WKM-6 a-b

Exhibit No. WKM – 6 a-b

Turn Up – Designed Inside Cut Only, Conversions

Network Services – Carrier Services

Copyright

June, 1999 - December, 2000

James Ennis, Manager
205/714–0191

Contents

Subject **Page**

Introduction

Purpose

This document presents the purpose, scope, responsibilities and actions associated with the turn-up of CWINS/ UNE Center Designed Inside-Cut-Only Conversion Orders.

Version Information

Table A Revision History

Chapter	Action Request #	Date/Issue	Description
new section	N/A	December 15, 2000 / 2f	Update to add section on time specific negotiation
Step Action Table, Step #26	AR 1875	November 28, 2000 / 2e	Update to change action taken for listing orders in HC status. Update by Jim Ennis.
ALL	N/A	September 18, 2000 / 2d	Update to true documentation rkw
Step Action Table	AR 2449	August 01, 2000 / 2c	Correct link in step action table RKW
Step Table, Step #12 Note	N/A	June 5, 2000 / 2d	Changes per Glen Miller to establish conversion time specific goal.
Flow and Step Tables	N/A	May 08, 2000 / 2c	Changes by Glen Miller to update per latest CO/WINS/UNEC M&P.
Title page and title	N/a	March 9, 2000 / 2b	Added id quik15 to titlepage tag for linking from external documents. Also changed title to be more consistent with other provisioning work instructions.
Para. 1.2 and step 27 of step table	AR1968	March 3, 2000 / 2a	Included references to Job Aid for Provisioning Performance Review.
1.3	1793	January 28, 2000 / 2	Revised step #23 in table so it will link to WINS/UNEC acceptance policy instead of control office practice for TR administration (WBL)
All	N / A	November 10, 1999 / 1c	General Revision

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Table A Revision History (continued)

Chapter	Action Request #	Date/Issue	Description
Order Turn-Up	1478 & 1479 & 1498	08/24/99 / 1b	Revised step action table to step 25 & 26 to
All	n/a	7/5/99 / 1a	Revised step table
All	n/a	6/1/1999 / 1	New document

1. Order Turn-Up

1.1 Purpose/Scope

This document presents the steps and associated actions required to successfully complete turn-up of CWINS/ UNE Center Designed Inside-Cut-Only Conversion Orders.

1.2 Responsibilities

This document describes the responsibilities of the Electronic Technician (ET) and/or Maintenance Administrator (MA) in turning up Center Designed Inside-Cut-Only Conversion Orders. Also refer to JA-PETT-001, Job Aid for Provisioning Performance Review, requirements.

1.3 Requirements

1.3.1 Steps for Turning Up CWINS/ UNE Center Designed Inside-Cut-Only Conversion Orders

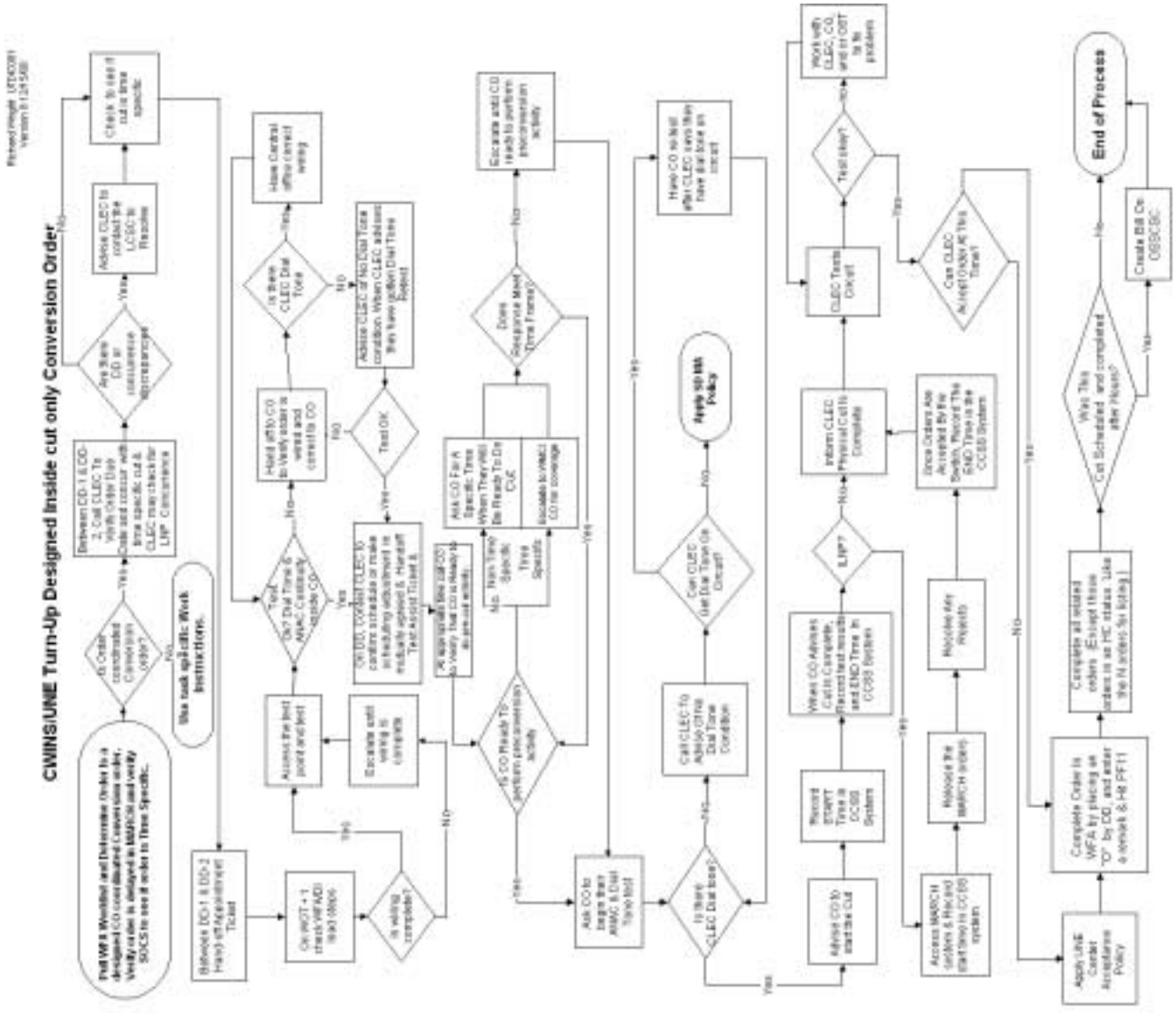

Figure 1 Inside Cut Only Conversion

The ET/MA will complete the following actions:

Step	Action	If / Then
1	Pull WFA worklist and determine if order is a designed CO coordinated conversion order. Verify that the order is delayed in MARCH and verify SOCS to see if order is Time Specific.	If order is a coordinated conversion order Proceed to next step. If order is not a coordinated conversion order refer to task specific work instructions.
2	Between Due Date-1 and Due Date-2, call CLEC to verify order Due Date and content. CLEC may check for LNP Concurrence. Are there Due Date discrepancies?	If no, proceed to next step. If yes, advise CLEC to contact the LCSC to get discrepancy resolved. Once resolved proceed to next step.
3	Check to see if order is Time specific. (see note below for ***Time Specific)	Proceed to next step
4	Between Due Date-1 and Due Date-2 handoff an appointment ticket to the Central Office.	Proceed to next step.
5	On WOT+1, check WFA/DI load steps. Is wiring complete?	If yes, proceed to next step. If no, escalate, according to escalation procedure, until wiring is complete. Then proceed to next step.
6	Access test point and test. Does circuit test okay? Dial Tone and continuity inside CO?	If yes, skip to Step 10. If no, proceed to next step.
7	Handoff to CO to verify order is wired and correct to CO. Is there CLEC dial tone?	If yes, have CO correct the problem and return to step 6. If no, advise CLEC of no-dial-tone condition and when CLEC advises they have gotten Dial Tone, retest circuit, and proceed to next step.
8	Does circuit test OK?	If yes, proceed to next step If no, return to step 7.

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Step	Action	If / Then
9	On DD, contact CLEC to confirm schedule or make scheduling adjustment if mutually agreed, Hand-off a Test Assist Ticket, work type IA, to the CO. Call CO to advise that you are ready to do the cut. Is the CO ready to perform preconversion activity?	If yes, Skip to Step 12. If no, and order is not time specific, proceed to next step. If no, and order is Time Specific, escalate to WMC/CO for coverage, proceed to next step
10	Ask CO for a specific time when they will be ready to do the cut.	Proceed to next step.
11	Does response meet required time frame?	If no, escalate according to Escalation Procedure until CO is ready to perform preconversion activity, proceed to next step. If yes, proceed to next step.
12	Ask CO to begin their ANAC and Dial Tone test.	
13	Is there CLEC dial tone?	If yes, Advise the CO will START the cut. Skip to step 15. If no, advise CLEC of no-dial-tone condition and proceed to next step.
14	Can the CLEC get dial tone on the circuit?	If yes, have the CO retest the circuit and return to step 13. If no, apply SD/MA policy. **END OF PROCESS**
15	Record the START time in the CCSS system. **Note:** Note: For Time Specific Conversions the WINS/UNEC goal is to begin the conversion at the scheduled time; however, we will use best effort to begin the conversion within +/- 15 Min. of the scheduled time.	
16	When CO advises cut is complete, record test results and the END time in the CCSS system.	

