fall out for manual processing}) + (\text{the number of LSRs that are returned to the CLEC for clarification}) + (\text{the number of LSRs that contain errors made by CLECs})] \times 100$.	
Report Structure:	
- CLEC Aggregate - Region	
Level of Disaggregation:	
- Geography - Region - Product (Under Development) - Residence - Business - UNE - Special	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report month - Total number of LSRs received, by interface, by CLEC: - TAG - EDI - LENS - Total number of errors by type, by CLEC: - Fatal rejects - Total fallout for manual processing - Auto clarification - CLEC caused system fallout - Total number of errors by error code	- Report month - Total number of errors by type: - BST system error
Retail Analog/Benchmark:	
CLEC Flow Through/benchmark comparison (Under Development)	

Revision Date: 09/03/99 (tm)

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout • Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. Definitions: Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout: 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS *Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:	
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to SOCS) X 100	
Description:	
Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.	
Report Structure:	
- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following: ➢ CLEC (by alias designation) ➢ Number of fatal rejects ➢ Mechanized interface used ➢ Total mechanized LSRs ➢ Total manual fallout ➢ Number of auto clarifications returned to CLEC ➢ Number of validated LSRs ➢ Number of BST caused fallout ➢ Number of CLEC caused fallout ➢ Number of Service Orders Issued ➢ Base calculation ➢ CLEC error excluded calculation	
Level of Disaggregation:	
- CLEC Specific (by alias designation to protect CLEC specific proprietary data) - Geographic: ➢ Region - Product (Under development) ➢ Residence ➢ Business ➢ UNE ➢ Special	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report month - Total number of LSRs received, by interface, by CLEC ➢ TAG ➢ EDI ➢ LENS - Total number of errors by type, by CLEC ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC errors - Total number of errors by error code	- Report month - Total number of errors by type: ➢ BST system error
Retail Analog/Benchmark:	
CLEC Flow Through/benchmark comparison (Under development)	

Revision Date: 09/03/99 (tm)

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type	
Report Structure:	
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error
Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 09/03/99 (tm)

BellSouth
Service Quality Measurements
Regional Performance Reports

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

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	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

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Service Quality Measurements
Regional Performance Reports

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:	
Percent Rejected Service Requests	
Definition:	
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by the CLEC prior to being rejected/clarified.	
Business Rules:	
Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category: • A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only. • An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. Partially Mechanized: A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs. Non Mechanized: An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. LNP: Under Development	
Calculation:	
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.	
Report Structure:	
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Resale Residence • Resale Business • Resale Specials • UNE • UNE Loop with NP • Other • Trunks	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region
Retail Analog/Benchmark:	
Benchmark is under development. Retail Analog also under development	

Revision date: 09/13/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:	
Reject Interval	
Definition:	
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by CLEC prior to being rejected/clarified	
Business Rules:	
• Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in ED or TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category. • Partially Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO. • Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs. • Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON. • LNP: Under development.	
Calculation:	
$\text{Reject Interval} = \frac{\sum[(\text{Date and Time of Service Request Rejection}) - (\text{Date and Time of Service Request Receipt})]}{(\text{Number of Service Requests Rejected in Reporting Period})}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks	
Level of Disaggregation:	
• Product Reporting Levels ➢ Interconnection Trunks ➢ Resale – Residence ➢ Resale – Business ➢ Resale – Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours. • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours • Average Interval in Days • Trunks:	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region
Retail Analog/Benchmark:	
Benchmark is under development. Retail Analog also under development	

Revision date: 09/13/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:
Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.
Exclusions:
- Rejected LSRs - Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.
Business Rules:
Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS. Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs Non-Mechanized: The elapsed time from receipt of a valid LSR (fax receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. LNP: Under development.
Calculation:
Firm Order Confirmation Timeliness = $\Sigma[(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Confirmed in Reporting Period})$
Report Structure:
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized - CLEC Specific - CLEC Aggregate
Level of Disaggregation:
- Product Reporting Levels - Interconnection Trunks - Resale – Residence - Resale – Business - Resale – Design - UNE Design - UNE Non- Design - UNE Loop with and w/o NP - Trunks - Geographic Scope - State, Region and further geographic disaggregation (MSA) as required by State Commission Order - Mechanized: 0-15 minutes, 15-30 minutes, 30-45 minutes, 45-60 minutes, 60-90 minutes, 90-120 minutes, 120-240 minutes, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. - Non-mechanized: 0-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. - Trunks: 0-5 days, 6-8 days, 9-11 days, 12-14 days, 15-17 days, 18-20 days, >20 days < 10 and > 10 Circuits / Lines - Average Interval in Days

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING - (Firm Order Confirmation Timeliness – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Interval for FOC • Total number of LSRs • State and Region	• Report Month • Interval for FOC • Total Number of LSRs • State and Region
Retail Analog/Benchmark:	
Benchmark is under development. Retail Analog also under development	

Revision date: 09/13/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

ORDERING

Report/Measurement:	
Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
$(\text{Total time in seconds to reach the LCSC}) / (\text{Total Number of Calls})$ in the Reporting Period.	
Report Structure:	
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data under development)	
Level of Disaggregation:	
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data under development)	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices.	

Revision date: 09/13/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:
Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Exclusions:
- Any order canceled by the CLEC will be excluded from this measurement. - Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).
Calculation:
Mean Held Order Interval: $\Sigma (\text{Reporting Period Close Date} - \text{Committed Order Due Date}) / (\text{Number of Orders Pending and Past The Committed Due Date})$ Held Order Distribution Interval: $(\# \text{ of Orders Held for } \geq 90 \text{ days}) / (\text{Total } \# \text{ of Orders Pending But Not Completed}) \times 100$ $(\# \text{ of Orders Held for } \geq 15 \text{ days}) / (\text{Total } \# \text{ of Orders Pending But Not Completed}) \times 100$
Report Structure:
- CLEC Specific - CLEC Aggregate - BST Aggregate
Level of Disaggregation:
- Product Reporting Levels ➤ POTS – Residence ➤ POTS – Business ➤ DESIGN ➤ PBX ➤ CENTREX ➤ ISDN ➤ UNE 2 Wire Loop with NP (Design and Non-Design) ➤ UNE 2 Wire Loop without NP (Design and Non-Design) ➤ UNE Loop Other with NP (Design and Non-Design) ➤ UNE Loop Other without NP (Design and Non-Design) ➤ UNE Other (Design and Non-Design) ➤ Switching (Under development) ➤ Local Transport (Under development) ➤ Combos (Under development) ➤ NP (Under development as separate category) ➤ Local Interconnection Trunks - Geographic Scope ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING – (Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count (under development) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope
Retail Analog/Benchmark: CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice
Definition:
When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.
Exclusions:
- Any order canceled by the CLEC will be excluded from this measurement - Orders held for CLEC end user reasons - Orders submitted to BST through non-mechanized methods
Business Rules:
When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.
Calculation:
Average Jeopardy Interval = $\Sigma [(Date\ and\ Time\ of\ Scheduled\ Due\ Date\ on\ Service\ Order) - (Date\ and\ Time\ of\ Jeopardy\ Notice)] / (Number\ of\ Orders\ Notified\ of\ Jeopardy\ in\ Reporting\ Period)$. Percent of Orders Given Jeopardy Notice = $\Sigma [(Number\ of\ Orders\ Given\ Jeopardy\ Notices\ in\ Reporting\ Period) / (Number\ of\ Orders\ Confirmed\ (due)\ in\ Reporting\ Period)]$
Report Structure:
- CLEC Specific and CLEC Aggregate - BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)
Level of Disaggregation:
- Product Reporting Levels ➤ POTS – Residence ➤ POTS – Business ➤ DESIGN ➤ PBX ➤ CENTREX ➤ ISDN ➤ UNE 2 Wire Loop with NP (Design and Non-Design) ➤ UNE 2 Wire Loop without NP (Design and Non-Design) ➤ UNE Loop Other with NP (Design and Non-Design) ➤ UNE Loop Other without NP (Design and Non-Design) ➤ UNE Other (Design and Non-Design) ➤ Switching (Under development) ➤ Local Transport (Under development) ➤ Combos (Under development) ➤ NP (Under development as separate category) ➤ Local Interconnection Trunks ➤ Geographic Scope ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate Report explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user

BellSouth
Service Quality Measurements
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PROVISIONING – (Percent Missed Installation Appointments – Continued)

Level of Disaggregation: - Reported in categories of <10 line/circuits; > 10 line/circuits - Dispatch / No Dispatch - Product Reporting Levels - POTS – Residence - POTS – Business - DESIGN - PBX - CENTREX - ISDN - UNE 2 Wire Loop with NP (Design and Non-Design) - UNE 2 Wire Loop without NP (Design and Non-Design) - UNE Loop Other with NP (Design and Non-Design) - UNE Loop Other without NP (Design and Non-Design) - UNE Other (Design and Non-Design) - Switching (Under development) - Local Transport (Under development) - Combos (Under development) - NP (Under development as separate category) - Local Interconnection Trunks - Geographic Scope - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order	
Data Retained Relating to CLEC Experience - Report Month - CLEC Order Number and PON (PON) - Committed Due Date (DD) - Completion Date (CMPLTN DD) - Status Type - Status Notice Date - Standard Order Activity - Geographic Scope	Data Retained Relating to BST Experience - Report Month - BST Order Number - Committed Due Date - Completion Date - Status Type - Status Notice Date - Standard Order Activity - Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark: CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when the order is electronically entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation:
Average Completion Interval: $\Sigma [(\text{Completion Date \& Time}) - (\text{Order Issue Date \& Time})] / \Sigma (\text{Count of Orders Completed in Reporting Period})$
Order Completion Interval Distribution: $\Sigma (\text{Service Orders Completed in "X" days}) / (\text{Total Service Orders Completed in Reporting Period}) \times 100$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING –
(Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Level of Disaggregation: • Dispatch/No Dispatch categories applicable to all levels except trunks. • Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+ • UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, 30+ • All Levels are reported <10 line/circuits; >10 line/circuits • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order	
Data Retained Relating to CLEC Experience • Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	Data Retained Relating to BST Experience • Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)	

Revision date: 09/08/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:
Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• Non-mechanized Orders • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. On all orders (mechanized and non-mechanized) the field technician notifies the CLEC by telephone the work was complete and then he enters the work order completion information and completion time in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.
Calculation:
$\frac{\Sigma (\text{Date and Time of Notice of Completion}) - (\text{Date and Time of Work Completion})}{(\text{Number of Orders Completed in Reporting Period})}$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate (in development-expected release date 08/15/99 reporting)
Level of Disaggregation:
• Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval • Reported in categories of <10 line/circuits; > 10 line/circuits • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING – (Average Completion Notice Interval – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)	

Revision date: 09/15/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:	
Coordinated Customer Conversions	
Definition:	
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
- Any order canceled by the CLEC will be excluded from this measurement. - Delays due to CLEC following disconnection of the unbundled loop - Unbundled Loops where there is no existing subscriber loop	
Business Rules:	
Where the service order includes NP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
$\Sigma [(Completion\ Date\ and\ Time\ for\ Cross\ Connection\ of\ an\ Unbundled\ Loop) - (Disconnection\ Date\ and\ Time\ of\ an\ Unbundled\ Loop)] / Total\ Number\ of\ Unbundled\ Loop\ Items\ for\ the\ reporting\ period.$	
Report Structure:	
- CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
- Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval - Product Reporting Levels > UNE Loops without NP > UNE Loops with NP > Geographic Scope > State, Region, and further geographic disaggregation as required by State Commission Order	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - CLEC Order Number - Committed Due Date (DD) - Service Type (CLASS_SVC_DESC) - Cutover Start Time - Cutover Completion time - Portability start and completion times (NP orders) - Total Items NOTE: Code in parentheses is the corresponding header found in the raw data file.	No BST Analog Exists
Retail Analog/Benchmark:	
There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark under development.	

Revision date: 09/09/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
$\% \text{ Provisioning Troubles within 30 days of Service Order Activity} = \frac{\sum (\text{Trouble reports on all completed orders} \leq 30 \text{ days following service order(s) completion})}{(\text{All Service Orders completed in the calendar month}) \times 100}$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark: CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (Under Development at this time)	

Revision date: 09/09/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING

Report/Measurement :
Total Service Order Cycle Time (TSOCT) (under development 3Q99)
Definition:
This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Total Service Order Cycle Time (under development)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• ISDN Orders included in Non Design - GA Only • Dispatch/No Dispatch categories applicable to all levels except trunks. • Intervals under development • Product Reporting Levels ➢ Interconnection Trunks ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order

BellSouth
Service Quality Measurements
Regional Performance Reports

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope -
Retail Analog/Benchmark	
Under development (BST retail analog available at this time would be Average Completion Interval)	

Revision date: 09/08/99 (taf)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
Missed Repair Appointments	
Definition:	
The percent of trouble reports not cleared by the committed date and time.	
Exclusions:	
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.	
Calculation:	
$\text{Percentage of Missed Repair Appointments} = \frac{\Sigma (\text{Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time})}{\Sigma (\text{Total Trouble reports closed in Reporting Period})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
ISDN Troubles included in Non-Design – GA ONLY • Product Reporting Levels ➢ POTS – Residence, Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR – (Missed Repair Appointments – Continued)

Retail Analog/Benchmark
CLEC Residence-Resale / BST Residence-Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
Customer Trouble Report Rate	
Definition:	
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.	
Exclusions:	
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with administrative service. • Customer provided Equipment (CPE) troubles or CLEC equipment troubles.	
Business Rules:	
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.	
Calculation:	
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design and Non – Design) ➢ Switching , Local Transport, and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)

Retail Analog/Benchmark:

CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = $\Sigma(\text{Date and Time of Service Restoration}) - (\text{Date and Time Trouble Ticket was Opened}) / \Sigma(\text{Total Closed Troubles in the reporting period})$
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS– Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design Non – Design) ➢ UNE Loop Other (Design Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR – (Maintenance Average Duration – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
Percent Repeat Troubles within 30 Days	
Definition:	
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.	
Exclusions:	
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.	
Business Rules:	
Includes Customer trouble reports received within 30 days of an original Customer trouble report.	
Calculation:	
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope
NOTE: Code parentheses is the corresponding header format found in the raw data file.	