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Step	Action	If / Then
17	Is the order ILNP?	If yes, access MARCH system and record start time in the CCSS system. If no, proceed to step 21.
18	Release the MARCH orders	
19	Resolve any rejects.	
20	Once order is accepted by the switch, record the END time in the CCSS system.	Proceed to next step.
21	Inform CLEC that the physical cut is complete	
22	CLEC tests circuit. Does the circuit test okay?	If yes, skip to step 24. If no, proceed to next step.
23	Work with CLEC, CO, and or OST to fix problem.	Return to step 22.
24	Can the CLEC accept the order at this time?	If yes, proceed to next step. If no, apply the UNE center acceptance policy and proceed to next step.
25	Complete order in WFA by placing an "O" by the Due Date and enter a remark and Depress PF11. **Note:** Ensure all entries are complete per additional Responsibilities and Requirements found in JA-PETT-001 , Job Aid for Provisioning Performance review.	

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Step	Action	If / Then
26	Complete all related orders. (Except those orders in an HC status. Like the N orders for listing.) **Note: If the order was for LNP, access the MARCH system and run the disconnect order** .	
27	Was this cut scheduled and completed afterhours?	If yes, create a bill on the OSSCSC screen **END OF PROCESS** If no this is the **END OF PROCESS**

This completes the turn up of CWINS/ UNE Center Designed Inside-Cut-Only Conversion Orders.

1.4 *** Time Specific*** Negotiate The Time for the Conversion of Service

Due to contract negotiations the CLECs have the opportunity to specify a time window for the cutover (Time Specific Conversions). In order to prevent miscommunications, 24/48 hours prior to Due Date, BellSouth will contact the CLECs and confirm agreement to Time Specific schedule or **mutually** renegotiate Time Specific schedule to meet load/force capabilities. **Mutually agreed** Time Specific schedule changes on the due date are not recommended but are acceptable to allow flexibility to meet the service order due date. All Time Specific schedule confirmations and mutually agreed reschedules must be documented in the WFA log and be accurately entered into CCSS to reflect the confirmed or mutually agreed Time Specific scheduled time.

A single CLEC request for multiple Time Specific conversions in a single central office at the same time should be negotiated for a sequential order conversion in order of CLEC preference, if requested. WFA log documentation should reflect this agreement and subsequent orders should have WFA log entries identifying the association with the first order in the conversion sequence. The Time Specific scheduled time in CCSS for the first conversion in the sequence must represent the CLEC requested schedule time or mutually negotiated schedule time. All following sequential order schedule times should be entered into CCSS to match the actual conversion start time.

Note: Individual CLEC contract language may differ slightly from the stated process and should be reviewed if necessary. The contract agreement supersedes any difference in the stated process and will be followed.

Turn Up – Non-Designed Inside-Cut-Only Coordinated Conversion

Network Services – Customer Services

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June, 1999 - December, 2000

James Ennis, Manager
205/714–0191

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Introduction

Purpose

This document presents the purpose, scope, responsibilities and actions associated with the turn-up of CWINS/ UNE Center Non-Designed Inside-Cut-Only Coordinated Conversion Orders.

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Table A Revision History

Chapter	Action Request #	Date/Issue	Description
All	N/A	December 21, 2000 / 2g	Update to add information on Time Specific
Step action table, step 25	AR 1875	November 28, 2000 / 2f	Update to change action taken on orders in HC status. Update by Jim Ennis.
ALL	N/A	September 17, 2000 / 2e	Update to true flows
Step action table	AR 2449	August 01, 2000 / 2d	Update to correct link
Titles	N/A	July 13, 2000 / 2c	Added "Coordinated" to titles per Glen Miller
Step Table and Flow	N/A	June 2000 / 2b	Changes to step and flow to agree with checklist items.
Responsibilities and step table #25	ar1968	March 17, 2000 /2a	Added reference to Provisioning Performances Review
Title page and Title	N/A	March 9, 2000 / 2	Added id quik10 to title page tag for linking from external documents. Also deleted UNE from title.
All	N / A	November 10, 1999 / 1c	General Revision
All	1478 & 1479 & 1498	August 24, 1999 / 1b	change steps 23 and 24 of step action table
Order Turn-Up	n/a	July 15, 1999 / 1a	Reformat table, update links
All	n/a	June 1, 1999 / 1	New document

1. Order Turn-Up

1.1 Purpose/Scope

This document presents the steps and associated actions required to successfully turn-up CWINS/ UNE Center Non-Designed Inside-Cut-Only Coordinated Conversion Orders.

1.2 Responsibilities

This document describes the responsibilities of the Electronic Technician (ET) and/or Maintenance Administrator (MA) in turning up CWINS/ UNE Center Non-Designed Inside-Cut-Only Conversion Orders. Additional Responsibilities and Requirements are found in JA-PETT-001, Job Aid for Provisioning Performance review.

1.3 Requirements

1.3.1 Steps for Turning Up CWINS/ UNE Center Non-Designed Inside-Cut-Only Coordinated Conversion Orders

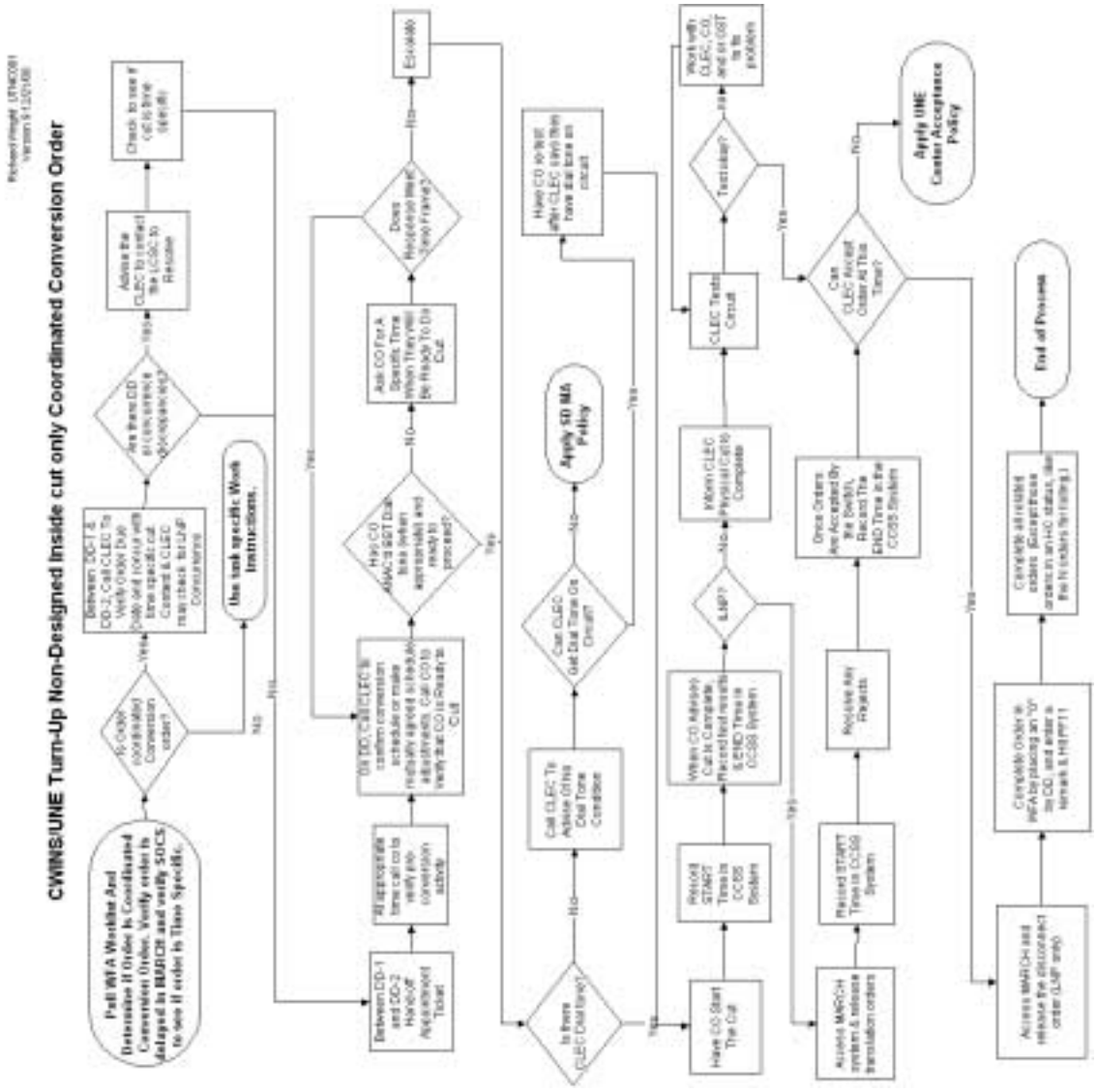

Figure 1 Turn Up — Non-Designed Inside-Cut-Only Coordinated Conversion

The ET/MA will complete the following actions:

Step	Action	If / Then
1	Pull WFA worklist and determine if order is inside coordinated conversion order. Verify the order is delayed in MARCH and verify in SOCS to determine if order is Time Specific.	If yes, (order is coordinated conversion order) proceed to next step If no, (order is not coordinated conversion) refer to Task specific work instructions.
2	Between Due Date -1 and Due Date -2, call CLEC to verify order due date and content. CLEC may check for LNP Concurrence. Are there Due Date or concurrence discrepancies?	If no, proceed to next step If yes, advise the CLEC to contact the LCSC to get discrepancy resolved. Once resolved proceed to next step.
3	Is the order time-specific? (see note below for ***Time Specific)	If yes, proceed to next step. If no, skip to Step 5.
4	Between Due Date -1 and Due Date -2, Handoff an appointment ticket.	
5	On Due Date, call the CLEC to confirm conversion schedule. At appropriate time call the CO to verify that CO is ready has completed preconversion verification and is ready to cut.	
6	Has CO ANAC'd BST Dial Tone (When appropriate) and ready to proceed?	If yes, skip to Step 8 If no, proceed to step 7.
7	Ask CO for a specific time when they will be ready to do the cut. Does response meet time frame?	If yes, return to step 5. If no, escalate, according to escalation procedure and go to step 8
8	Is there CLEC dial tone?	If yes, skip to Step 11. If no, call CLEC to advise them of no-dial-tone condition and proceed to next step.
10	Can the CLEC get dial tone on the circuit within the next 15 Min?	If yes, have the CO retest the circuit after CLEC says they have Dial Tone on circuit and then proceed to next step. If no, apply SD/MA policy. **END OF PROCESS**

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Step	Action	If / Then
11	Have CO start the cut.	
12	Record the START time in the CCSSsystem. Note: Foe Time Specific conversions the WINS/UNEC goal is to begin the conversion at the scheduled time; however, we will use best effort to begin the conversion within +/- 15 Min. of the scheduled time.	
13	When CO advises cut is complete, record test results and END time in the CCSS system.	Proceed to next step.
14	Is the order ILNP or LNP?	If the order is ILNP go to step 18. If the order is LNP go to step 15.
15	Inform the CLEC the physical cut is complete.	
16	CLEC tests circuit. Does the circuit test okay?	If yes, skip to Step 22 If no, proceed to next step.
17	Work with the CLEC, CO and outside technician to fix the problem.	Return to Step 16.
18	Access MARCH and release translation orders.	
19	Record the START time in the CCSSsystem.	
20	Resolve any rejects.	
21	Once the orders are accepted by the switch, record the END time in the CCSS system.	
22	Can the CLEC accept the order at this time?	If yes, proceed to next step. If no, apply the UNE center acceptance policy
23	Access MARCH system and release disconnect orders. (LNP only)	

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Step	Action	If / Then
24	Complete order in WFA: place an "O" by Due Date, and depress PF11. **Note:** Ensure all entries are complete per additional Responsibilities and Requirements found in JA-PETT-001, Job Aid for Provisioning Performance review.	
25	Complete all related orders. (Except those orders in an HC status, like the N orders for listing.)	End of Process

This completes the turn up of CWINS/ UNE Center Non-Designed Inside-Cut-Only Conversion Orders.

1.4 *** Time Specific*** Negotiate The Time for the Conversion of Service

Due to contract negotiations the CLECs have the opportunity to specify a time window for the cutover (Time Specific Conversions). In order to prevent miscommunications, 24/48 hours prior to Due Date, BellSouth will contact the CLECs and confirm agreement to Time Specific schedule or **mutually** renegotiate Time Specific schedule to meet load/force capabilities. **Mutually agreed** Time Specific schedule changes on the due date are not recommended but are acceptable to allow flexibility to meet the service order due date. All Time Specific schedule confirmations and mutually agreed reschedules must be documented in the WFA log and be accurately entered into CCSS to reflect the confirmed or mutually agreed Time Specific scheduled time.

A single CLEC request for multiple Time Specific conversions in a single central office at the same time should be negotiated for a sequential order conversion in order of CLEC preference, if requested. WFA log documentation should reflect this agreement and subsequent orders should have WFA log entries identifying the association with the first order in the conversion sequence. The Time Specific scheduled time in CCSS for the first conversion in the sequence must represent the CLEC requested schedule time or mutually negotiated schedule time. All following sequential order schedule times should be entered into CCSS to match the actual conversion start time.

Note: Individual CLEC contract language may differ slightly from the stated process and should be reviewed if necessary. The contract agreement supersedes any difference in the stated process and will be followed.

WKM-7

911/E911

I. PURPOSE OF EXHIBIT

1. The purpose of this exhibit is to demonstrate that BellSouth offers CLECs nondiscriminatory access to 911 services. Specifically, it discusses the documentation available to CLECs; the agreements needed to obtain 911 access; the databases used by BellSouth to provide this service; trunking arrangements; the general processes used including updates to the 911 databases; the access BellSouth provides to government bodies; and statistics regarding CLEC interconnection with BellSouth's 911 services and facilities in Tennessee.

II. SUMMARY OF 911/E911

2. In its South Carolina and Second Louisiana Orders, the Federal Communications Commission ("FCC") found that BellSouth was providing non-discriminatory access to its 911 and E911 services. See Application of BellSouth Corp., et al. Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region InterLATA Services in South Carolina, 13 FCC Rcd 539, 666-67 (1997); Application of BellSouth Corporation, BellSouth Telcoms, Inc., and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Louisiana, 13 FCC Rcd 20599, 20738, & 236 (1998). These findings are consistent with the recent Georgia Public Service Commission ("GPSC") decision in Docket 6863-U, dated October 2, 2001, the Order of the Louisiana Public Service Commission ("LPSC") in Docket No. U-22252-E, dated September 21, 2001, the order of the Mississippi

Public Service Commission ("MPSC") in Docket No. 97-AD-321, dated October 4, 2001 and the order of the South Carolina Public Service Commission ("SCPSC") in Docket No. 2001-209-C, dated February 14, 2002, that likewise found that BellSouth has met the requirements of Checklist Item 7. The provision of access remains to this day consistent with the affirmative conclusions reached by the FCC, GPSC, LPSC, MPSC and SCPSC.

3. In Tennessee, access to 911 and E911 services is provided through existing tariffs to local government bodies. Once these local government bodies select a particular type of 911 service, BellSouth provides end users of CLECs with access to the 911 service selected for the area in which they reside in a manner identical to the 911 service supplied to BellSouth's end users.

4. The original 911 service, known as Basic 911 ("911"), routes an end user call to 911 to a centralized answering location known as a Public Safety Answering Point ("PSAP"). The following steps are involved in the 911 emergency call process:

   a. The end user requires emergency aid and dials 9-1-1.
   b. The dialed digits are received in the end office that sends the Automatic Number Identification ("ANI") to the PSAP.
   c. The attendant at the PSAP obtains the pertinent information that identifies the call and the caller's need.
   d. The attendant then determines the appropriate agency and dials a 7-digit or 10-digit number, as appropriate, to transfer the caller to that agency. The calling

party's emergency information is verbally relayed to the responding agency and a unit is dispatched to the caller's location.

5. Enhanced 911 service ("E911") is a fully featured electronic system that provides three major enhancements to 911 service:

   a. Selective Routing electronically routes 911 emergency calls from a 911 tandem to the proper PSAP based on the Emergency Services Number ("ESN") routing code that has been assigned to the caller's address. The tandem office is a central office designated for a geographical area to receive end office E911 calls and route to the appropriate PSAP.

   b. The ANI provides the calling party's 7-digit or 10-digit telephone number, as appropriate, on a display at the PSAP.

   c. Automatic Location Identification ("ALI") provides the name and address associated with the calling party's telephone number on the display at the PSAP.

   To receive the maximum benefit of E911, the area served must be assigned valid house numbers. Without a house number, dispatching is delayed and the responding agency has difficulty finding the correct address.

6. The following steps are involved in the E911 emergency call process:

   a. The subscriber requires emergency aid and dials 9-1-1.

   b. The digits are received in the end office that sends the ANI to the E911 BellSouth tandem office.

c. The tandem office finds the associated ESN for the calling telephone number via the Telephone Number/Emergency Services Number ("TN/ESN") translation table.

d. Based on the ESN, the call is switched, via a dedicated trunk, to the appropriate PSAP.

e. The subscriber's ANI is displayed at the PSAP.

f. The ANI information is sent to the Automatic Location Identification/Data Management System ("ALI/DMS") processors for retrieval of subscriber information.

g. The ALI/DMS processor returns the ALI to the PSAP for display.

h. The PSAP attendant verifies the telephone number and the street address that has appeared on the screen and obtains information as to which emergency service is needed. The attendant then depresses the button corresponding to the agency request, e.g., fire, police or ambulance, and the call is automatically transferred.

i. The details for each call (calling number, answering attendant's number, time of answer, time of transfer and/or disconnect and the trunk number) are printed at the PSAP after the call is disconnected.

j. The agency receives the call and, if it so chooses, the caller's telephone number, name and street address are displayed. The PSAP attendant remains on the line for as long as needed to relay the call.

k. The agency then dispatches, as needed, an emergency unit to the caller's address.