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MANTENANCE & REPAIR

Report/Measurement:	
Out of Service (OOS) > 24 Hours	
Definition:	
For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service).	
Exclusions:	
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.	
Business Rules:	
Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.	
Calculation:	
Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100	
Report Structure:	
• CLEC Specific • BST Aggregate • CLEC Aggregate	
Level of Disaggregation:	
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX and CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

BellSouth
Service Quality Measurements
Regional Performance Reports

MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence- Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale /BST Trunking- Retail
UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Interface Availability	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate • BST/CLEC	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time)	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS
Retail Analog/Benchmark:	
Parity by design; Retail Analog	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Response Interval and Percentages	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories	
Exclusions:	
Queries received during scheduled system maintenance time.	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\geq$ 4 to 10, > 10 , > 30 seconds.	
Report Structure:	
• CLEC • BST Residence • BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate.	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Retail Analog	
Audit Verification	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
Average Answer Time – Repair Centers	
Definition:	
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.	
Exclusions:	
None	
Business Rules:	
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.	
Level of Disaggregation:	
Region. CLEC/BST Service Centers and BST Repair Centers are regional.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
- CLEC Aggregate - BST Aggregate - CLEC Aggregate	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
CLEC Average Answer Time	BST Average Answer Time
Retail Analog/Benchmark:	
Retail Analog	
Audit Verification	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
$\text{Invoice Accuracy} = (\text{Total Billed Revenues during current month}) - (\text{Billing Related Adjustments during current month}) / \text{Total Billed Revenues during current month} \times 100$	
Report Structure:	
- CLEC Specific - CLEC Aggregate - BST Aggregate	
Level of Disaggregation :	
- Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection - Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
- Report Month - Invoice Type - Total Billed Revenue - Billing Related Adjustments	- Report Month - Retail Type ➢ CRIS ➢ CABS - Total Billed Revenue - Billing Related Adjustments
Retail Analog/Benchmark	
CLEC Invoice Accuracy is comparable to BST Invoice Accuracy	

Revision date: 09/15/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
$\text{Mean Time To Deliver Invoices} = \Sigma [(\text{Invoice Transmission Date}) - (\text{Close Date of Scheduled Bill Cycle})] / (\text{Count of Invoices Transmitted in Reporting Period})$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Invoice Type • Invoice Transmission Count • Date of Scheduled Bill Close	• Report Month • Retail Type ➢ CRIS ➢ CABS • Invoice Transmission Count • Date of Scheduled Bill Close
Retail Analog/Benchmark:	
• CRIS-based invoices will be released for delivery within six (6) business days • CABS-based invoices will be released for delivery within eight (8) calendar days. • CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BST Average delivery time for both systems.	

Revision date: 09/15/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy = $\Sigma [(Total\ number\ of\ usage\ data\ packs\ sent\ during\ current\ month) - (Total\ number\ of\ usage\ data\ packs\ requiring\ retransmission\ during\ current\ month)] / (Total\ number\ of\ usage\ data\ packs\ sent\ during\ current\ month) \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Month • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Accuracy is comparable to BST Usage Data Delivery Accuracy	

Revision date: 09/15/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = $\Sigma(\text{Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date}) / \Sigma(\text{Total number of Recorded usage records delivered during the current month}) \times 100$	
Report Structure	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Delivery Completeness is comparable to BST Usage Delivery Completeness	

Revision date: 09/15/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Timeliness is comparable to BST Usage Data Delivery Timeliness	

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BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = Σ (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BST	

Revision date: 09/15/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
• State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
• Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within “X” seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The “total call waiting seconds” is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The “total calls served” is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST’s Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

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BellSouth
Service Quality Measurements
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OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month - Call Type (DA) - Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

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BellSouth
Service Quality Measurements
Regional Performance Reports

E911

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Timeliness} = \Sigma (\text{Number of batch orders processed within 24 hours} \div \text{Total number of batch orders submitted}) \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
- State - Region
Levels of Disaggregation:
None
Data Retained
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

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BellSouth
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E911

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Accuracy} = \frac{\Sigma(\text{Number of record individual updates processed with no errors}}{\text{Total number of individual record updates}} \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates - State - Region
Level of Disaggregation:
None
Data Retained
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

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E911

Report/M Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
- Any resale order canceled by a CLEC - Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$\text{E911 Mean Interval} = \frac{\sum (\text{Date and time of batch order completion} - \text{Date and time of batch order submission})}{\text{Number of batch orders completed}}$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
- State - Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
- Report month - Aggregate data
Retail Analog/Benchmark
Parity by Design

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BellSouth
Service Quality Measurements
Regional Performance Reports

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Aggregate ➢ CTTG ➢ Local • CLEC Aggregate ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk	
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
CLEC Trunk Blockage/BST Trunk Blockage	

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BellSouth
Service Quality Measurements
Regional Performance Reports

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDSTK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks	• CLEC Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
Retail Analog/Benchmark:	
CLEC Trunk Blockage/BST Trunk Blockage	

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BellSouth
Service Quality Measurements
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COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = $\Sigma(\text{Request Response Date}) - (\text{Request Submission Date}) / \text{Count of Responses Returned within Reporting Period.}$
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

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BellSouth
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COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
- Any Bona Fide firm order cancelled by the CLEC - Bona Fide firm orders to augment previously completed arrangements - Time for BST to obtain permits - Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time = $\Sigma(\text{Date Collocation Arrangement is Complete}) - (\text{Date Order for Collocation Arrangement Submitted}) / \text{Total Number of Collocation Arrangements Completed during Reporting Period.}$
Report Structure:
- Individual CLEC (alias) aggregate - Aggregate of all CLECs
Level of Disaggregation:
- State, Region and further geographic disaggregation as required by State Commission Order - Virtual - Physical
Data Retained:
- Report period - Aggregate data
Retail Analog/Benchmark:
Under development

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BellSouth
Service Quality Measurements
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COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
- Any Bona Fide firm order cancelled by the CLEC - Bona Fide firm orders to augment previously completed arrangements - Time for BST to obtain permits - Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
$\% \text{ of Due Dates Missed} = \Sigma (\text{Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period}) / \text{Number of Orders Completed in Reporting Period} \times 100$
Report Structure:
- Individual CLEC (alias) aggregate - Aggregate of all CLECs
Level of Disaggregation:
- State, Region and further geographic disaggregation as required by State Commission Order - Virtual - Physical
Data Retained:
- Report period - Aggregate data
Retail Analog/Benchmark:
Under development

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BellSouth
Service Quality Measurements
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Appendix A: Reporting Scope*

Standard Service Groupings	<u><i>Pre-Order, Ordering</i></u> • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP <u><i>Provisioning</i></u> • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail <u><i>Maintenance and Repair</i></u> • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail <u><i>Local Interconnection Trunk Group Blockage</i></u> • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities <i>These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i>	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: Maintenance Query Types:	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

BellSouth
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Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
C	BST	BellSouth Telecommunications, Inc.
	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
C	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

BellSouth
Service Quality Measurements
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Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

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Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

BellSouth
Service Quality Measurements
Regional Performance Reports

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

BellSouth
Service Quality Measurements
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Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (1999 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

EXHIBIT B

VSEEM III	MEASURES AND SUB-METRICS	Retail Analogue	Surrogate Retail Analogue	Benchmark
Pre-Ordering	Percent Response Received within "X" seconds			UD
	OSS Interface Availability	x		
Ordering	Percent Flow-Through Service Request			UD
	Firm Order Confirmation Timeliness (Mechanized only)			95% within 4 hrs
	Reject Interval (Mechanized only)			95% within 1 hrs
Provisioning	Order Completion Interval (Dispatch only) – Resale POTS	x		
	Order Completion Interval (Dispatch only) – Resale Design	x		
	Order Completion Interval (Dispatch only) – UNE Loop and Port Combos	x		
	Order Completion Interval (Dispatch only) – IC Trunks	x		UD
	Percent Installations Complete within "X" Days – UNE Loops			
	Percent Missed Installation Appointments – Resale POTS	x		
	Percent Missed Installation Appointments – Resale Design	x		
	Percent Missed Installation Appointments – UNE Loop and Port Combos	x		
	Percent Missed Installation Appointments – UNE Loops		POTS Dispatch + 4.5%	
	Percent Provisioning Troubles within 4 Days - Resale POTS	x		
	Percent Provisioning Troubles within 4 Days - Resale Design	x		
	Percent Provisioning Troubles within 4 Days - UNE Loop and Port Combos	x		
	Compos		POTS Dispatch	
Maintenance	Percent Provisioning Troubles within 4 Days - UNE Loops			
	Customer Trouble Report Rate – Resale POTS	x		
	Customer Trouble Report Rate – Resale Design	x		
	Customer Trouble Report Rate - UNE Loop and Port Combos	x		
	Customer Trouble Report Rate - UNE Loops		POTS Dispatch + 3%	
	Percent Missed Repair Appointments – Resale POTS	x		
	Percent Missed Repair Appointments - Resale Design	x		
	Percent Missed Repair Appointments - UNE Loop and Port Combos	x		
	Percent Missed Repair Appointments - UNE Loops		Business POTS Dispatch + 8.5%	
	Maintenance Average Duration – Resale POTS	x		
	Maintenance Average Duration – Resale Design	x		
	Maintenance Average Duration - UNE Loop and Port Combos	x		
	Maintenance Average Duration - UNE Loops		POTS Dispatch	
	Maintenance Average Duration – IC Trunks	x		
	Percent Repeat Troubles within 30 Days – Resale POTS	x		
	Percent Repeat Troubles within 30 Days – Resale Design	x		
	Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	x		
	Percent Repeat Troubles within 30 Days - UNE Loops		POTS Dispatch + 9.5%	

BellSouth
Enforcement Measurements

**ENFORCEMENT MEASUREMENTS
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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

BellSouth
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PRE-ORDERING - OSS

Report/Measurement :	
Percent Response Received within "X" seconds	
Definition:	
Proportion of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• Region	
Calculation:	
$\frac{\Sigma[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Request to Legacy})]}{(\text{Number of Legacy Requests During the Reporting Period})} \times 100$	
Report Structure:	
• CLEC Aggregate	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	
Retail Analog/Benchmark	
Benchmark	

BellSouth
Enforcement Measurements

PRE-ORDERING

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
Regional Level	
Calculation:	
$(\text{Functional Availability}) / (\text{Scheduled Availability}) \times 100$	
Report Structure:	
- CLEC Aggregate - BST Aggregate	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - Legacy contract type (per reporting dimension) - Regional Scope	- Report Month - Legacy contract type (per reporting dimension) - Regional Scope
Retail Analog/Benchmark:	
Retail Analog	

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)
Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout
Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. Definitions: Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout. 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS * Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

BellSouth
Enforcement Measurements

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:	
Percent Flow Through Service Requests = $\Sigma[(\text{Total number of valid service requests that flow-through to the BST OSS}) / (\text{Total number of valid service requests delivered to the BST OSS}) \times 100]$	
Description: Percent Flow Through = (The total number of LSRs that flow through LESOG to the BST OSS) / (the number of LSRs passed from LEO to LESOG) – $\Sigma[(\text{the number of LSRs that fall out for manual processing}) + (\text{the number of LSRs that are returned to the CLEC for clarification}) + (\text{the number of LSRs that contain errors made by CLECs})] \times 100.$	
Report Structure:	
• CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received, by interface, by CLEC: ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code	
Retail Analog/Benchmark:	
Benchmark	

BellSouth
Enforcement Measurements

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual or human intervention.
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout
Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. Definitions: Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout: 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS *Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

BellSouth
Enforcement Measurements

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:	
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to the BST OSS) / (Total number of valid service requests delivered to the BST OSS) X 100	
Description:	
Percent Flow Through = The total number of LSRs that flow through LESOG to the BST OSS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.	
Report Structure:	
- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following: ➤ CLEC (by alias designation) ➤ Number of fatal rejects ➤ Mechanized interface used ➤ Total mechanized LSRs ➤ Total manual fallout ➤ Number of auto clarifications returned to CLEC ➤ Number of validated LSRs ➤ Number of BST caused fallout ➤ Number of CLEC caused fallout ➤ Number of Service Orders Issued ➤ Base calculation ➤ CLEC error excluded calculation	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report month - Total number of LSRs received, by interface, by CLEC ➤ TAG ➤ EDI ➤ LENS - Total number of errors by type, by CLEC ➤ Fatal rejects ➤ Total fallout for manual processing ➤ Auto clarification ➤ CLEC errors - Total number of errors by error code	
Retail Analog/Benchmark:	
Benchmark	

BellSouth
Enforcement Measurements

ORDERING

Report/Measurement:	
Reject Interval	
Definition:	
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by CLEC	
Business Rules:	
Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.	
Calculation:	
Reject Interval = $\Sigma[(\text{Date and Time of Service Request Rejection}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Rejected in Reporting Period})$	
Report Structure:	
• CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• State	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	
Retail Analog/Benchmark:	
Benchmark	

BellSouth
Enforcement Measurements

ORDERING

Report/Measurement:	
Firm Order Confirmation Timeliness	
Definition:	
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.	
Exclusions:	
- Rejected LSRs - Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.	
Business Rules:	
Mechanized - The elapsed time from receipt of a valid LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS.	
Calculation:	
Firm Order Confirmation Timeliness = $\Sigma[(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Confirmed in Reporting Period})$	
Report Structure:	
- CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
- Report Month - Interval for FOC - Total number of LSRs - State and Region	
Retail Analog/Benchmark:	
Benchmark	

BellSouth
Enforcement Measurements

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are, requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = $\frac{\text{Number of Orders Not Complete by Committed Due Date in Reporting Period}}{\text{Number of Orders Completed in Reporting Period}} \times 100$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Report explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user
Level of Disaggregation:
• Product Reporting Levels ➢ RESALE POTS ➢ RESALE DESIGN ➢ UNE Loop & Port Combination ➢ UNE Other • Geographic Scope ➢ State

BellSouth
Enforcement Measurements

PROVISIONING (Percent Missed Installation Appointments – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs - Benchmark	