7. When a reseller or facilities-based CLEC customer dials 9-1-1, the call is treated just like that of any BellSouth customer. BellSouth routes the CLEC customer's E911 call to the appropriate PSAP, and it provides and validates the necessary customer information to the PSAP as outlined in ¶ 6, preceding. A 911 call is also treated just like that of any BellSouth customer. In the case of 911, the reseller or facilities-based CLEC must deliver the ANI of their customer to the correct PSAP just as BellSouth is required to do.

8. When a reseller CLEC purchases BellSouth's local service for resale to its customers, 911 service is included. Similarly, a CLEC that purchases the Unbundled Network Element – Platform (UNE-P) from BellSouth also obtains 911 service automatically. BellSouth provides and maintains the service. Facilities-based providers have their own switch and are responsible for getting the 911 call to the appropriate PSAP or, if E911, to the appropriate BellSouth 911 tandem. They are also responsible for getting their customer information in the BellSouth 911 database in the proper format.

9. For resale customers, BellSouth updates and maintains the ALI/DMS database that supports 911/E911 services at the same time it updates and maintains the ALI/DMS database for BellSouth's end users. Facilities-based CLECs electronically provide BellSouth with updated data for their end user customers that are added to the ALI/DMS database as the records are received.

10. BellSouth provides 911/E911 services to resale/UNE CLECs exactly as set forth in BellSouth's retail tariffs. BellSouth provides facilities-based CLECs access to 911/E911 services through

interconnection agreements making their customers' numbers and address information available to 911 governmental agencies that provide emergency services.

11. For 911 service, BellSouth provides CLECs a list consisting of each municipality that subscribes to 911 service. The list also provides, if known, the conversion date to E911. This list is provided via the Internet at the following address: http://www.interconnection.bellsouth.com/carriertypes/lec/911/911_availability.html. In municipalities that subscribe to 911 service, a facilities-based CLEC must arrange to have 911 calls from its end users accepted at the appropriate PSAP.

12. In order to ensure reliability of the 911 system, a facilities-based CLEC, in the same manner as BellSouth, installs a minimum of two dedicated trunks connecting the CLEC's end office to the BellSouth 911 tandem serving the calling customer's PSAP. The trunk interface may be either a two-wire analog interface or a digital DS1 interface. The CLEC is responsible for the trunks and any cost associated with providing the trunks needed to reach the appropriate BellSouth 911 tandem. If a municipality has converted to E911 service, a facilities-based CLEC forwards its 911 calls to the appropriate BellSouth E911 tandem, along with the caller's ANI, according to which E911 tandem the CLEC's end office information is loaded. If the E911 tandem trunks are not available (i.e., due to high levels of end user calls in an emergency situation), BellSouth allows the facilities-based CLEC to route the call over BellSouth's network using a designated 7-digit or 10-digit voice line number, as appropriate, for the appropriate PSAP. This call will be transported over BellSouth's interoffice network along with BellSouth calls and, because the line does not carry data, it will not carry the ANI of the calling party.

13. BellSouth has developed the E911 Local Exchange Carrier Guide for facilities-based providers ("CLEC Guide") (Attachment A) that provides the information facilities-based providers need to interconnect to BellSouth for 911 services. Effective April 22, 2002, this guide can be found on the web at the following website:

http://www.interconnection.bellsouth.com/main/clec.html

In general, the process for a facilities-based carrier begins with a pre-planning meeting. This meeting takes place early on in the interconnection process between the CLEC, the BellSouth Project Team and BellSouth Network personnel. At this meeting the CLEC is asked to contact the BellSouth 911 Implementation Manager in order to handle the CLEC's 911 needs. Once the CLEC makes this contact and any concerns are discussed and resolved, the CLEC receives the CLEC Guide and, with the assistance of its Bellsouth Trunking Project Manager, orders the necessary 911 trunks through BellSouth's Local Interconnection Switching Center ("LISC"). The BellSouth CLEC 911 Implementation Manager works with the CLEC to determine the appropriate 911 tandem for routing the CLEC's 911 calls.

14. BellSouth provides and maintains the necessary equipment at the E911 Control Office (E911 Tandem) and the Database Management System to perform E911 services for the requesting local E911 customer. These services include some or all of the following as needed:

a. Transporting the E911 calls from the CLEC's switches to the E911 tandem of the E911 system;
b. Switching the E911 calls through the E911 Tandem to the Public Safety Answering Point;

c. Storing the names, addresses, and associated telephone numbers from the CLEC's customers in electronic data processing databases for the E911 Database Management System;

d. Transmission of the information associated with the CLEC's customers to the PSAP upon the customer dialing 9-1-1.

15. The facilities-based CLEC furnishes lists of its NPA/NXX codes and 911 tandems to BellSouth and obtains from BellSouth a Master Street Address Guide ("MSAG") which is a listing of standard street names, address ranges and associated ESNs used for validation of subscriber data.

16. BellSouth has contracted with a third-party 911 database provider, Intrado (formerly SCC), located in Boulder, Colorado to provide 911 database services on its behalf for all subscribers, on a non-discriminatory basis, for whom BellSouth is the 911 host. The facilities-based CLEC uses the CLEC Guide and MSAG to format customer data correctly before sending an electronically mechanized file to Intrado. These data are then included in BellSouth's 911 database, with subsequent updates processed on a daily basis. If these daily update records fail system validity edits when compared to the current MSAG, the erroneous record is marked with an error code (as specified in the CLEC Guide) and mechanically faxed back to the responsible CLEC for review, investigation, correction, and resubmission. The facilities-based CLEC is responsible for correcting the errors and mechanically resubmitting its subscriber information to Intrado. The processing cycle is repeated daily until the record passes all validity edits and the data can be posted to the E911 databases. It is the CLEC's responsibility to review and correct its own errors since Intrado does not have access to the facilities-based

CLEC's customer records. In this fashion, Intrado, on behalf of BellSouth, maintains CLEC customer 911 database listings with the same accuracy and reliability as BellSouth's customer listings. Intrado receives a file every night from BellSouth containing E911/911 updates for BellSouth's own customers as well as BellSouth's Reseller and UNE-P customers. The data are processed and Intrado corrects the errors on behalf of BellSouth. The CLEC also has the option of hiring Intrado or another database vendor to perform error correction and other database functions on its behalf if it chooses not to do so itself.

17. BellSouth's CLEC Guide describes in detail the procedures BellSouth has developed for facility-based providers that interconnect to BellSouth for 911 services. The procedures are the same for all CLECs and are consistent throughout the BellSouth region. It is the responsibility of each CLEC to provide accurate and timely customer information to BellSouth for inclusion in the database. Formats and instructions for establishing connectivity as well as furnishing daily updates are provided in the CLEC Guide. Data is submitted electronically by a CLEC to BellSouth for establishing records and making changes to existing records in the E911 database. Within 24 hours of receipt of a "good file" from a CLEC, data is input to the E911 database. If a record does not pass BellSouth's edits, it will be contained in an error file that is sent each day to CLECs for correction. The CLEC Guide states that errors that are not corrected by a CLEC will go to an error file and will not display if a 911 call is made. The corrections to errors must be made by the CLEC since BellSouth does not have access to a CLEC's customer records to verify or make any changes to data furnished by the CLEC. The address information (including customer name) as furnished by the CLEC is loaded into the ALI database and is displayed at the PSAP. It is possible that some errors, such as a typographical mis-stroke, could quite possibly pass edits and still result in an incorrect address being in the

database, but, here again, it is the responsibility of the CLEC to provide accurate data. BellSouth also offers annual database reconciliation at no charge to any CLEC that requests it. This reconciliation provides the CLEC a "dump" of the database for them to use in verifying that what BellSouth has is what the CLEC has. As with the individual record corrections, any corrections during reconciliation must be made by the CLEC and sent electronically.

18. During nightly E911 database processing, Intrado creates an updated file and transmits it to BellSouth. This file contains 911 call routing information for BellSouth subscribers as well as subscribers of other service providers such as facilities-based and reseller CLECs. Information in this file is used to update the BellSouth network switches allowing 911 calls to be routed to the appropriate city or county agency for handling. This nightly process of updating end user subscriber information keeps the E911 network and database current, thereby allowing proper 911 call routing and display of location information to emergency service agencies.

19. The facilities-based CLEC also has a responsibility to remain in contact with the governmental body providing emergency services to determine the following information:

a. Default ESN - a 3-digit number that translates to a specific PSAP where calls are routed in case the CLEC cannot deliver ANI from its switch to the BellSouth E911 tandem, and

b. Surcharge information – the money billed by the CLEC on behalf of the governmental body to its customers for providing E911 service. The CLEC must also obtain information from the governmental body in order to remit these

surcharges back to the county. A list of governmental body coordinators for each state is included in the CLEC Guide.