BellSouth
Enforcement Measurements

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when the order is electronically entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation:
Average Completion Interval: $\Sigma [(\text{Completion Date \& Time}) - (\text{Order Issue Date \& Time})] / \Sigma (\text{Count of Orders Completed in Reporting Period})$
Order Completion Interval Distribution: $\Sigma (\text{Service Orders Completed in "X" days}) / (\text{Total Service Orders Completed in Reporting Period}) \times 100$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

BellSouth
Enforcement Measurements

**PROVISIONING –
(Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)**

Level of Disaggregation:	
• Product Reporting Levels ➢ Resale POTS (Dispatch) ➢ Resale DESIGN (Dispatch) ➢ UNE Loop & Port Combination (Dispatch) ➢ UNE Loops (Interval Distribution only) ➢ IC Trunks (Dispatch) • Geographic Scope ➢ State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs- Benchmark	

BellSouth
Enforcement Measurements

PROVISIONING

Report/Measurement:	
Coordinated Customer Conversions	
Definition:	
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without INP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
- Any order canceled by the CLEC will be excluded from this measurement. - Delays due to CLEC following disconnection of the unbundled loop - Unbundled Loops where there is no existing subscriber loop	
Business Rules:	
Where the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
$\nearrow \frac{[(\text{Completion Date and Time for Cross Connection of an Unbundled Loop}) - (\text{Disconnection Date and Time of an Unbundled Loop})]}{\text{Total Number of Unbundled Loop Items for the reporting period.}}$	
Report Structure:	
- CLEC Specific - CLEC Aggregate	
Level of Disaggregation:	
- Product Reporting Levels - UNE Loops without INP - UNE Loops with INP - Geographic Scope - State - MSA	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - CLEC Order Number - Committed Due Date (DD) - Service Type (CLASS_SVC_DESC) - Cutover Start Time - Cutover Completion time - Portability start and completion times (INP Orders) - Total Items NOTE: Code in parentheses is the corresponding header found in the raw data file.	No BST Analog Exists
Retail Analog/Benchmark:	
Benchmark	

BellSouth
Enforcement Measurements

PROVISIONING

Report/Measurement:	
% Provisioning Troubles within 4 days of Service Order Activity	
Definition:	
Percent Provisioning Troubles within 4 days of Installation measures the quality and accuracy of installation activities.	
Exclusions:	
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders	
Business Rules:	
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 4 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.	
Calculation:	
$\% \text{ Provisioning Troubles within 4 days of Service Order Activity} = \frac{\text{Trouble reports on all completed orders} \Rightarrow \text{4 days following service order(s) completion}}{\text{(All Service Orders in a completed in the report calendar month)} \times 100}$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product Reporting Levels > Resale POTS > Resale DESIGN > UNE Loop & Port Combination > UNE Loops • Geographic Scope > State > MSA	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs - Benchmark	

BellSouth
Enforcement Measurements

MAINTENANCE & REPAIR

Report/Measurement:	
Missed Repair Appointments	
Definition:	
The percent of trouble reports not cleared by the committed date and time.	
Exclusions:	
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.	
Calculation:	
$\text{Percentage of Missed Repair Appointments} = \frac{\Sigma (\text{Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time})}{\Sigma (\text{Total Trouble reports closed in Reporting Period})} \times 100$	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product Reporting Levels ➢ Resale POTS ➢ Resale DESIGN ➢ UNE Loop & Port Combination ➢ UNE Loops • Geographic Scope ➢ State ➢ MSA	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNES - Benchmark	

BellSouth
Enforcement Measurements

MAINTENANCE & REPAIR

Report/Measurement:	
Customer Trouble Report Rate	
Definition:	
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.	
Exclusions:	
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with administrative service. • Customer provided Equipment (CPE) troubles or CLEC equipment troubles.	
Business Rules:	
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.	
Calculation:	
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate.	
Level of Disaggregation:	
• Product Reporting Levels ➢ Resale POTS ➢ Resale DESIGN ➢ UNE Loop & Port Combination (This can not be captured for Total Report Rate) ➢ UNE Loops • Geographic Scope ➢ State ➢ MSA	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNES - Benchmark	

BellSouth
Enforcement Measurements

MAINTENANCE & REPAIR

Report/Measurement:	
Maintenance Average Duration	
Definition:	
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.	
Exclusions:	
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days	
Business Rules:	
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).	
Calculation:	
Maintenance Average Duration = $\Sigma(\text{Date and Time of Service Restoration}) - (\text{Date and Time Trouble Ticket was Opened}) / \Sigma(\text{Total Closed Troubles in the reporting period})$	
Report Structure:	
• CLEC Specific • BST Aggregate • CLEC Aggregate	
Level of Disaggregation:	
• Product Reporting Levels ➢ Resale POTS ➢ Resale DESIGN ➢ UNE Loop & Port Combination ➢ UNE Loops ➢ IC Trunks • Geographic Scope ➢ State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs – Benchmark IC Trunks – Retail Analogue	

BellSouth
Enforcement Measurements

MAINTENANCE & REPAIR

Report/Measurement:	
Percent Repeat Troubles within 30 Days	
Definition:	
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.	
Exclusions:	
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.	
Business Rules:	
Includes Customer trouble reports received within 30 days of an original Customer trouble report.	
Calculation:	
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product Reporting Levels ➢ Resale POTS ➢ Resale DESIGN ➢ UNE Loop & Port Combination ➢ UNE Loops • Geographic Scope ➢ State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code parentheses is the corresponding header format found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNES - Benchmark	

BellSouth
Enforcement Measurements

BILLING

Report/Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
$\text{Invoice Accuracy} = (\text{Total Billed Revenues during current month}) - (\text{Billing Related Adjustments during current month}) / \text{Total Billed Revenues during current month} \times 100$	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation :	
- Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection - Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
- Report Month - Invoice Type - Total Billed Revenue - Billing Related Adjustments	- Report Month - Retail Type ➢ CRIS ➢ CABS - Total Billed Revenue - Billing Related Adjustments
Retail Analog/Benchmark	
Retail Analog	

Revision date: 08/02/99 (lg)

BellSouth
Enforcement Measurements

BILLING

Report/Masurement:	
Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
Mean Time To Deliver Invoices = $\Sigma [(Invoice\ Transmission\ Date) - (Close\ Date\ of\ Scheduled\ Bill\ Cycle)] / (Count\ of\ Invoices\ Transmitted\ in\ Reporting\ Period)$	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
- Geographic Scope - Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
- Report Month - Invoice Type - Invoice Transmission Count - Date of Scheduled Bill Close	- Report Month - Retail Type - CRIS - CABS - Invoice Transmission Count - Date of Scheduled Bill Close
Retail Analog/Benchmark:	
CRIS-based invoices will be released for delivery within six (6) business days CABS-based invoices will be released for delivery within eight (8) calendar days.	

BellSouth
Enforcement Measurements

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
$\text{Usage Data Delivery Accuracy} = \Sigma [(\text{Total number of usage data packs sent during current month}) - (\text{Total number of usage data packs requiring retransmission during current month})] / (\text{Total number of usage data packs sent during current month}) \times 100$	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Month • Record Type
Retail Analog/Benchmark:	
Retail Analog	

BellSouth
Enforcement Measurements

BILLING

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
$\text{Measured blocking} = (\text{Total number of blocked calls}) / (\text{Total number of attempted calls}) \times 100$	
Report Structure:	
• BST Aggregate ➢ CTTG ➢ Local • CLEC Aggregate ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk	
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
BST Analog	

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDSTK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks	• CLEC Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
Retail Analog/Benchmark:	
Retail Analog	

BellSouth
Enforcement Measurements

LNP

Report/Measurement :
Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution
Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable. • "L" Appointment code orders (indicating the customer has requested a later than offered interval)
Business Rules:
The Disconnect Timeliness interval is determined for the last Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the last 'Number Ported' message for an LSR from NPAC (signifying the CLEC 'Activate') until the last Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.
Calculation :
Average Disconnect Timeliness Interval: $\nearrow [(\text{Disconnect Service Order Completion Date \& Time}) - (\text{'Number Ported' Message Received Date \& Time})] / \Sigma (\text{Total Number of Disconnect Service Orders Completed in Reporting Period})$
Disconnect Timeliness Interval Distribution: $[\Sigma (\text{Disconnect Service Orders Completed in "X" days}) / (\text{Total Disconnect Service Orders Completed in Reporting Period})] \times 100$
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in day intervals = 0,1,2,3,4, 5, >5 days • Product Reporting Levels ➢ LNP • Geographic Scope ➢ State, Region

BellSouth
Enforcement Measurements

LNP

Report/Measurement:
Percent Missed Installation Appointments
Definition:
Percent Missed Installation Appointments monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments: $\left[\frac{\text{Number of Orders Not Completed by Committed Due Date in Reporting Period}}{\text{Number of Orders Completed in Reporting Period}} \right] \times 100$
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate Report explanation: Total Missed Appointments is the total % of orders missed either by BST or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BST caused misses.
Level of Disaggregation:
• Product Reporting Levels ➢ LNP ➢ UNE Loop Associated w/LNP • Geographic Scope ➢ State, Region

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
- Any Bona Fide firm order cancelled by the CLEC - Bona Fide firm orders to augment previously completed arrangements - Time for BST to obtain permits - Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
$\% \text{ of Due Dates Missed} = \Sigma (\text{Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period}) / \text{Number of Orders Completed in Reporting Period}) \times 100$
Report Structure:
- Individual CLEC (alias) aggregate - Aggregate of all CLECs
Level of Disaggregation:
- State and Region - Virtual - Physical
Data Retained:
- Report period - Aggregate data
Retail Analog/Benchmark:
Benchmark

EXHIBIT C

Statistical Methods for BellSouth Performance Measure Analysis

I. Necessary Properties for a Test Methodology

The statistical process for testing if competing local exchange carriers (CLECs) customers are being treated equally with BellSouth (BST) customers involves more than just a mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are

- the type of data,
- the type of comparison, and
- the type of performance measure.

Once these elements are determined a test methodology should be developed that complies with the following properties.

- Like-to-Like Comparisons. When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched, residential, new orders. The testing process should:
 - Identify variables that may affect the performance measure.
 - Record these important confounding covariates.
 - Adjust for the observed covariates in order to remove potential biases and to make the CLEC and the ILEC units as comparable as possible.
- Aggregate Level Test Statistic. Each performance measure of interest should be summarized by one overall test statistic giving the decision maker a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties.
 - The method should provide a single overall index, on a standard scale.
 - If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done.
 - The contribution of each comparison cell should depend on the number of observations in the cell.
 - Cancellation between comparison cells should be limited.
 - The index should be a continuous function of the observations.
- Production Mode Process. The decision system must be developed so that it does not require intermediate manual intervention, i.e. the process must be a “black box.”

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.
- Balancing. The testing methodology should balance Type I and Type II Error probabilities.
 - $P(\text{Type I Error}) = P(\text{Type II Error})$ for well defined null and alternative hypotheses.
 - The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e. one should avoid methods that require computationally intensive techniques.
 - Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

In the following sections we describe appropriate testing processes that adhere as much as possible to the testing principles.

Measurement Types

The performance measures that will undergo testing are of three types:

- 1) means
- 2) proportions, and
- 3) rates

While all three have similar characteristics (a proportion is the average of a measure that takes on only the values of 0 or 1), a proportion or rate is derived from count data while a mean is generally an average of interval measurements.

II. Testing Methodology – The Truncated Z

Many covariates are chosen in order to provide deep comparison levels. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted average of the truncated statistics is calculated where a cell weight depends on the volume of BST and CLEC orders in the cell. The weighted average is re-centered by the theoretical mean of a truncated distribution, and this is divided by the standard error of the weighted average. The standard error is computed assuming a fixed effects model.

Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the truncated Z and the moments for the truncated Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large, a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, then the Z statistic is calculated from the hypergeometric distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For a rate measure, there are a fixed number of circuits or units for the CLEC, n_c , and a fixed number of units for BST, n_b . Suppose that the performance measure is a “trouble rate.” The modeling assumption is that the occurrence of a trouble is independent between units and the number of troubles in n circuits follows a Poisson distribution with mean λn where λ is the probability of a trouble in 1 circuit and n is the number of circuits.

In an adjustment cell, if the number of CLEC troubles is greater than 15 and the number of BST troubles is greater than 15, then the Z test is calculated using the normal approximation to the Poisson. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CLEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CLEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

Mean Measures

For mean measures, an adjusted t statistic is calculated for each like-to-like cell which has at least 7 BST and 7 CLEC transactions. A permutation test is used when one or both of the BST and CLEC sample sizes is less than 6. Both the adjusted t statistic and the permutation calculation are described in the technical appendix.

APPENDIX TECHNICAL DESCRIPTIONS

We start by assuming that any necessary trimming of the data is complete, and that the data are disaggregated so that comparisons are made within appropriate classes or adjustment cells that define "like" observations.

Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated z statistic. In what follows the word "cell" should be taken to mean a like-to-like comparison cell that has both one (or more) ILEC observation and one (or more) CLEC observation.

L = the total number of occupied cells

j = $1, \dots, L$; an index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of CLEC transactions in cell j

n_j = the total number transactions in cell j ; $n_{1j} + n_{2j}$

X_{1jk} = individual ILEC transactions in cell j ; $k = 1, \dots, n_{1j}$

X_{2jk} = individual CLEC transactions in cell j ; $k = 1, \dots, n_{2j}$

Y_{jk} = individual transaction (both ILEC and CLEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1, K, n_{1j} \\ X_{2jk} & k = n_{1j} + 1, K, n_j \end{cases}$$

$\Phi^{-1}(\cdot)$ = the inverse of the cumulative standard normal distribution function

For Mean Performance Measures the following additional notation is needed.

$\bar{X}_{1j}$ = the ILEC sample mean of cell j

$\bar{X}_{2j}$ = the CLEC sample mean of cell j

s_{1j}^2 = the ILEC sample variance in cell j

s_{2j}^2 = the CLEC sample variance in cell j

y_{jk} = a random sample of size n_{2j} from the set of Y_{j1}, K, Y_{jn_j} ; $k = 1, \dots, n_{2j}$

M_j = the total number of distinct pairs of samples of size n_{1j} and n_{2j} ;

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large

samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z" can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\text{the number of samples that sum to } t}{M_j},$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \leq t) = \frac{\text{the number of samples with sum } \leq t}{M_j}.$$

For Proportion Performance Measures the following notation is defined

- a_{1j} = the number of ILEC cases possessing an attribute of interest in cell j
- a_{2j} = the number of CLEC cases possessing an attribute of interest in cell j
- a_j = the number of cases possessing an attribute of interest in cell j; $a_j = a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \frac{\binom{n_{1j}}{h} \binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \leq h \leq \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases},$$

and the cumulative hypergeometric distribution is

$$\text{CHG}(x) = P(H \leq x) = \begin{cases} 0 & x < \max(0, a_j - n_{1j}) \\ \sum_{h=\max(0, a_j - n_{1j})}^x \text{HG}(h), & \max(0, a_j - n_{1j}) \leq x \leq \min(a_j, n_{2j}) \\ 1 & x > \min(a_j, n_{2j}) \end{cases}$$

For Rate Measures, the notation needed is defined as

- b_{1j} = the number of ILEC base elements in cell j
- b_{2j} = the number of CLEC base elements in cell j
- b_j = the total number of base elements in cell j ; $b_{1j} + b_{2j}$
- $\bar{p}_{1j}$ = the ILEC sample rate of cell j ; n_{1j}/b_{1j}
- $\bar{p}_{2j}$ = the CLEC sample rate of cell j ; n_{2j}/b_{2j}
- q_j = the relative proportion of CLEC elements for cell j ; b_{2j}/b_j

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is

$$\text{BN}(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k}, & 0 \leq k \leq n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

$$\text{CBN}(x) = P(B \leq x) = \begin{cases} 0 & x < 0 \\ \sum_{k=0}^x \text{BN}(k), & 0 \leq x \leq n_j \\ 1 & x > n_j \end{cases}$$

Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below.

1. **Calculate cell weights, W_j .** A weight based on the number of transactions is used so that a cell which has a larger number of transactions has a larger weight. The actual weight formulae will depend on the type of measure.

Mean Measure

$$W_j = \sqrt{\frac{n_{1j}n_{2j}}{n_j}}$$

Proportion Measure

$$W_j = \sqrt{\frac{n_{2j}n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

Rate Measure

$$W_j = \sqrt{\frac{b_{1j}b_{2j}}{b_j} \cdot \frac{n_j}{b_j}}$$

2. **In each cell, calculate a Z value, Z_j .** A Z statistic with mean 0 and variance 1 is needed for each cell.

- If $W_j = 0$, set $Z_j = 0$.
- Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

$$Z_j = \Phi^{-1}(\alpha)$$

where α is determine by the following algorithm.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

$$\alpha = P(t_{n_{1j}-1} \leq T_j),$$

that is, α is the probability that a t random variable with $n_{1j} - 1$ degrees of freedom, is less than

$$T_j = t_j + \frac{g}{6} \left(\frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j} (n_{1j} + n_{2j})}} \right) \left(t^2 + \frac{n_{2j} - n_{1j}}{2n_{1j} + n_{2j}} \right),$$

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j} \sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and the coefficient g is an estimate of the skewness of the parent population, which we assume is the same in all cells. It can be estimated from the ILEC values in the largest cells. This needs to be done only once for each measure. We have found that attempting to estimate this skewness parameter for each cell separately leads to excessive variability in the "adjusted" t . We therefore use a single compromise value in all cells.

Note, that t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" corrected for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

a) $M_j \leq 1,000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less).

- Calculate the sample sum for all possible samples of size n_{2j} .
- Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
- Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

b) $M_j > 1,000$

- Draw a random sample of 1,000 sample sums from the permutation distribution.
- Add the observed sample sum to the list. There is a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
- Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}.$$

Proportion Measure

$$Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}.$$

Rate Measure

$$Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}.$$

3. **Obtain a truncated Z value for each cell, Z_j^* .** To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z_j^* = \min(0, Z_j).$$

4. **Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z_j^* | H_0)$ and $\text{Var}(Z_j^* | H_0)$.** In order to compensate for the truncation in step 3, an aggregated, weighted sum of the Z_j^* will need to be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

- If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formulae for calculating $E(Z_j^* | H_0)$ and $\text{Var}(Z_j^* | H_0)$ cannot be used. Set both equal to 0.
- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, $\min\left\{a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, or $\min(n_{1j}, n_{2j}) > 15$ and $n_j q_j (1 - q_j) > 9$ for a rate measure then

$$E(Z_j^* | H_0) = -\frac{1}{\sqrt{2\pi}}, \text{ and}$$

$$\text{Var}(Z_j^* | H_0) = \frac{1}{2} - \frac{1}{2\pi}.$$

- Otherwise, determine the total number of values for Z_j^* . Let z_{ji} and θ_{ji} , denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji}, \text{ and}$$

$$\text{Var}(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji}^2 - [E(Z_j^* | H_0)]^2.$$

The actual values of the z 's and θ 's depends on the type of measure, and the sums in the equations are over all possible values of the index i .

Mean Measure

$$N_j = \min(M_j, 1,000), \quad i = 1, K, N_j$$

$$z_{ji} = \min \left\{ 0, 1 - \Phi^{-1} \left(\frac{R_i - 0.5}{N_j} \right) \right\} \quad \text{where } R_i \text{ is the rank of sample sum } i$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min \left\{ 0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}} \right\}, \quad i = \min(a_j, n_{2j}), K, \max(0, a_j - n_{1j})$$

$$\theta_{ji} = \text{HG}(i)$$

Rate Measure

$$z_{ji} = \min \left\{ 0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}} \right\}, \quad i = 0, K, n_j$$

$$\theta_{ji} = \text{BN}(i)$$

5. Calculate the aggregate test statistic, Z^T .

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 \text{Var}(Z_j^* | H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

1. the null hypothesis, H_0 , that parity exists between ILEC and CLEC services
2. the alternative hypothesis, H_a , that the ILEC is giving better service to its own customers
3. the Truncated Z test statistic, Z^T , and
4. a critical value, c

The decision rule¹ is

- If $Z^T < c$ then accept H_a .
- If $Z^T \geq c$ then accept H_0 .

There are two types of error possible when using such a decision rule:

Type I Error: Deciding favoritism exists when there is, in fact, no favoritism.

Type II Error: Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of each are:

Type I Error: $\alpha = P(Z^T < c | H_0)$.

Type II Error: $\beta = P(Z^T \geq c | H_a)$.

We want a balancing critical value, c_B , so that $\alpha = \beta$.

It can be shown that.

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j) + \sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi} \right)}}$$

where

$$M(\mu, \sigma) = \mu \Phi\left(\frac{-\mu}{\sigma}\right) - \sigma \phi\left(\frac{-\mu}{\sigma}\right)$$

¹ This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

$$V(\mu, \sigma) = (\mu^2 + \sigma^2)\Phi\left(\frac{\mu}{\sigma}\right) - \mu\sigma\phi\left(\frac{\mu}{\sigma}\right) - M(\mu, \sigma)^2$$

$\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

This formula assumes that Z_j is approximately normally distributed within cell j . When the cell sample sizes, n_{1j} and n_{2j} , are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

$$H_0: \mu_{1j} = \mu_{2j}, \sigma_{1j}^2 = \sigma_{2j}^2$$

$$H_a: \mu_{2j} = \mu_{1j} + \delta_j \cdot \sigma_{1j}, \sigma_{2j}^2 = \lambda_j \cdot \sigma_{1j}^2 \quad \delta_j > 0, \lambda_j \geq 1 \text{ and } j = 1, \dots, L.$$

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}, \text{ and}$$

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account

the assumption that transaction are identically distributed within cells while allowing for an analytically tractable solution is:

$$H_0: \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1$$

$$H_a: \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j \quad \psi_j > 1 \text{ and } j = 1, \dots, L.$$

These hypotheses are based on the “odds ratio.” If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{ij} are given by²

$$E(a_{ij}) = n_j \pi_j^{(1)}$$

$$\text{var}(a_{ij}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

$$\begin{aligned} \pi_j^{(1)} &= f_j^{(1)} \left(n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)} \right) \\ \pi_j^{(2)} &= f_j^{(1)} \left(-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)} \right) \\ \pi_j^{(3)} &= f_j^{(1)} \left(-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)} \right) \\ \pi_j^{(4)} &= f_j^{(1)} \left(n_j^2 \left(\frac{2}{\psi_j} - 1 \right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)} \right) \\ f_j^{(1)} &= \frac{1}{2n_j^2 \left(\frac{1}{\psi_j} - 1 \right)} \\ f_j^{(2)} &= n_j n_{1j} \left(\frac{1}{\psi_j} - 1 \right) \\ f_j^{(3)} &= n_j a_j \left(\frac{1}{\psi_j} - 1 \right) \\ f_j^{(4)} &= \sqrt{n_j^2 \left[4n_{1j} (n_j - a_j) \left(\frac{1}{\psi_j} - 1 \right) + \left(n_j + (a_j - n_{1j}) \left(\frac{1}{\psi_j} - 1 \right) \right)^2 \right]} \end{aligned}$$

² Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrika*, 38, 468-470.

Recall that the cell test statistic is given by

$$Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}.$$

Using the equations above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2 \pi_j^{(1)} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}, \text{ and}$$

$$se_j = \sqrt{\frac{n_j^3 (n_j - 1)}{n_{1j} n_{2j} a_j (n_j - a_j) \left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}} \right)}}.$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells is:

$$H_0: r_{1j} = r_{2j}$$

$$H_a: r_{2j} = \epsilon_j r_{1j} \quad \epsilon_j > 1 \text{ and } j = 1, \dots, L.$$

Given the total number of ILEC and CLEC transactions in a cell, n_j , and the number of base elements, b_{1j} and b_{2j} , the number of ILEC transaction, n_{1j} , has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}.$$

Therefore, the mean and variance of n_{1j} , are given by

$$\begin{aligned} E(n_{1j}) &= n_j q_j^* \\ \text{var}(n_{1j}) &= n_j q_j^* (1 - q_j^*) \end{aligned}$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j},$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}.$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}.$$

Using the relationships above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j (q_j^a - q_j)}{\sqrt{n_j q_j (1 - q_j)}} = (1 - \varepsilon_j) \sqrt{\frac{n_j b_{1j} b_{2j}}{b_{1j} + \varepsilon_j b_{2j}}}, \text{ and}$$

$$se_j = \sqrt{\frac{q_j^a (1 - q_j^a)}{q_j (1 - q_j)}} = \sqrt{\varepsilon_j} \frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}.$$

Determining the Parameters of the Alternative Hypothesis

In this appendix we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j . Proportion and rate measures have been indexed by one set of parameters each, ψ_j and ε_j respectively. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

- Parameter Choices for λ_j . The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j . Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen.

- Parameter Choices for δ_j . The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j . The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta$ – might be fine for tests across individual CLECs where currently in Louisiana the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible, however, since the state sample would be so much larger.
- Parameter Choices for ψ_j or ε_j . The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion or rate of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ_j for mean measures. Sample size matters here as well. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible since the state sample would be so much larger.

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against, must come from elsewhere.

Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

This critical value changes as the ILEC and CLEC transaction volume change. One way to make this transparent to the decision maker, is to report the difference between the test statistic and the critical value, $diff = Z^T - c_B$. If favoritism is concluded when $Z^T < c_B$, then the $diff < 0$ indicates favoritism.

This make it very easy to determine favoritism: a positive $diff$ suggests no favoritism, and a negative $diff$ suggests favoritism.

EXHIBIT D

BST VSEEM REMEDY PROCEDURE

TIER-1 CALCULATION:

1. Calculate the test statistic for each CLEC at the State Level; z_{CLEC1} (See Exhibit C)
1. Calculate the balancing critical value ($C_{B_{CLEC1}}$) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed). (See Exhibit C)
3. If the State test statistic is equal to or falls above the State balancing critical value, stop here. Otherwise, go to step 4.
4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;

$$z_{CLEC1} - C_{B_{CLEC1}}$$
5. Calculate the Volume Proportion using a linear distribution with slope of $\frac{1}{4}$. This can be accomplished by taking the absolute value of the Parity Gap from step 4. divided by 4;

$$ABS((z_{CLEC1} - C_{B_{CLEC1}}) / 4)$$
. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.
6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total CLEC₁ Volume in the negatively affected cell; where the cell value is negative. (See Exhibit C)
7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

So, CLEC-1 payment = Affected Volume_{CLEC1} * \$\$ from Fee Schedule

Example: CLEC-1 Missed Installation Appointments (MIA) for UNE Loops

	n_I	n_C	MIA_I	MIA_C	Z	C_B	Parity Gap	Volume Proportion	Affected Volume
State	50000	600	9%	16%	-1.92	-0.21	1.71	0.4275	
Cell									
1		150	0.091	0.112	-1.994				
2		75	0.176	0.098	0.734				64
3		10	0.128	0.333	-2.619				
4		50	0.158	0.242	-2.878				4
5		15	0.245	0.075	1.345				21
6		200	0.156	0.130	0.021				
7		30	0.166	0.233	-0.600				
8		20	0.106	0.127	-0.065				13
9		40	0.193	0.218	-0.918				9
10		10	0.160	0.235	-0.660				17
									4
									133

where n_I = ILEC observations and n_C = CLEC-1 observations

Payout for CLEC-1 is (133 units) * (\$400/unit) = \$53,010

TIER-2 CALCULATION:

1. Calculate the test statistic for the CLEC Aggregate at the State Level using all transactions from the calendar quarter; z_{CLECA}
2. Calculate the balancing critical value ($C_{B_{CLECA}}$) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed).
3. If the State test statistic is equal to or fails above the State balancing critical value for three consecutive months, stop here. Otherwise, go to step 4.
4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;

$$z_{CLECA} - C_{B_{CLECA}}$$
5. Calculate the Volume Proportion using a linear distribution with slope of $\frac{1}{4}$. This can be accomplished by dividing the Parity Gap from step 4. by 4; $((z_{CLECA} - C_{B_{CLECA}}) / 4)$. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.
6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total CLECA Volume (CLEC Aggregate) in the negatively affected cell; where the cell value is negative (See Exhibit C).
7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

So, CLEC-A payment = Affected Volume_{CLECA} * \$\$ from Fee Schedule

Example: CLEC-A Missed Installation Appointments (MIA) for UNE Loops

State Quarter	n_i	n_c	MIA_i	MIA_c	Z	C_B	Parity Gap	Volume Proportion	Affected Volume
1	180000	2100	9%	16%	-1.92	-0.21	1.71		
2		500	0.091	0.112	-1.994				
3		300	0.176	0.098	0.734				214
4		80	0.128	0.333	-2.619				
5		205	0.158	0.242	-2.878				34
6		45	0.245	0.075	1.345				88
7		605	0.156	0.130	0.021				
8		80	0.166	0.233	-0.600				
9		40	0.106	0.127	-0.065				34
10		165	0.193	0.218	-0.918				17
		80	0.160	0.235	-0.660				71
									34
									492

where n_i = ILEC observations and n_c = CLEC-A observations

Payout for CLEC-A is (492 units) * (\$875/unit) = \$430,172

Tier-3

Tier-3 is triggered by repeat failures for the CLEC Aggregate in a given calendar quarter for five select measures, 12 sub-metrics. The table below displays a situation that would trigger a Tier-3 failure, and one that would not.