20. Subscribers, regardless of their current local service provider, are able to choose their local service provider and retain their current telephone number as long as they remain in the same rate center. This is referred to Service Provider Local Number Portability ("LNP"). In order to reflect the correct dial tone provider during an emergency call, the National Emergency Number Association ("NENA") implemented the assignment of a NENA Company ID for each Incumbent LEC and CLEC. When an end user changes local service providers ("LSPs"), the NENA Company ID reflected in the E911 database must be updated to change from the former LSP to the new LSP. The E911 database is modified to accommodate this change so that the PSAP display reflects the current local service provider company by displaying its company's NENA ID. There are two new functions of change codes, "U" and "M" that accomplish this. The current local service provider will issue a service order that will allow the record to be available or "unlocked" (coded as "U"). The new local service provider will issue an update to the record to "migrate" (coded as "M") the record with the information for the new company. This process is generally accepted nation-wide and allows the actual record to remain in the database "as is." The CLEC is fully responsible for submitting the needed "U" or "M", as appropriate, to update the E911 database. In order to protect the integrity of the E911 data, BellSouth and Intrado have implemented a validation process using the Number Portability Administration Center ("NPAC") database to identify the correct dial tone owner. The U and M process, the error processes and the NPAC validation processes are provided in the CLEC Guide. This system insures that BellSouth is able to meet the requirements of any foreseeable reasonable demand for 911/E911 service.

21. BellSouth provides and maintains sufficient dedicated E911 circuits according to provisions of the E911 tariff and the specifications of the E911 customer. BellSouth routinely monitors service levels (including call blockages) on E911 trunk groups and takes appropriate, coordinated action with the responsible CLEC to provide additional trunks as needed. These trunk servicing activities are performed at the same time and in the same manner that BellSouth services the E911 trunk groups from its own switches, on a first come first served basis.

22. BellSouth has had procedures in place since early 1996 for CLECs to connect their switches to BellSouth's E911 tandems. As of February 28, 2002, CLECs had requested and BellSouth had provided some 452 E911 trunks in Tennessee. In its nine-state region, BellSouth had a total of 5,156 trunks in service connecting CLEC switches to BellSouth's E911 tandems.

23. As of February 28, 2002, 25 facilities-based CLECs in Tennessee were sending BellSouth mechanized updates for inclusion in the 911 database. Within BellSouth's entire nine-state region, 68 facilities-based CLECs were sending such mechanized updates. Because the methods and procedures that allow other carriers, including independent LECs, to access BellSouth's E911 and 911 updating capabilities have been in place for some time, it has become routine for CLECs to obtain such updating. For this reason, end-to-end testing of E911 database updating was not necessary.

24. When BellSouth makes any changes to the 911 system, it notifies all potentially affected CLECs. CLECs are notified officially on the BellSouth Interconnection website: http://www.interconnection.bellsouth.com/notifications/carrier/index.html. This includes, but is

not limited to, NPA split or overlay information, Central Office conversions and E911 Tandem re-homes. In addition to the official notification, the 911 Implementation Manager sends out correspondence informing the CLECs of any 911 specific information on these system changes that might affect them.

III. CONCLUSION

25. This exhibit has shown, among other things, that:

a. Education and assistance is given to CLECs to provide 911/E911 service by providing project managers for trunking, a CLEC Implementation Manager and the E911 Local Exchange Carrier Guide for Facilities-Based Providers;

b. BellSouth's 911 network is non-discriminatory because it does not distinguish between BellSouth's customers and the customers of other service providers;

c. All calls are routed to the PSAP over the same trunks;

d. The same vendor maintains, in a nondiscriminatory manner, the ALI/DMS database for all other Local Service Providers that interconnect to BellSouth's network.

e. Maintenance and testing activities done by BellSouth on any 911 facilities are done without regard to the owner of the facilities;

f. All records remain in the 911 database with the implementation of the "unlocking" and "migrating" process with Service Provider Local Number Portability; and

g. BellSouth is able to meet any reasonable foreseeable demand for 911/E911 service.

26. Based on the foregoing, BellSouth has demonstrated that it offers CLECs nondiscriminatory access to 911/E911 services in Tennessee in accordance with the Authority's rules and the requirements of the Telecommunications Act of 1996.

WKM-7
ATTACHMENT-A

BELLSOUTH

Customer Guide
CG-CUGE-001
Issue 1, April, 2002

CLEC Users Guide to E911

Network Services – Customer Services

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April, 2002

Contents

Introduction / Revision History (Required)

Purpose

This document provides a guide to CLEC's regarding E911.

Version Information

Table A Revision History

Chapter	Action Request #	Date / Issue	Description	Change Requested By / Made By
All	N / A	April 9, 2002 / 1	Initial Issue	Rosemary Parker / Mike Harfield

1. Overview

1.1 Definition of E911

"911" has been designated in the United States as the number to be used by the public to summon emergency aid or to report a crime, fire or accident. Its main purpose is to make it easier for people in time of emotional stress to contact the proper emergency agency. An important advantage of 911 emergency service is improved (reduced) response time.

The original 911 service, known as Basic 911 (B911), routes a call to one centralized answering location. The attendant at the answering location obtains the pertinent information that identifies the call and the caller's need. The attendant then determines the appropriate agency and dials a 7-digit number to transfer the caller to that agency. The calling party's emergency information is verbally relayed to the responding agency and a unit is dispatched to the caller's location.

Enhanced 911 service, or E911, is a full featured electronic system that provides three (3) major enhancements to Basic 911 service:
Selective Routing

Electronically routes 911 emergency calls to the proper Public Safety Answering Point (PSAP) based on the Emergency Services Number (ESN) code that has been assigned to the caller's address.

Automatic Number Identification (ANI)

Provides the calling party's seven digit telephone number on a display at the PSAP.

Automatic Location Identification (ALI)

Provides the name and address associated with the calling party's telephone number on the display at the PSAP.

Note: To receive the maximum benefit of E911, the area served must be assigned valid house numbers. Without a house number, dispatching is delayed and the responding agency has difficulty finding the correct address.

1.2 NENA Company ID

Prior to submitting CLEC TN data to INTRADO for call though testing or production, the CLEC must register with NENA for assignment of a NENA Company ID. This Company ID provides identification of the relationship between the telecommunication company and telephone number. This need is driven by two factors:

- Data Base Management

- supports tracking in 9-1-1 data record processing and quality management by both the 9-1-1 service provider and the data source Company
- administration and management of error processes with multiple data providers

• Speed of identification by PSAPs

- when a PSAP needs to quickly contact the originating Company for line interrupt, call trace, and other emergency actions, the typical use of the NPA-NXX for Company identification will no longer be effective
- an identifier that can be applied to each telephone number record is needed to support individual telephone number portability
- a Company ID that associates 24 Hour access numbers with each telecommunications company is needed for the above functions

1.3 NENA Company ID Registration Service

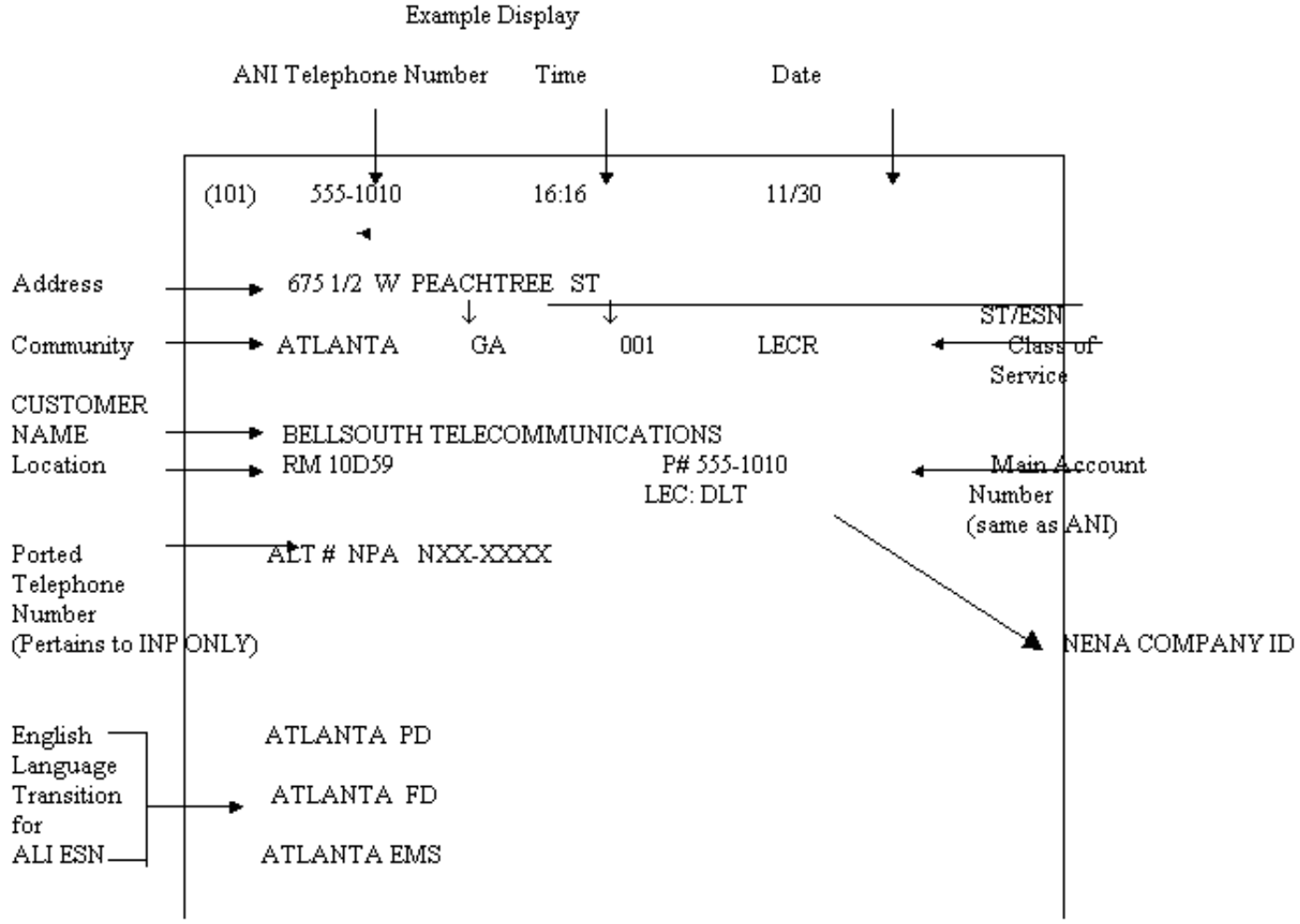
A national Company ID for 9-1-1 service will allow the PSAP to identify the local service provider serving the caller, and to determine the 24 x 7 number of that LSP for emergency contact needs.