Process	Measures	TIER-3 FAILURE X = Miss			NOT A TIER-3 FAILURE X = Miss		
		Month 1	Month 2	Month 3	Month 1	Month 2	Month 3
Percent Missed Installation Appointments	Resale POTS	X	X	X	X		
	Resale Design	X			X	X	X
	UNE Loop & Port Combo		X				
	UNE Loops	X	X	X			
Percent Missed Repair Appointments	Resale POTS	X	X	X	X		X
	Resale Design		X	X		X	
	UNE Loop & Port Combo					X	X
	UNE Loops				X		
Billing	Billing Accuracy	X	X	X			
	Billing Timeliness				X	X	X
Trunk Blockage	Percent Trunk Blockage	X	X	X			
Collocation	Percent Missed Collocation Due Dates						

Tier-3 is effective immediately after quarter results, and can only be lifted when two of the five sub-metrics show compliance for two consecutive months in the following quarter. All tiers are independent, such that triggering Tier-3 will not cease payout of any Tier-1 or Tier-2 failures.

EXHIBIT E

Table-1

LIQUIDATED DAMAGES TABLE FOR TIER-1 MEASURES

PER AFFECTED ITEM						
	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Ordering	\$40	\$50	\$60	\$70	\$80	\$90
Provisioning	\$100	\$125	\$175	\$250	\$325	\$500
Provisioning UNE (Coordinated Customer Conversions)	\$400	\$450	\$500	\$550	\$650	\$800
Maintenance and Repair	\$100	\$125	\$175	\$250	\$325	\$500
Maintenance and Repair UNE	\$400	\$450	\$500	\$550	\$650	\$800
LNP	\$150	\$250	\$500	\$600	\$700	\$800
IC Trunks	\$100	\$125	\$175	\$250	\$325	\$500
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000

Table-2

VOLUNTARY PAYMENTS FOR TIER-2 MEASURES

	Per Affected Item
OSS	
Pre-Ordering	\$20
Ordering	\$60
Provisioning	\$300
UNE Provisioning (Coordinated Customer Conversions)	\$875
Maintenance and Repair	\$300
UNE Maintenance and Repair	\$875
Billing	\$1.00
LNP	\$500
IC Trunks	\$500
Collocation	\$15,000

10

Attachment 10

Bona Fide Request/ New Business Request Process

Bona Fide Request/ New Business Request Process

- 1.0 When applicable. Bona Fide Request/New Business Requests ("BFR/NBR") are to be used when AT&T requests any Services ~~or~~ and Elements not already provided in this Agreement or the process needed to provide the Services and Elements, which process is not provided in this Agreement, (collectively for purposes of this Attachment 10, "the Services"). AT&T may also utilize this process to make a request not already provided in this Agreement where said request does not constitute a request under the Telecommunications Act of 1996. This Attachment 10 does not apply to ~~Services or Elements which must be provided pursuant to~~ Section 9 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.
- 1.1 Details required. A BFR/NBR shall be submitted in writing by AT&T and shall specifically identify: (i) the date requested for the Services; ~~and Elements not provided in this Agreement;~~ (ii) the Services requested; (iii) the associated technical requirements; (iv) space requirements; and (v) other specifications necessary to clearly define the request. If applicable, such a request also shall include AT&T's designation of the request as being an obligation of BellSouth pursuant to the Telecommunications Act of 1996.
- 1.2 AT&T cancellation. AT&T may cancel a BFR/NBR in writing at any time. BellSouth will then cease analysis of the request. If AT&T cancels a BFR/NBR after BellSouth has received AT&T's written "notice to proceed" as described in Section 1.6 of this Attachment 10 below, AT&T agrees to pay BellSouth the reasonable, demonstrable, and actual costs directly related to complying with AT&T's BFR/NBR up to the date of cancellation.
- 1.3 BellSouth acknowledgment. Within two (2) business days of receipt of a BFR/NBR, BellSouth shall acknowledge in writing its receipt and identify its single point of contact responsible for responding to the request and shall request any additional information needed to process the request. ~~Notwithstanding the foregoing,~~ BellSouth may reasonably request additional information from AT&T at any time during the processing of the BFR/NBR.
- 1.4 Preliminary analysis delivery. Unless otherwise agreed by both parties in writing, within thirty-five (35) calendar days of its receipt of a BFR/NBR, BellSouth shall either provide to AT&T a preliminary analysis of the BFR/NBR or notify AT&T that it needs more time to provide AT&T with its preliminary analysis, at which time AT&T and

BellSouth will then determine a mutually agreeable date for delivery of the preliminary analysis.

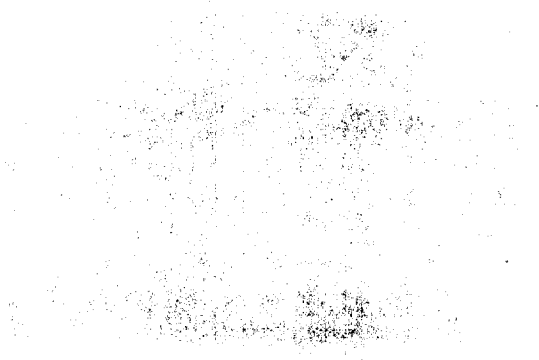
- 1.5 Preliminary analysis details. The preliminary analysis will state whether BellSouth can meet AT&T's requirements and shall include BellSouth's proposed price plus or minus 25 percent ("the Preliminary Analysis Range") and the date the request can be met. If BellSouth cannot provide the Services by the requested date, it shall provide an alternative proposed date together with a detailed explanation as to why BellSouth is not able to meet AT&T's requested date. The preliminary analysis also will include a detailed breakdown of the costs supporting the proposed price, including the development costs, as defined in Section 1.7 below, necessary to complete AT&T's BFR/NBR. BellSouth also shall indicate in the preliminary analysis its agreement or disagreement with AT&T's designation of the request as an obligation under the Telecommunications Act of 1996. If BellSouth does not agree with AT&T's designation, it may use the ~~dispute~~ dispute Resolution process set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference. In no event, however, shall any dispute delay BellSouth's processing of the request.
- 1.6 Notice to proceed. After providing the preliminary analysis to AT&T, BellSouth shall proceed with AT&T's BFR/NBR upon receipt of AT&T's written "notice to proceed." This "notice to proceed" shall not be construed by BellSouth as a waiver of AT&T's right to invoke ~~dispute~~ dispute Resolution process ~~as~~ set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference, as to any issue, including BellSouth's proposed price, the reasonable, demonstrable, and actual costs incurred in the event of AT&T's cancellation of a BFR/NBR, or the amount of development costs paid. All payments are subject to adjustment according to the outcome of the dispute Resolution process set forth in Section ____ of the General Terms and Conditions of this Agreement, incorporated herein by this reference. In no event shall any dispute delay BellSouth proceeding with completing the BFR/NBR.
- 1.7 Development costs. Subject to the provision of Section 1.6 above, after receipt and review of BellSouth's preliminary analysis, if AT&T decides to proceed, AT&T agrees to pay the fixed amount identified in the preliminary analysis for the initial work required to develop the project plan, create the design parameters, and establish all activities and resources required to complete the BFR/NBR. These costs will be referred to as "development" costs. The development costs identified in the preliminary analysis are fixed. AT&T will begin processing the

payment of development costs at the time it issues the written "notice to proceed" with payment due to BellSouth within 15 days of the issuance of the notice to proceed.

- 1.8 Interim payment in the event of price dispute. In the event of a dispute over payments made by AT&T or requested by BellSouth, including development costs and any interim progress payment, upon BellSouth's written request, AT&T agrees to negotiate an interim lump sum progress payment to compensate BellSouth for its reasonable, demonstrable and actual costs incurred in processing AT&T's BFR/NBR. The interim lump sum progress payment shall be calculated by determining the average between BellSouth's proposed price and AT&T's estimate of the price for processing its BFR/NBR. AT&T agrees to pay 50% of this amount as the interim lump sum progress payment. If AT&T's proposed price is less than 50% of BellSouth's proposed price, the average shall be calculated by assuming that AT&T's price is exactly 50% of BellSouth's proposed price.
- 1.9 Firm quote delivery. As soon as possible, but in no event later than sixty-five (65) calendar days after receipt of the request, BellSouth shall provide AT&T with a firm BFR/NBR response that will include, at a minimum, the firm availability date, the installation intervals, a binding price quote, which shall not exceed the Preliminary Analysis Range, and a final detailed breakdown of all costs supporting the final price.
- 1.10 Acceptance or rejection of firm quote. Within thirty (30) calendar days after receipt of the firm BFR/NBR response from BellSouth, AT&T will notify BellSouth in writing of its acceptance or rejection of BellSouth's proposal. If BellSouth receives no response to the firm quote from AT&T within the thirty day time frame, BellSouth shall issue a written request for confirmation that AT&T does not wish to proceed with the BFR/NBR. If BellSouth receives no response from AT&T within five (5) calendar days of its written request for confirmation, BellSouth may consider the BFR/NBR canceled. BellSouth may recover any costs incurred to the extent permitted under the provision of Section 1.2 of this Attachment 10.
- 1.11 Pricing Principles. Unless AT&T agrees otherwise, all proposed prices shall be derived in accordance with the Act and any applicable Commission rules and regulations. Payments for Services purchased under a BFR/NBR will be made as specified in this ~~Agreement~~ Attachment 10, unless otherwise agreed to by AT&T.

1.12

Amendment. Upon AT&T's acceptance of the firm quote by BellSouth, the parties shall amend the Agreement to incorporate the Services contemplated by the BFR/NBR. The amendment shall include all pertinent rates, terms and conditions and shall be filed with the appropriate regulatory commission pursuant to the requirements of the Act.



ATTACHMENT 11

ACRONYMS

ACRONYM	DEFINITION
AAA	American Arbitration Association
AABS	Automated Alternate Billing System (AABS)
ACAC	Access Customer Advocate Center
ADA	Americans with Disabilities Act
ADSL	Asynchronous Digital Subscriber Line
ADUF	Access Daily Usage File
AIN	Advanced Intelligent Network
ALEC	Alternative Local Exchange Carrier
ALI/DMS	Automatic Location Identification/Data Management Systems
AMA	Automatic Message Accounting
AMI	Alternate Marked Inversion
ANI	Automatic Number Identification
ANSI	American National Standards Institute
ASPR	AT&T Security Policy and Requirements
ASR	Access Services Request
ASWC	AT&T Serving Wire Center
ATIS	Alliance for Telecommunications Industry Solutions
ATM	Asynchronous Transfer Mode
BACR	Billing Account Cross Reference
BAN	Billing Account Number
BAPCO	BellSouth Advertising and Publishing Company
BAR	Billing Account Reference
BFR/NBR	Bona Fide Request/New Business Request
BLV	Busy Line Verification
BLV/BLI	Busy Line Verification/Busy Line Interrupt
BLV/BLVI	Busy Line Verification/Busy Line Verification Interrupt
BLV/ELI	Busy Line Verification/Emergency Line Interrupt
BNS	Billed Number Screening
BOC	Bell Operating Company
BOS	Billing Output Specifications
BRI	Basic Rate ISDN
BSWC	BellSouth Serving Wire Center
CABS	Carrier Access Billing Systems
CAMA	Centralized Automatic Message Accounting
CARE	Customer Account Record Exchange
CATS	Calling Card and Third Number Settlement System
CATV	Cable Television
CBOS	CABS Billing Output Specifications
CCC	Clear Channel Capability
CCITT	Consultative Committee on International Telegraph & Telephone
CCL	Common Carrier Line

CCS	Common Channel Signaling
CCSAS	Common Channel Signaling Access Service
CCSNIS	Common Channel Signaling Network Interface Specification
CERCLA	Comprehensive Environmental Response Compensation and Liability Act
CI	Customer Interface
CIC	Carrier Identification Code
CF/B	Call Forward on Busy
CF-B/DA	Call Forward on Busy/Don't Answer
CF/DA	Call Forward Don't Answer
CFR	Code of Federal Regulations
CPN	Calling Party Number
CLASS	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier
CLLIC	Common Language Location Identifier Code
CLUB	Customized Large User Bill
CMDS	Centralized Message Distribution System
CMRS	Commercial Mobile Radio Service
CNAM	Calling Name Delivery Database Service
CO	Central Office
CPE	Customer Premises Equipment
CPR	CPR Institute for Dispute Resolution
CRIS	Customer Record Information System
CSA	Contract Service Arrangement
CSIQ	Customer Service Information Query
CSOTS	Customer Service Order Trouble System
CSR	Customer Service Record
CT	Common Transport
CY	Current Year
DA	Directory Assistance
DADAS	Direct Access to Directory Assistance Service
DADS	Directory Assistance Database Service
DB	Database
DCC	Data Communications Channel
DCS	Digital Cross-Connect System
DDD	Desired Due Date
DID	Direct Inward Dialing
DLC	Digital Loop Carrier
DLR	Design Layout Record
DMOQs	Direct Measures of Quality
DN	Directory Numbers
DN-RI	Directory Number - Route Index
DS-0	Digital Signal Level Zero

DS-1	Digital Signal Level One
DS-3	Digital Signal Level Three
DRAM	Digital Recorded Announcement Machine
DSLAM	Digital Subscriber Line Access Multiplexer
DSN	Data Set Name
DSX	Digital Cross Connect
DT	Dedicated Transport
DTMF	Dual-Tone Multi Frequency
DTN	Destination Telephone Number
E&M	Ear & Mouth Signaling
EAMF	Equal Access Multi-Frequency
EBAS	Enhanced Billing and Access Service
EBCDIC	Extended Binary-Coded Decimal Interchange Code
ECTA	Exchange Carrier Trouble Analysis
EDI	Electronic Data Interface
EDI-PC	Electronic Data Interface – Personal Computer
EFT	Electronic Funds Transfer
EI	Electronic Interface
EI	Emergency Interrupt
ELI	Emergency Line Interrupt
EMI	Exchange Message Interface
EMR	Exchange Message Record
EO	End Office
EODUF	Enhanced Optional Daily Usage File
E/O	Electrical to Optical
EPA	Environmental Protection Agency
ESF	Extended Super Frame
ESIT	Exchange Service Interconnection Traffic
ESP	Enhanced Service Provider
ETTR	Estimated Time to Repair
FB	Flat Rate Business Line
FCC	Federal Communications Commission
FDI	Feeder Distribution Interface
FGA	Feature Group A
FGB	Feature Group B
FGD	Feature Group D
FL	Foreign Listing
FOC	Firm Order Confirmation
FR	Flat Rate Residential Line
FRS	Functional Requirements Specification
FSPOI	Facilities Signaling Point of Interconnection
GSST	General Subscriber Services Tariff
GTT	Global Title Translation
HDSL	High-bit-rate Digital Subscriber Line
HFC	Hybrid Fiber Coax

HVAC	Heating/Ventilation/Air Conditioning
IAM	Initial Address Message
IBC	Initial Billing Company
ID	Remote Identifiers
IDLC	Integrated Digital Loop Carrier
IEEE	Institute of Electrical and Electronic Engineers
IITP	Internetwork Interoperability Test Plan
ILEC	Incumbent Local Exchange Carrier
INC	Industry Numbering Committee
INP	Interim Number Portability
IOF	Interoffice Facility
IP	Internet Protocol
IPP	Independent Payphone Provider
ISDN	Integrated Services Digital Network
ISDNUP	Integrated Services Digital Network User Part
ISNI	Intermediate Signaling Network Identifier
ISP	Internet Service Provider
ISUP	Integrated Services User Part
ITU	International Telecommunications Union
IVS	Interactive Voice Subsystem
IVMS	Interswitch Voice Messaging Service
IXC	Interexchange Carrier
JIA	Joint Implementation Agreement
JIP	Jurisdiction Information Parameter
LATA	Local Access Transport Area
LCC	Line Class Code
LCSC	Local Carrier Service Center
LEC	Local Exchange Carrier
LENS	Local Exchange Navigation System
LERG	Local Exchange Routing Guide
LGX	Lightguide Cross-Connect
LIDB	Line Information Database
LNP	Local Number Portability
LPIC	Local (IntraLata) Primary Exchange Carrier
LRN	Local Routing Number
LRN-LNP	Local Routing Number-Local Number Portability
LRN-PNP	Local Routing Number-Permanent Number Portability
LSR	Local Service Request
LSSGR	LATA Switching Systems Generic Requirements
MDF	Main Distribution Frame
MDU	Multiple Dwelling Unit
MECAB	Multiple Exchange Carrier Access Billing
MECOD	Multiple Exchange Carrier Ordering and Design
MF	Multi-Frequency
MLT	Mechanized Loop Tests

MPB	Meet-Point Billing
MPOE	Minimum Point of Entry
MRVT	MTP Routing Verification Test
MSAG	Master Street Address Guide
MTA	Multiple Tandem Access
MTP	Message Transfer Port
MTTR	Mean Time to Repair
MWI	Message Waiting Indicator
NANC	North American Numbering Council
NAV	Network Applications Vehicle
NC	Network Cable
NEBS	Network Equipment Building System
NEC	National Electrical Code
NECA	National Exchange Carrier Association
NESC	National Electrical Safety Code
NGDLC	Next Generation Digital Loop Carrier
NICS	Non-Intercompany Settlement System
NID	Network Interface Device
NIU	Network Interface Unit
NPA	Numbering Plan Area
NPAC	Number Portability Administration Center
NRC	Non-recurring Charge
NTW	Network Terminating Wire
NXX	Three-Digit Central Office Code (N=2-9, X=0-9)
OAM	Operation and Maintenance
OAM&P	Operations Administration Maintenance & Provisioning
OBF	Ordering and Billing Forum
OC	Order Coordination
OC-TS	Order Coordination Time Specific
OC-N	Optical Circuit – (Number)
OCN	Operating Company Number
OSHA	Occupational Safety and Health Act
ODUF	Optional Daily Usage File
OLI	Originating Line Information
OMAP	Operations, Maintenance & Administration Part
ORT	Operational Readiness Test
OS	Operator Services
OSS	Operational Support Systems
OTS	Operator Transfer Service
PBX	Private Branch Exchange
PCBs	Polychlorinated biphenyls
PDH	Plesiochronous Digital Hierarchy
PIC	Primary Interexchange Carrier
PIN	Personal Identification Number
PIU	Percent Interstate Usage

PLU	Percent Local Usage
PNP	Permanent Number Portability
POI	Point of Interface
POI	Points of Interconnection
PON	Purchase Order Number
POP	Point of Presence
POT	Point of Termination
POTS	Plain Old Telephone Service
PSAP	Public Safety Answering Point
PSTN	Public Switched Telecommunications Network
PUC	Public Utilities Commission
RACF	Remote Access Call Forwarding
RAO	Revenue Accounting Office
RCF	Remote Call Forwarding
RCRA	Resource Conservation and Recovery Act
RI	Route Index
RIC	Residual Interconnection Charges
RI-PH	Route Index - Portability Hub
ROW	Right of Way
RSAG	Regional Street Address Guide
RSM	Remote Switch Module
RT	Remote Terminal
SAG	Street Address Guide
SBC	Subsequent Billing Company
SCCP	Signaling Connection Control Point
SCE	Service Creation Environment
SCE/SMS	Service Creation Environment and Service Management System
SCP	Service Control Points
SDH	Synchronous Digital Hierarchy
SEC LOC	Secondary Location
SECAB	Small Exchange Carrier Access Billing
SIC	Standard Industrial Code
SL1	Service Level One
SL2	Service Level Two
SMDI	Simplified Message Desk Interface
SMDI-E	Simplified Message Desk Interface - Enhanced
SMS	Service Management System
SONET	Synchronous Optical Network
SP	Signaling Point
SPID	Service Profile Identifier
SPNP	Service Provider Number Portability
SPNP-RCF	Service Provider Number Portability-Remote Call Forwarding
SPNP-LERG	Service Provider Number Portability-Local Exchange

	Routing Guide
SPNP-DID	Service Provider Number Portability-Direct Inward Dialing
SPNP-RI	Service Provider Number Portability-Route Indexing
SPOC	Single Point of Contact
SPOI	Signaling Point of Interconnection
SRVT	SCCP Routing Verification Test
SS7	Signaling System 7
SSP	Switching Service Point
STP	Signaling Transfer Point
STPS	Signaling Transfer Point Switch
STS	Synchronous Transport Signal
SWA	Interexchange Carrier Switched Access
TAFI	Trouble Analysis Facilitation Interface
TAG	Telecommunications Access Gateway
TC	Transaction Code
TCAP	Transaction Capabilities Application Port
TELRIC	Total Element Long Run Incremental Cost
TGSR	Trunk Group Service Request
TIA/EIA	Telecommunications Industries Association/Electronic Industries Association
TLN	Telephone Line Number
TNS	Transit Network Selection
TOPS	Traffic Operator Position System
TR	Technical Requirements
TS	Tandem Switching
TSGR	Transport System Generic Requirements
UCL	Unbundled Copper Loop
UDL	Unbundled Digital Loop
UDLC	Universal Digital Loop Carrier
UNE	Unbundled Network Element
USL	Unbundled Subloop
USLC	Unbundled Subloop Concentration System
USOC	Universal Service Order Code
UVL	Unbundled Voice-grade Loop
V&H	Vertical and Horizontal
WTN	Working Telephone Number
xDSL	Digital Subscriber Line

12

12

ATTACHMENT 12

NETWORK SECURITY

NETWORK SECURITY

- 1. Network Security – Protection of Service and Property**
- 1.1 BellSouth agrees to take reasonable and prudent steps to ensure adequate protection of AT&T property located with BellSouth Premises including, but not limited to:**
 - 1.1.1 Controlling all approved system and modem access through security servers. Access to, or connection with, a network element shall be established through a secure network or security gateway and/or firewall. Dial-up access to modems connected to network entry points must be protected by individual authentication of the user, e.g., via Network Access passwords, smart cards, tokens;**
 - 1.1.2 A security software package will be used, or at a minimum, perform manual checks that monitor user and machine integrity and confidentiality, such as password assignment and aging, directory and permission configuration, and system accounting data; and**
 - 1.1.3 Maintain accurate and complete records detailing the individual data connections and systems to which they have granted the other party access or interface privileges. These records will include, but are not limited to, login identification, user request records, system configuration, time limits of user access or system interfaces.**

13

Attachment 13
BAPCO Agreement

AGREEMENT

In consideration of the mutual promises contained herein, BellSouth Advertising & Publishing Corporation, a Georgia Corporation ("BAPCO") and AT&T Communications of the Southern States, Inc., a New York corporation ("AT&T") [OPEN BELLSOUTH] agree as follows:

1. **RECITALS.** BAPCO is the publisher of alphabetical and classified printed [OPEN BELLSOUTH] directories for certain communities in the southeastern region of the U.S. (the "Directories"). AT&T provides local exchange telephone service in communities in which BAPCO publishes Directories. BAPCO and AT&T hereby establish the terms by which BAPCO will include listings of AT&T customers in such Directories and by which BAPCO will provide such Directories to AT&T customers. BAPCO agrees that it will provide to AT&T services that are at least equal in quality to those services provided to BellSouth Telecommunications Inc. ("BellSouth"), its affiliates or [OPEN BELLSOUTH] other CLECs, and consistent with the provisions described in Section 5 of this Agreement. [OPEN BELLSOUTH]

2. Authority. BAPCO assumes the authority and agrees to perform the obligations delegated to it by BellSouth in Section 20 of the Interconnection Agreement dated _____ between AT&T and BellSouth. [OPEN BELLSOUTH]

3 **AT&T OBLIGATIONS.** AT&T agrees as follows:

(a) AT&T shall provide to BAPCO, or its designee, at AT&T's expense and at no charge, listing information concerning its subscribers (designating any who do not desire published listings), consisting of customer name, address, telephone number and all other information reasonably requested by BAPCO, including disconnect information, as set forth on Exhibit A for use by BAPCO or its affiliates or agents in publishing Directories. Such customer listing information shall be provided in the format set forth in Exhibit A, or as otherwise mutually agreed between the parties from time to time.

(b) AT&T shall also provide directory delivery information to BAPCO , or its designee [OPEN BELLSOUTH], as set forth in Exhibit A for all AT&T customers .

(c) AT&T shall advise BAPCO, or its designee [OPEN BELLSOUTH], promptly of any directory-related inquiries, requests or complaints which it may

receive from AT&T customers and shall provide reasonable cooperation to BAPCO in response to or resolution of the same.

(d) AT&T shall respond promptly regarding corrections or queries raised by BAPCO to process listing changes requested by customers.

4. BAPCO OBLIGATIONS.

(a) BAPCO shall include at no charge to AT&T or AT&T's customers one standard listing for each AT&T customer per line or per hunting group in BAPCO's appropriate local alphabetical Directory as published periodically by BAPCO unless nonlisted or unpublished status is designated by customers. Such listings shall be interfiled with the listings of other local exchange telephone company customers and otherwise published in the manner of such other listings in accordance with and subject to BAPCO's generally applicable publishing policies described in Section 5 below [OPEN BELLSOUTH], without designation or differentiation as to the subscriber's exchange carrier.

(b) BAPCO shall publish additional listings, foreign listings and all other alphabetical Directory listings offered by BellSouth for AT&T customers upon their request, consistent with BAPCO's publishing policies described in Section 5 below [OPEN BELLSOUTH], in BAPCO's alphabetical Directories. BAPCO shall publish all listings for all AT&T's customers in an identical manner and upon the same terms and conditions described in Section 5 below [OPEN BELLSOUTH].

(c) BAPCO will distribute its regularly published alphabetical and classified Directories to local AT&T customers on the same basis that BAPCO delivers Directories to BellSouth's, its affiliates or [OPEN BELLSOUTH] other CLEC's customers, and in accordance with BAPCO's publishing and delivery policies as described in Section 5 below [OPEN BELLSOUTH], including delivery following Directory publication and upon establishment of new AT&T service, if a current Directory for that geographic area has not previously been provided.

(d) BAPCO shall make available recycling services for Directories to AT&T customers under the same terms and conditions that BAPCO makes such services available to BellSouth's, its affiliates or other CLEC's customers [OPEN BELLSOUTH].

(e) BAPCO will include for AT&T, in the customer guide section of the Directory, not less than one full page of information about AT&T services, including addresses and telephone numbers for AT&T customer service

and AT&T's logo [OPEN BELLSOUTH] in the same manner as that included for all other carriers, information relating to establishment of service, repair and billing in the generic customer guide pages of its alphabetical Directories in accordance with BAPCO's **publishing policies as described in Section 5 below [OPEN BELLSOUTH]**. AT&T will provide information requested by BAPCO for such purposes on a timely basis. Any change or modification to the **form and [OPEN BELLSOUTH]** content AT&T provides to BAPCO for inclusion in the customer guide section of the Directory shall be approved by AT&T in advance.

(f) BAPCO shall make available at no charge to AT&T or its customers one listing for **each [OPEN BELLSOUTH]** AT&T business customer's primary listings in one appropriate heading in **the applicable [OPEN BELLSOUTH]** local classified directory as published periodically by BAPCO. Such listings shall be published according to BAPCO's **publishing policies as described in Section 5 below [OPEN BELLSOUTH]**.