Use of the Internet allows telecommunications companies, state, county, city, and PSAP to access and use the ID information. In addition, the design of this service allows each telecommunications company to assign multiple IDs, so that individual service areas and 24 hour contact information can be identified.

For your convenience, NENA has created an online Company Identifier Data Base Input Form that you can either print out and fill in or you can complete it online, hit the submit button, and you will be invoiced for the fee. The NENA Web page address is http://www.nena9–1–1.org. Click here to access website

1.4 PSAP Display

Shown is an example of one PSAP display. This screen / display will vary based on which PSAP equipment is chosen by the E911 system.



1.5 Databases Required to Support E911

1.5.1 Master Street Address Guide (MSAG)

The MSAG contains all street information in the 911service area. The Emergency Service Numbers (ESNs) are assigned to the streets for routing purposes and PSAP display purposes.

MSAG requests and MSAG maintenance processes are outlined in section entitled “MSAG Maintenance and ESN Assignment” .

1.5.2 Telephone Number (TN) Database

The TN database contains all of the working subscriber telephone numbers within the county with the name, address and location data (APT, etc.). It is created from customer account data from all local service providers (LSPs), including BellSouth, ICOs, Competitive Local Exchange Carriers (CLECs), which is processed against the MSAG so each subscriber line will be assigned the correct ESN based on an address match to an MSAG entry.

The TN database is thereafter maintained by each local service provider who updates the E911 data daily via a mechanized transfer of data. Data is submitted as required by the LSP to connect, disconnect, or modify the subscriber accounts. The TN database is used to provide data to the retrieval system that is used for display of the individual subscriber data at the PSAP.

Options for providing initial TN data and daily changes to INTRADO are explained later in this document.

1.6 Tandem Information

During initial County E911 implementation, the E911 tandem is initially populated with each telephone number and the three-digit ESN associated with the telephone number. As additions and changes to subscriber accounts are processed in the E911 system, any change in ESNs used for routing purposes on the subscriber's account are identified and mechanically transmitted to the appropriate E911 tandem. The English Language translation is also determined by the ESN that has been posted to the subscriber's account. In most cases CLECs will provide local service in areas that have already established E911and the CLEC will not participate in the initial implementation process.

In addition to the individual ESN assignment by telephone number, each NPANXX is assigned a default routing ESN by the E911 Customer. The default ESN configuration allows the E911 Customer to designate a particular PSAP that should receive the emergency call in the event of an ANI only condition. Application of the default ESN assignment into the E911 tandem is coordinated between the County and the Local Service Provider for the NPANXX.

If the CLECs end office provides service to more than one E911 tandem area, an update of the ESN information for the telephone numbers in for that NPANXX will be sent by INTRADO to multiple E911 tandems as appropriate, however, it will be the CLECs responsibility provide end office to tandem trucks to each E911 tandem and to route the emergency call to the appropriate tandem that serves the physical address.

Questions or requests for emergency service trunks from the CLEC end office to the tandem office will be handled by the BellSouth Trunking Project Management Group and not by the BellSouth CLEC E911 representative.

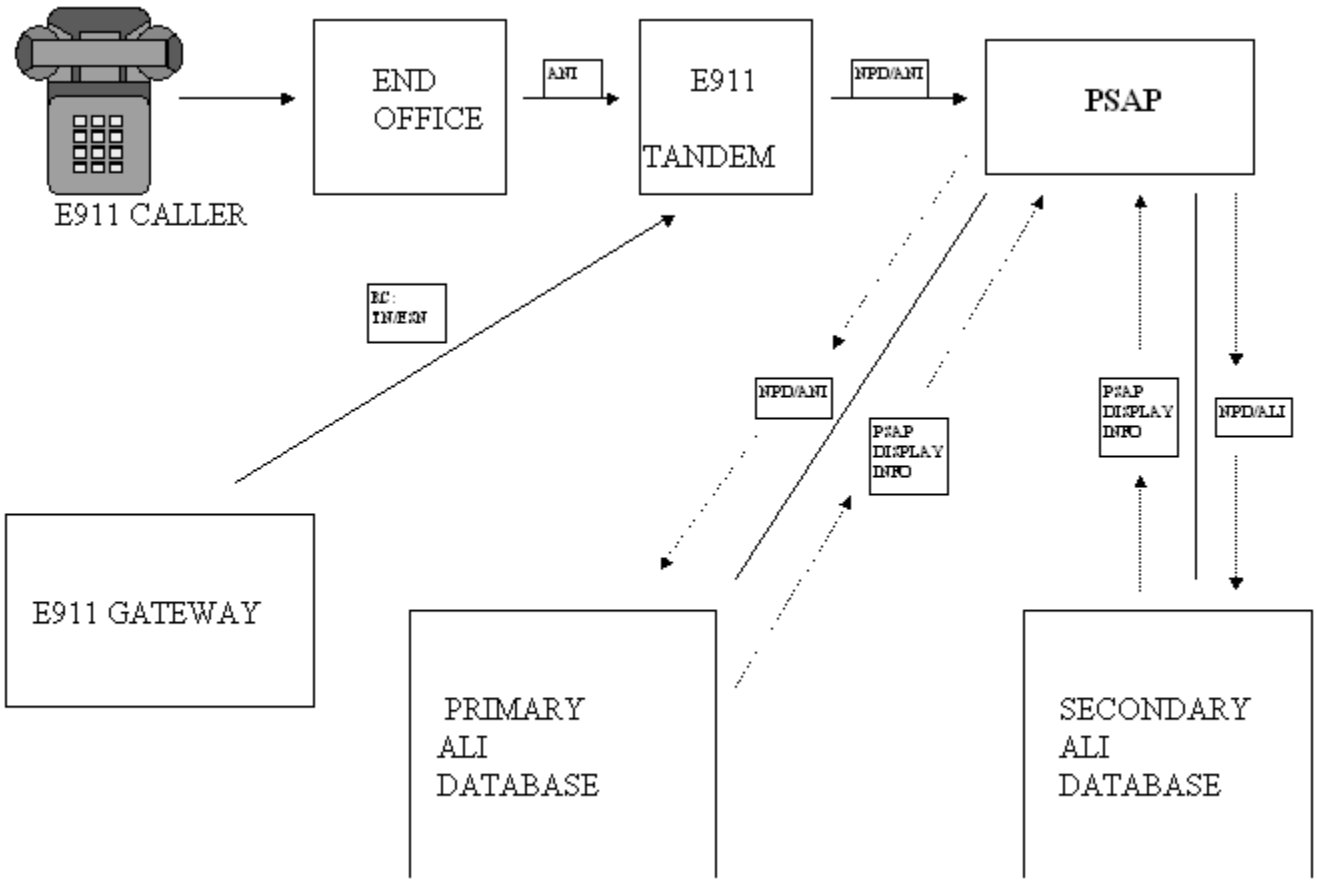
1.7 E911 Call Flow

The following steps are involved in the E911 emergency call process:

STEP	ACTION
1	The subscriber requires emergency aid and dials 911.
2	The digits are received in the Telco end office that sends the ANI (Automatic Number Identification) to the E911 BST tandem office.
3	The tandem office finds the associated ESN for the calling telephone number via the TN/ESN translation table.
4	Based on the ESN, the call is switched, via a dedicated trunk, to the appropriate PSAP.
5	The subscribers assigned telephone number (ANI) from the serving Telco is displayed at the PSAP.
6	The ANI information is sent to the primary and secondary ALI processors for retrieval of subscriber information.
7	The ALI processor returns the subscriber information (ALI) to the PSAP for display.