(g) BAPCO shall solicit, accept and publish directory advertising from business customers of AT&T in communities for which BAPCO publishes classified Directories in the same manner and upon the same terms as it solicits, accepts and publishes advertising from advertisers who are not AT&T customers. Except for customer information actually published in a Directory, BAPCO shall not use any customer information provided to it by AT&T for the solicitation of business for other carriers.

(h) BAPCO shall not provide listing information relating to AT&T customers to other local exchange service providers or independent directory publishers without AT&T approval, except as may be required in relation to this Agreement or as otherwise required by law.

5. **PUBLISHING POLICIES.** BAPCO shall maintain full authority over its publishing schedules, policies, standards, and practices and over the scope and publishing schedules of its Directories. BAPCO shall provide AT&T, **on a quarterly basis [OPEN BELLSOUTH]**, with **notice of [OPEN BELLSOUTH]** changes to BAPCO's publishing policies that in BAPCO's judgment **could [OPEN BELLSOUTH]** affect AT&T's **performance of its obligations under this Agreement that support [OPEN BELLSOUTH]** BAPCO's publishing of listings for AT&T's customers. **However, such changes as contained in the quarterly notice may not take effect until the following quarter unless mutually agreed otherwise [OPEN BELLSOUTH]**. Such policy updates shall include, without limitation, the subjects described in Exhibit B

6. LIABILITY AND INDEMNITY.

(a) AT&T agrees to defend, indemnify and hold harmless BAPCO from all damages, claims, suits, losses or expenses, including without limitation reasonable costs and attorneys' fees, arising out of or resulting from any error in or omission of any residential or business listing for customers of AT&T to the extent such error or omission is caused by AT&T's failure to provide accurate customer information to BAPCO.

(b) BAPCO agrees to defend, indemnify and hold harmless AT&T from all damages, claims, suits, losses or expenses, including without limitation reasonable costs and attorneys' fees arising out of or resulting from: (i) any error in or omission of any paid advertising for customers of AT&T other than those errors caused by AT&T's failure to provide accurate customer information to BAPCO; provided, however, that BAPCO agrees that, where permitted by law, its advertising contracts with AT&T's customers shall limit liability of BAPCO and AT&T for errors and omissions to a rebate of advertising charges for the advertising containing the error or omission (inclusion of such limitation of AT&T's liability to be undertaken in BAPCO's normal course of business); or (ii) any error in or omission of any business listing for customers of AT&T to the extent such error or omission is caused by BAPCO's failure to publish correctly such customer information provided by AT&T; provided, however, that notwithstanding the foregoing, BAPCO's liability to AT&T for any claims relating to or arising from errors in or omissions of residential customers listings shall be limited to One Dollar (\$1.00) for each such claim.

(c) Except as provided above each party agrees to defend, indemnify and hold harmless the other from damages, claims, suits, losses or expenses, including without limitation reasonable costs and reasonable attorney's fees, to the extent of such party's relative fault, arising out of or resulting from any error, omission or act of such party hereunder. Each party shall notify in writing the other promptly of any act or omission which may give rise to a claim hereunder, and of any claim or suit arising hereunder. Each party shall provide reasonable and timely cooperation in its resolution of any claim or lawsuit arising hereunder. Without waiver of any rights hereunder, the indemnified party may at its expense undertake its own defense in any such claim or suit.

(d) Notwithstanding anything in this Section 5 to the contrary, in no event shall either party be liable to the other or to any third party for any special, incidental or consequential damages or any loss of profits.

(e) AT&T agrees to include in any local service tariff it files a provision limiting its liability and that of BAPCO, for any claims relating to directory listings or advertisements, to the customers cost of local service or to the charge for any such listing, whichever is less.

7. **TERM.** This Agreement shall be effective on the date of the last signature hereto and shall remain in effect for a term of three [OPEN BELLSOUTH] years, concurrent with the Interconnection Agreement dated _____ between AT&T and BellSouth [OPEN BELLSOUTH], and shall relate to Directories published by BAPCO during such period. Thereafter, it shall continue in effect unless terminated by either party upon sixty (60) days prior written notice.

8. **ASSIGNMENT.** This Agreement shall be binding upon any successors or assigns of the parties during its term.

9. **RELATIONSHIP OF THE PARTIES.** This Agreement does not create any joint venture, partnership or employment relationship between the parties or their employees, and the relationship between the parties shall be that of an independent contractor. There shall be no intended third party beneficiaries to this Agreement.

10. **NONDISCLOSURE**

(a) During the term of this Agreement it may be necessary for the parties to provide each other with certain information ("Information") considered to be private or proprietary. The recipient shall protect such Information from distribution, disclosure or dissemination to anyone except its employees or contractors with a need to know such Information in conjunction herewith, except as otherwise authorized in writing. All such Information shall be in writing or other tangible form and clearly marked with a confidential or proprietary legend. Information conveyed orally shall be designated as proprietary or confidential at the time of such oral conveyance and shall be reduced to writing within forty-five (45) days.

(b) The parties will not have an obligation to protect any portion of Information which: (1) is made publicly available lawfully by a nonparty to this Agreement; (2) is lawfully obtained from any source other than the providing party; (3) is previously known without an obligation to keep it confidential; (4) is released by the providing party in writing; or (5) commencing two (2) years after the termination date of this Agreement if such Information is not a trade secret under applicable law.

(c) Each party will make copies of the Information only as necessary for its use under the terms hereof, and each such copy will be marked with the same proprietary notices as appear on the originals. Each party agrees to use the Information solely in support of this Agreement and for no other purpose.

11. **FORCE MAJEURE.** Neither party shall be responsible to the other for any delay or failure to perform hereunder to the extent caused by fire, flood, explosion, war, strike, riot, embargo, governmental requirements, civic or military authority, act of God, or other similar cause beyond its reasonable control. Each party shall use best efforts to notify the other promptly of any such delay or failure and shall provide reasonable cooperation to ameliorate the effects thereof.

12. **PUBLICITY.** Neither party shall disclose the terms of this Agreement nor use the trade names or trademarks of the other without the prior express written consent of the other.

13. **REPRESENTATIVES AND NOTICES.**

(a) Each party shall name one or more representatives for contacts between the parties which shall be authorized to act on its behalf. Such representatives may be changed from time to time upon written notice to the other party.

(b) Notices required by law or under this Agreement shall be given in writing by hand delivery, certified or registered mail, or by facsimile followed by certified or registered mail, addressed to the named representatives of the parties with copies to:

If to BAPCO:	Director-LEC/BST Interface BellSouth Advertising & Publishing Corporation Room 270 59 Executive Park South Atlanta, GA 30329
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With Copy to:	Vice President and General Counsel BellSouth Advertising & Publishing Corporation Room 430 59 Executive Park South Atlanta, GA 30329
---------------	--

If to AT&T:	Bill C. Peacock Director – Local Services & Access
-------------	---

Management
Room 12254
1200 Peachtree St., N.E.
Atlanta, GA 30309

With Copy to:

James P. Campbell
Chief Commercial Attorney
Suite 8100
1200 Peachtree St., NE
Atlanta, GA 30309

14. **MISCELLANEOUS.** This Agreement represents the entire Agreement between the parties with respect to the subject matter hereof and supersedes any previous oral or written communications, representations, understandings, or agreements with respect thereto. It may be executed in counterparts, each of which shall be deemed an original. All prior and contemporaneous written or oral agreements, representations, warranties, statements, negotiations, and / or understandings by and between the parties, whether express or implied, are superseded, and there are no representations or warranties, either oral or written, express or implied, not herein contained. This Agreement shall be governed by the laws of the state of Georgia.

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives in one or more counterparts, each of which shall constitute an original, on the dates set forth below.

BELLSOUTH ADVERTISING &
PUBLISHING CORPORATION

AT&T Communications of
the Southern States, Inc.

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

EXHIBIT A

ACCOUNT INFORMATION SECTION (Items in this section are mandatory)

1. **Main Telephone Number**: Main line of telephone service that all other numbers are associated to. (Area Code/NXX/Line Numbers)
2. **Published Telephone Number**: Telephone number to appear in the directory.
3. **Old Telephone Number**: If the number is changing, enter the OLD Telephone Number.
4. **Type of Directory Service**: Bus (Business) or Res (Residence)
5. **Order Type**: N – New connect order; D – Disconnect service order; C – Change of listings; R – Directory delivery only.
6. **Due Date**: Date that service is requested.
7. **Carrier name**: The name of the local exchange AT&T and operating company code.
8. **Carrier Number**: Operating Company Number.

PRIMARY LISTING INFORMATION SECTION (Items in this section are mandatory)

9. **Listed Name**: The way the listing is to appear in the directory. (maximum 1000 characters – including spaces) Caption arrangements should be formatted per guidelines. Non-Pub or Non-List situations should be indicated.
10. **Listed Address**: Current address may include street number – street name, city, state, and zip code. (Note: P.O. Box or Route not acceptable). Omitted address shown as (OAD). (maximum 250 characters)
11. **Service Address**: Physical location of the telephone.
12. **Community Name**: The name of the community where the listing appears. (i.e.: the Atlanta Directory may have a Community name of Buckhead).
13. **Zip code**: 5 or 9 character code.
14. **Yellow Pages Heading**: The Yellow Page heading where customer wants his listing to appear. (Valid for Business Primary Listings only).
15. **Directory Name**: Name of the directory where Customer desires listing to appear (including town section if applicable). If consistent with existing central office and directory configuration, listing will be included. If different, a Foreign Listing will be charged. Directory appearance entitled free is based on the central office prefix. Entitlement for appearance in other directories will be at the rate of a Foreign Listing (FL).

BILLING INFORMATION SECTION (Items in this section are requested but optional)

16. **Billing**: Name to appear on bill.
17. **Billing Address**: Street number, street name, city, state, zip.
18. **Contact Telephone Number**: Telephone number to contact regarding billing.
19. **Responsible Person**: Owner's name or partners' names or 2 corporate officers.
20. **Type of Ownership**: Sole owner; Partnership or Corporation.
21. **Tax ID Number or Social Security Number**: If sole owner, must have social security number.

DIRECTORY DELIVERY INFORMATION SECTION (Items in this section are mandatory)

- 22. **Name**: Personal or business name.
- 23. **Delivery Address**: Street number, street name, city, state, zip code of where directories are to be delivered.
- 24. **Directory (Book ID)**: Bolt code of the directory/
- 25. **Number of books now**: for immediate delivery/replacement.
- 26. **Number of books annually**: 0-3 residence, 0-5 business, then negotiated.

REMARKS SECTION (As Required)

- 27. **Remarks**: Free flow field used by AT&T for any additional information

Exhibit B

BAPCO Deliverables

Publication Schedules

BAPCO will provide to AT&T an **electronic** [OPEN BELLSOUTH] copy of the publication schedules for all directories within the areas served by the AT&T. This schedule will include the name of the directory, the directory bolt code, the business office close date and the issue date. The business office close date represents the last day to receive activity for appearance in the subsequent directory. This date also represents the close date for advertising activity into the Yellow Pages.

The issue date represents the mid point of delivery of the new directory and the date at which new directory billing will begin for the directory being delivered. The length of the delivery period will vary depending upon the size of directory.

Yellow Pages Headings

BAPCO will provide an **electronic** version of the Yellow Pages Heading file which will include all Yellow Pages headings allowed by BAPCO, the Yellow Pages heading code and the associated SIC code. This material would be utilized to assist the business customer in identifying where they would like representation in BAPCO's classified Yellow Pages directories.

Coverage Maps

BAPCO will provide a coverage map for its major directories identifying broadly the geographic area served by the major directory. These maps will be provided only for the major directories in the area served by AT&T.

Central Office Table

BAPCO will provide two **electronic** versions of what is called the ABC table. Version 1 of this report, identifies by NPA and in sequence by central office in which directory a customer is entitled to appear. Version 2 of this report reflects the directory name and all central offices appearing within that directory.

Listing Specifications

BAPCO will provide a condensed **electronic** version of listing specifications reflecting the rules and regulations regarding listing appearance in both the white and yellow pages.

Abbreviation Table

BAPCO will provide an **electronic** copy of the standard abbreviations utilized for given names, titles of address, titles of lineage, military titles, degrees and professional affiliations standards. This information can be used to assist in effectively processing various listed name requests.

Foreign Directory Name Table

BAPCO will provide a list of all foreign directory names to be used in the processing of foreign listing requests. This field is a required element in the establishment of foreign listings.

Customer Guide Pages Appearance Procedures

BAPCO will provide free listing appearance under the areas of Establishing Service, Billing and Repair in the Customer Guide Section of the White Pages for directories where a AT&T operates. These procedures identify how to get your listing to appear and procedures for purchasing LEC specific pages.

14

ATTACHMENT 14

DISAGREE

DISAGREETABLE OF CONTENTS

ALTERNATIVE DISPUTE RESOLUTION

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ALTERNATIVE DISPUTE RESOLUTION

1. Purpose

Attachment 14 provides for the expeditious, economical, and equitable resolution of disputes between BellSouth and AT&T arising under this Agreement.

2. Exclusive Remedy

2.1 Negotiation and arbitration under the procedures provided herein shall be the exclusive remedy for all disputes between BellSouth and AT&T arising under or related to this Agreement including its breach, except for: (i) disputes arising pursuant to Attachment 6, Connectivity Billing; and (ii) disputes or matters for which the Telecommunications Act of 1996 specifies a particular remedy or procedure. Except as provided herein, BellSouth and AT&T hereby renounce all recourse to litigation and agree that the award of the arbitrators shall be final and subject to no judicial review, except on one or more of those grounds specified in the Federal Arbitration Act (9 USC §§ 1 et seq.), as amended, or any successor provision thereto. The exclusive remedy set forth in this Section shall in no way limit either Party's right to bring a claim in another forum arising under Federal or state laws or statutes, including but not limited to any antitrust claim. (AT&T 12/9/99)

2.1.1 If, for any reason, certain claims or disputes are deemed to be non-arbitrable, the non-arbitrability of those claims or disputes shall in no way affect the arbitrability of any other claims or disputes.