STEP	ACTION
8	The PSAP attendant verifies the telephone number and the street address that has appeared on the screen and obtains information as to which emergency service is needed. The attendant then depresses the button corresponding to the agency request, e.g., fire, police or ambulance and the call is automatically transferred.
9	The details for each call (calling number, answering attendant's number, time of answer, time of transfer and/or disconnect and the trunk number) are printed at the PSAP after the call is disconnected.
10	The agency receives the call and (optional) a display of the caller's telephone number, name and street address. The PSAP attendant remains on the line for as long as needed to relay the call.
11	The agency then dispatches an emergency unit to the caller's address.

1.8 Call Flow Diagram



1.9 Glossary of Terms

Address Verification Request (AVR)	A form issued by each Telco to refer and resolve address discrepancies with the E911 customer.
Alternate Routing (AR)	A standard feature provided to allow E911 Calls to be routed to a designated alternate location if (1) all E911 trunks to the primary PSAP are busy, or (2) the primary PSAP closes down for a period. (i.e., night service)
Automatic Location Identification (ALI)	A feature by which the address associated with the calling party's telephone number (ANI) is forwarded to the PSAP for display.

Automatic Number Identification (ANI)	Automatic number identification corresponds to the seven-digit telephone number assigned by the serving Telco.
BST	BellSouth Telecommunications, Inc.
Call Detail Recording	An optional feature of E911 service that provides a teleprinter record of all incoming E911 calls to a PSAP.
Call Through Testing	The process of testing the network, equipment and databases associated with an E911 system prior to the final cutover.
Central Office	A switching unit in a telephone system which provides service that has the necessary equipment and operating arrangements for terminating and interconnecting lines.
Competitive Local Exchange Carrier (CLEC)	A telecommunications company offering local service to subscribers.
Data Integrity Unit (DIU)	The group within INTRADO Communications (BellSouth's E911 data vendor) that manages the E911 data.
Default Emergency Service Number (ESN)	The ESN assigned to the trunk group from an end office to the E911 tandem. This ESN is used to route calls to a PSAP designated by the county/parish to receive calls when ANI can't be delivered to the PSAP (ANI Failure). CLEC must obtain the Default ESN (or PSAP name) from the county/parish.
Display & Transfer Unit	The PSAP control unit for an E911 system display panel for ANI, which has buttons to transfer calls.
E911 Coordinator	The individual responsible for county/parish management of the E911 system.
E911 Customer	A governmental agency responsible for providing public safety.
E911 Tandem Central Office Switch	The central office designated for a geographical area to receive end office E911 calls and route to the appropriate PSAP.
Emergency Service Number (ESN)	A three-digit number associated with a geographical location serviced by the same fire, police and ambulance districts.

End Office	The Central Office(s) from each telco in the E911 system receiving E911 calls from end users.
Exchange	A geographical unit established for the administration of telephone service in a specified area. Multiple telephone companies may provide service in the same exchange.
Fixed Transfer	An optional feature of E911 Service which allows a PSAP attendant to transfer incoming E911 calls to a secondary PSAP by the use of a single button on the Display and Transfer unit.
ICO	Independent Telephone Company
Local Service Provider (LSP)	The company providing local service to the end user.
Manual Transfer	A feature of E911 service that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the telephone or the "add" button on the Display and transfer unit.
Master Street Address Guide (MSAG)	A listing of standard street names, address ranges and routing codes (ESNs) used for validation of subscriber data.
National Emergency Number Association (NENA)	A professional association of emergency number entities responsible for the planning, implementation, management and administration of national emergency number issues.
NPA/NXX	The area code (Number Plan Area) and first three digits of the subscriber’s telephone number.
Public Safety Answering Point (PSAP)	The answering location for 911 calls.
Selective Routing (SR)	A standard feature that routes an E911 call from the tandem to the designated PSAP based upon the address of the ANI number of the calling party.
Selective Transfer	An optional feature of E911 service that enables the transfer of a 911 call to the correct agency using the one-button transfer feature.
Service Order Interface Record (SOIR)	A data record sent to the E911 host system, via a mechanized transfer.

Tandem Routing	An arrangement connecting 911 calls to the correct PSAP based on the ESN association to the ANI TN.
Telephone Company (Telco)	A term used interchangeably to designate a Bell Operating Company, an Independent Company or Alternative Local Exchange Carrier.
Wire Center	The geographical area served by a particular Central Office.

2. Roles and Responsibilities

2.1 CLEC Responsibilities

CLEC Responsibilities	
1.	Order 911 trunks through BellSouth's LCSC (Local Carrier Service Center) with assistance from the CLEC's Interconnect Account Team and/or their Trunking Project Manager.
2.	The CLEC has a responsibility to contact the county / parish to determine the following information: 1. Default ESN (The default ESN is a 3-digit number that translates to a specific PSAP where calls are routed in case the CLEC cannot deliver ANI from their switch to the BellSouth E911 tandem) 2. Surcharge information - Surcharge information refers to the money billed by the CLEC on behalf of the county / parish to their customers for providing E911 service. The CLEC must also obtain information from the county / parish in order to remit these surcharges back to the county / parish. A list of county / parish coordinators for each state is found in section entitled "County Coordinators" of this Guide **Note:** UNE-P providers must make arrangements to remit surcharges to the county / parish. This is the only responsibility listed that applies to the UNE-P)
3.	Determine the appropriate 911 tandem for routing 911 calls. To determine the appropriate 911 tandem, the CLEC will furnish the BellSouth CLEC Coordinator with a list of comparable NXXs and forward on the E911 Tandem Notification Form shown in section entitled "CLEC E911 Interconnection" of this guide. The Coordinator will tell the CLEC which 911 tandem BST routes them to. This will ensure the CLEC will route their 911 calls to the appropriate tandem.
4.	Using the CLEC E911 Notification Form, the CLEC will furnish INTRADO with a list of their NPA/NXXs and E911 tandems in order for INTRADO to update the internal E911 tables. This form is found in section entitled "CLEC E911 Interconnection" of this guide.

- continued -

- continued -

CLEC Responsibilities	
5.	The CLEC E911 Notification Form is also used to order a copy of the MSAG (Master Street Address Guide) for the E911 service area where the CLEC operates. The CLEC needs the MSAG in order to validate their street address data before sending updates to the E911 database.
6.	The CLEC will work directly with BellSouth's E911 data vendor, INTRADO, to establish connectivity in order to send subscriber data to the E911 database.

2.2 MSAG Maintenance - Roles and Responsibilities

2.2.1 Overview

The Master Street Address Guide (MSAG) is the portion of the E911 database which contains the address and ESN information. The MSAG associates the appropriate ESN based on the customer's address of the incoming subscriber record.

2.2.2 Roles and Responsibilities

It is the responsibility of the E911 Coordinator to assign, maintain and resolve discrepancies in MSAG data for their serving area. The E911 Coordinator is also responsible for providing new address information and changes to address information to INTRADO for updates to the MSAG.

It is the responsibility of all Telcos participating in a E911 service area to ensure that customer records sent to the E911 database for their respective areas have a MSAG valid address. Each Telco will work directly with the authorized E911 County agent to resolve any address discrepancies for customer records that the Telco serves. It is INTRADO's responsibility to provide the CLEC with MSAG data for the areas they serve, as requested on the CLEC E911 Notification Form in section entitled "CLEC E911 Interconnection".