2.1.2 If, for any reason, the Federal Communications Commission or any other federal or state regulatory agency exercises jurisdiction over and decides any dispute related to this Agreement or to any BellSouth tariff and, as a result, a claim is adjudicated in both an agency proceeding and an arbitration proceeding under this Attachment 14, the following provisions shall apply:

2.1.2.1 To the extent required by law, the agency ruling shall be binding upon the Parties for the limited purposes of regulation within the jurisdiction and authority of such agency.

2.1.2.2 The arbitration ruling rendered pursuant to this Attachment 14 shall be binding upon the Parties for purposes of establishing their respective contractual rights and obligations under this Agreement, and for all other purposes not expressly precluded by such agency ruling.

3. Informal Resolution of Disputes

3.1 The Parties to this Agreement shall submit any and all disputes between BellSouth and AT&T for resolution to an Inter-Company Review Board consisting of one representative from AT&T at the Director-or-above level and one representative from BellSouth at the Vice-President-or-above level (or at such lower level as each Party may designate).

3.2 The Parties may enter into a settlement of any dispute at any time.

4. Initiation of an Arbitration

Except for Disputes Affecting Service, if the Inter-Company Review Board is unable to resolve the dispute within thirty (30) days (or such longer period as agreed to in writing by the Parties) of such submission, and the Parties have not otherwise entered into a settlement of their dispute, either Party may initiate an arbitration in accordance with the CPR Institute for Dispute Resolution ("CPR") Rules for Non-Administered Arbitration and business disputes ("the CPR Rules").

If the Inter-Company Review Board provided for in Section 3 of this Attachment 14 is unable to resolve a Dispute Affecting Service within two (2) business days (or such longer period as agreed to in writing by the Parties) of such submission, and the Parties have not otherwise entered into a settlement of their dispute, either Party, may, through its representative on the Inter-Company Review Board, request arbitration of what in good faith is believed to be a Dispute Affecting Service in accordance with the requirements of Section 9 of this Attachment 14, with the consent of the other party, which consent shall not be unreasonably withheld. Any dispute not resolved in accordance with Section 9 of this Attachment 14 shall be resolved as if it were not a Dispute Affecting Service.

5. Governing Rules for Arbitration

5.1 The rules set forth below and the CPR Rules shall govern all arbitration proceedings initiated pursuant to this Attachment; however, such arbitration proceedings shall not be conducted under the auspices of the CPR Rules unless the Parties mutually agree. Where any of the rules set forth herein conflict with the rules of the CPR Rules, the rules set forth in this Attachment shall prevail.

6. Appointment and Removal of Arbitrators for the Disputes other than the Disputes Affecting Service Process

6.1 Each arbitration conducted pursuant to this Section shall be conducted before a panel of three Arbitrators, each of whom shall meet the qualifications set forth herein. Each Arbitrator shall be impartial, shall not have been employed by or affiliated with any of the Parties hereto or any of their respective Affiliates and shall possess substantial legal, accounting, telecommunications, business or other professional experience relevant to the issues in dispute in the arbitration as stated in the notice initiating such proceeding. The panel of arbitrators shall be selected as provided in the CPR Rules.

6.2 The Parties may, by mutual written agreement, remove an Arbitrator at any time, and shall provide prompt written notice of removal to such Arbitrator.

6.3 In the event that an Arbitrator resigns, is removed pursuant to Section 6.2 of this Attachment 14, or becomes unable to discharge his or her duties, the Parties shall, by mutual written Agreement, appoint a replacement Arbitrator within thirty (30) days after such resignation, removal, or inability, unless a different time period is mutually agreed upon in writing by the Parties. Any matters pending before the Arbitrator at the time he or she resigns, is removed, or becomes unable to discharge his or her duties, will be assigned to the replacement Arbitrator as soon as the replacement Arbitrator is appointed.

7. Duties and Powers of the Arbitrators

The Arbitrators shall receive complaints and other permitted pleadings, oversee discovery, administer oaths and subpoena witnesses pursuant to the United States Arbitration Act, hold hearings, issue decisions, and maintain a record of proceedings. The Arbitrators shall have the power to award any remedy or relief that a court with jurisdiction over this Agreement could order or grant, including, without limitation, the awarding of damages, pre-judgment interest, specific performance of any obligation created under the Agreement, issuance of an injunction, or imposition of sanctions for abuse or frustration of the arbitration process, except that the Arbitrators may not: (i) award punitive damages; (ii) or any remedy rendered unavailable to the Parties pursuant to Section 10.3 of the General Terms and Conditions of the Agreement; or (iii) limit, expand, or otherwise modify the terms of this Agreement.

8. Discovery and Proceedings

8.1 BellSouth and AT&T shall attempt, in good faith, to agree on a plan for discovery. Should they fail to agree, either BellSouth or AT&T may request a joint meeting or conference call with the Arbitrators. The Arbitrators shall resolve any disputes between BellSouth and AT&T, and such resolution with

respect to the scope, manner, and timing of discovery shall be final and binding.

- 8.2 The Parties shall facilitate the arbitration by: (i) making available to one another and to the Arbitrators, on as expedited a basis as is practicable, for examination, deposition, inspection and extraction all documents, books, records and personnel under their control if determined by the Arbitrators to be relevant to the dispute; (ii) conducting arbitration hearings to the greatest extent possible on successive days; and (iii) observing strictly the time periods established by the CPR Rules or by the Arbitrators for submission of evidence or briefs.

9. Resolution of Disputes Affecting Service

9.1 Purpose

This Section 9 describes the procedures for an expedited resolution of disputes between BellSouth and AT&T arising under this Agreement which directly affect the ability of a Party to provide uninterrupted, high quality services to its customers at the time of the dispute and which cannot be resolved using the procedures for informal resolution of disputes contained in this attachment of the Agreement.

9.2 Appointment and Removal of Arbitrator

- 9.2.1 A sole Arbitrator will preside over each dispute submitted for arbitration under this Section 9.

- 9.2.2 The Parties shall appoint three (3) Arbitrators who will serve for the term of this Agreement, unless removed pursuant to Section 9.2.3 of this Attachment 14. The appointment and the order in which Arbitrators shall preside over Disputes Affecting Service will be made by mutual agreement in writing within thirty (30) days after the Effective Date.

- 9.2.3 The Parties may, by mutual written agreement, remove an Arbitrator at any time, and shall provide prompt written notice of removal to such Arbitrator.

- 9.2.4 In the event that an Arbitrator resigns, is removed pursuant to Section 9.2.3 of this Attachment 14, or becomes unable to discharge his or her duties, the Parties shall, by mutual written Agreement, appoint a replacement Arbitrator within thirty (30) days after such resignation, removal, or inability, unless a different time period is mutually agreed upon in writing by the Parties. Any matters pending before the Arbitrator at the time he or she resigns, is removed, or becomes unable to discharge his or her duties, will be assigned to the Arbitrator whose name appears next in the alphabet.

9.3 Initiation of Disputes Affecting Service Process.

- 9.3.1** A proceeding for arbitration under this Section 9 will be commenced by a Party ("Complaining Party") after following the process provided for in Section 4 of this Attachment 14 by filing a complaint with the Arbitrator and simultaneously providing a copy to the other Party ("Complaint").
- 9.3.2** Each Complaint will concern only the claims relating to an act or failure to act (or series of related acts or failures to act) of a Party which affect the Complaining Party's ability to offer a specific service (or group of related services) to its customers.
- 9.3.3** A Complaint may be in letter or memorandum form and must specifically describe the action or inaction of a Party in dispute and identify with particularity how the complaining Party's service to its customers is affected.

9.4 Response to Complaint

A response to the Complaint must be filed within five (5) business days after service of the Complaint.

9.5 Reply to Complaint

A reply is permitted to be filed by the Complaining Party within three (3) business days of service of the response. The reply must be limited to those matters raised in the response.

9.6 Discovery

The Parties shall cooperate on discovery matters as provided in Section 8 of this Attachment 14, but following expedited procedures.

9.7 Hearing

- 9.7.1** The Arbitrator will schedule a hearing on the Complaint to take place within twenty (20) business days after service of the Complaint. However, if mutually agreed to by the Parties, a hearing may be waived and the decision of the Arbitrator will be based upon the papers filed by the Parties.
- 9.7.2** The hearing will be limited to four (4) days, with each Party allocated no more than two (2) days, including cross examination by the other Party, to present its evidence and arguments. For extraordinary reasons, including the need for extensive cross-examination, the Arbitrator may allocate more time for the hearing.

In order to focus the issues for purposes of the hearing, to present initial views concerning the issues, and to facilitate the presentation of evidence, the Arbitrator has the discretion to conduct a telephone prehearing conference at a mutually convenient time, but in no event later than three (3) days prior to any scheduled hearing.

Each Party may introduce evidence and call witnesses it has previously identified in its witness and exhibit lists. The witness and exhibit lists must be furnished to the other Party at least three (3) days prior to commencement of the hearing. The witness list will disclose the substance of each witness' expected testimony. The exhibit list will identify by name (author and recipient), date, title and any other identifying characteristics the exhibits to be used at the arbitration. Testimony from witnesses not listed on the witness list or exhibits not listed on the exhibit list may not be presented in the hearing.

9.7.3 The Parties will make reasonable efforts to stipulate to undisputed facts prior to the date of the hearing.

9.7.4 Witnesses will testify under oath and a complete transcript of the proceeding, together with all pleadings and exhibits, shall be maintained by the Arbitrator.

9.8 Decision

9.8.1 The Arbitrator will issue and serve his or her decision on the Parties within five (5) business days of the close of the hearing or receipt of the hearing transcript, whichever is later.

9.8.2 The Parties agree to take the actions necessary to implement the decision of the Arbitrator immediately upon receipt of the decision.

10. Privileges

10.1 Although conformity to certain legal rules of evidence may not be necessary in connection arbitrations initiated pursuant to this Attachment, the Arbitrators shall, in all cases, apply the attorney-client privilege and the work product immunity.

10.2 At no time, for any purposes, may a Party introduce into evidence or inform the Arbitrators of any statement or other action of a Party in connection with negotiations between the Parties pursuant to the Informal Resolution of Disputes provision of this Attachment 14.

11. Location of Hearing

Unless both Parties agree otherwise, any hearing under this Attachment 14 shall take place in Atlanta, Georgia.

12. Decision

The Arbitrator(s) decision and award shall be final and binding, and shall be in writing unless the Parties mutually agree to waive the requirement of a written opinion. Judgment upon the award rendered by the Arbitrator(s) may be entered in any court having jurisdiction thereof. Either Party may apply to the

United States District Court for the district in which the hearing occurred for an order enforcing the decision. Except for Disputes Affecting Service, the Arbitrators shall make their decision within ninety (90) days of the initiation of proceedings pursuant to Section 4 of this Attachment, unless the Parties mutually agree otherwise.

13. Fees

13.1 The Arbitrator(s) fees and expenses that are directly related to a particular proceeding shall be paid by the losing Party. In cases where the Arbitrator(s) determines that neither Party has, in some material respect, completely prevailed or lost in a proceeding, the Arbitrator(s) shall, in his or her discretion, apportion expenses to reflect the relative success of each Party. Those fees and expenses not directly related to a particular proceeding shall be shared equally. In the event that the Parties settle a dispute before the Arbitrator(s) reaches a decision with respect to that dispute, the Settlement Agreement must specify how the Arbitrator(s)' fees for the particular proceeding will be apportioned.

13.2 In an action to enforce or confirm a decision of the Arbitrator(s), the prevailing Party shall be entitled to its reasonable attorneys' fees, expert fees, costs, and expenses.

14. Confidentiality

14.1 BellSouth, AT&T, and the Arbitrator(s) will treat any arbitration proceeding, including the hearings and conferences, discovery, or other related events, as confidential, except as necessary in connection with a judicial challenge to, or enforcement of, an award, or unless otherwise required by an order or lawful process of a court or governmental body.

14.2 In order to maintain the privacy of all arbitration conferences and hearings, the Arbitrator(s) shall have the power to require the exclusion of any person, other than a Party, counsel thereto, or other essential persons.

14.3 To the extent that any information or materials disclosed in the course of an arbitration proceeding contains proprietary or confidential information of either Party, it shall be safeguarded in accordance with Section 18 of the General Terms and Conditions of the Agreement. However, nothing in Section 18 of the General Terms and Conditions of the Agreement shall be construed to prevent either Party from disclosing the other Party's Information to the Arbitrator in connection with or in anticipation of an arbitration proceeding. In addition, the Arbitrators may issue orders to protect the confidentiality of proprietary information, trade secrets, or other sensitive information.

15. Service of Process

Except as provided in Section 9.3.1 of this Attachment 14, service may be made by submitting one copy of all pleadings and attachments and any other documents requiring service to each Party and one copy to the Arbitrator. Service shall be deemed made (i) upon receipt if delivered by hand; (ii) after three (3) business days if sent by first class U.S. mail; (iii) the next business day if sent by overnight courier service; or (iv) upon confirmed receipt if transmitted by facsimile. If service is by facsimile, a copy shall be sent the same day by hand delivery, first class U.S. mail, or overnight courier service.

- 15.1 Service by AT&T to BellSouth and by BellSouth to AT&T at the address designated for delivery of notices in this Agreement shall be deemed to be service to BellSouth or AT&T, respectfully.

CERTIFICATE OF SERVICE

This is to certify that a copy of "AT&T's Petition for Arbitration of Rates, Terms and Conditions with BellSouth Telecommunications, Inc., Under the Telecommunications Act of 1996" has been served upon the parties of record by depositing a copy of same in the U.S. Mail, postage prepaid, addressed as follows:

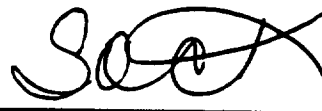
Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue, Room 520
Atlanta, GA 30334-5701

Jim Hurt, Director
Consumers' Utility Counsel Division
2 Martin Luther King, Jr. Drive
Suite 356, Plaza Level, East Tower
Atlanta, GA 30334

Dan Walsh
Assistant Attorney General
Department of Law
40 Capitol Square
Suite 132
Atlanta, GA 30334

Fred McCallum Jr
BellSouth Telecommunications
Suite 376, 125 Perimeter Center West
Atlanta, GA 30346

This 4th day of February, 2000.



Suzanne W. Ockleberry