3. CLEC E911 Interconnection

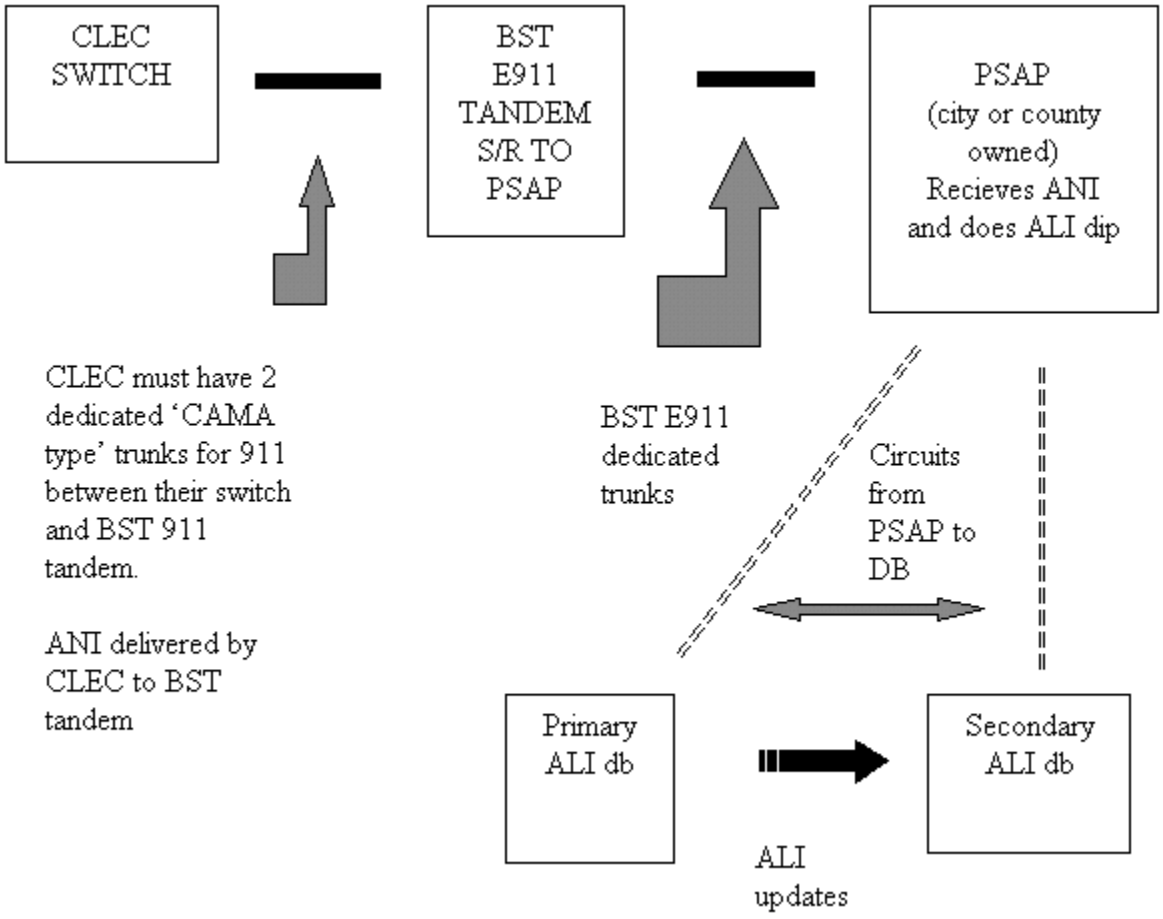
3.1 Network Interconnection

3.1.1 Trunking Configuration

A typical E911 connection from the CLEC end office to the E911 Tandem is illustrated in the section entitled “Overview” of this document. The BellSouth E911 Tandem will route an CLEC end user’s call to the appropriate Public Safety Answering Point (PSAP) based on the ANI sent by the CLEC switch.

Private dedicated trunks installed between the CLEC’s switch and the E911 tandem(s) provide transport for E911 calls from the CLEC’s switch network. The CLEC is required to install a minimum of two dedicated trunks from the CLEC switch to the E911 tandem. BellSouth will, upon request, assist the CLEC in determining if additional E911 trunks should be installed.

A diagram depicting the trunk arrangement is shown:



3.1.2 Traffic Routing Restrictions

The dedicated trunks between the CLEC switch and the E911 tandem are designed to carry only E911 traffic and will route the call to the appropriate PSAP. The CLEC switch must be able to differentiate 911 calls from other traffic. These calls must be routed over the dedicated trunks terminating to the appropriate E911 tandem. Any E911 calls sent with no or incorrect MF (Multifrequency) protocol to other incoming trunk groups in error will be routed to reorder.

3.1.3 Interface Specifications

The interface between the CLEC switch and the E911 tandem will be a DSO level trunk either as a 2-wire analog interface or part of a digital (1.544 Mb/s) interface. These trunks will use CAMA type signaling with Multifrequency (MF) pulsing and 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.

3.1.4 Signaling Format

This section presents information on the protocol used by the CLEC switch to furnish Automatic Number Identification (ANI) to the BellSouth network. ANI is required for the provision of E911 features for a PSAP.

Automatic Number Identification (ANI) is the calling party's directory number that is passed on to the receiving switch (the E911 tandem) for identification of the dialing party and is used as input to the database system for retrieval of customer information.

Along with the calling telephone number, the CLEC switch must be capable of passing an ANI information digit. Traditional signaling requires 1 digit, while expanded signaling requires two digits. At this time, BellSouth will require only the traditional signaling, single digit information, be used.

The CLEC switch must be capable of recognizing an ANI request signal from the E911 tandem, directly after a KP (Key Pulse) signal, the called telephone number and a ST (Start Pulse) signal is sent.
KP+11+ST
KP+I(ANI Information Digit)+ 7 digit ANI+Start
The ANI will be forwarded by the PSAP equipment to the appropriate Automatic Location Information (ALI) database system to obtain the customer information pertaining to the call.

3.1.5 Call Sequence

When the CLEC switch seizes an E911 trunk, an "off hook" is detected by the E911 tandem and a wink is sent to the CLEC switch signaling its readiness to accept the called number from the far end switch. After the CLEC switch sends "KP+11+ST", the E911 sends a steady-state "off-hook" signal after receiving the called number. This is the request for the ANI outpulsing of the calling number. The ANI request signal persists until after the calling party disconnects or until 11 to 13 seconds after the called party disconnect is received at the E911 tandem office. The ANI is used by the E911 tandem to route the voice portion of the call and the ANI to the appropriate PSAP.

When the calling party disconnects first, the CLEC switch sends an "on-hook" signal to the E911 tandem. When the signal is received by the tandem, the connection in the tandem is released and an "on-hook" is sent back to the CLEC switch.

When the PSAP attendant disconnects from the call first, the PSAP equipment sends an "on-hook" to the E911 tandem. The E911 tandem begins a 1.2 second flash timing, which times out in this case, thus signaling a disconnect. The E911 tandem sends an "on-hook" signal to the CLEC switch and begins 4 to 5 second timing for receiving an "on-hook" from the CLEC switch. This 4 to 5 second timing is unique for E911 calls to the PSAP and is the forced disconnect service for the E911 feature.

3.1.6 References

References which support E911 services and standard CAMA/ANI interface for BellSouth network requirements are shown below.

Notes on the BOC Intra-LATA Network - TR-NPL-000275

E911 Public Safety Answering Point: Interface Between the 1/1A Switch and CPE.

3.1.7 Ordering and Provisioning

For ordering and provisioning of the CLEC E911 trunks please contact your Trunking Project Manager or BellSouth Account Executive.

3.1.8 Maintenance and Testing

The access trunks will be tested and maintained by BellSouth ACAC.

The following are examples of an ANI failure on an E911 call and some of the possible causes.

Example: The CLEC switch failed to pass ANI. The ANI display at the PSAP will be NPA-911-00XX. The XX is the Emergency Serving Central Office (ESCO) and is an indication that the E911 Tandem did not receive the ANI from the end office.

Example: The E911 Tandem or the tandem-to-PSAP trunks fail to pass ANI. The display at the PSAP will be NPA-000-0000.

Example: The seven (7) digit number assigned to tandem-to-PSAP trunk group is dialed erroneously by a caller. The display at the PSAP will be NPA-911-0000.

3.2 Database Coordination

The Network configuration, database information and terminating PSAP equipment are all unique to each E911 Customer. E911 systems are designed based on different factors such as type of equipment, participating telcos, etc.

For these reasons, CLECs who initiate provisioning of local service in areas converted to E911 or in areas in the process of converting to E911 must be aware that they will have to work closely with the incumbent LEC and the E911 County Coordinator to integrate their E911 service into the existing network and database. This coordination effort is crucial to ensure that no subscriber is compromised in an emergency situation of any kind.

The BST CLEC E911 Implementation Manager and the Interconnect Account Team assigned to the CLEC will work closely with each CLEC to facilitate provisioning of E911 service for the CLEC

subscribers. The BST CLEC E911 Implementation Manager's role will be to coordinate with BST personnel the resolution and/or response of any questions related to E911 interconnection covered in this Guide. Questions on ordering an interconnection of trunks should be referred to the appropriate Trunking Project Manager.

It is recommended that upon review of this document, the CLEC contact the BST CLEC E911 Implementation Manager to initiate the E911 process.

It is also recommended that each CLEC provide adequate resources dedicated to the implementation and ongoing maintenance of E911 service for the CLEC subscribers.

3.3 E911 Tandem Identification Form

The E911 tandem identification form is completed by the CLEC and sent early in the interconnection process in order for the BST CLEC E911 Implementation Manager to determine the appropriate E911 tandem CLLI for CLEC end office routing. The BST CLEC E911 Implementation Manager will identify the correct Tandem CLLI code based on comparable NPANXXs used by BellSouth in the E911 County service area. Upon receipt of the returned form from BST, the CLEC will complete the CLEC E911 Notification Form shown in this tab. A copy of the E911 Tandem Identification form and instructions for completion are shown on the following page.

E911 TANDEM IDENTIFICATION FORM

REV.: 04/01/02

TO: ROSEMARY PARKER	FROM:
VOICE: 205.321.2951	VOICE:
FAX: 205.321.4002	FAX:
EMAIL:Rosemary.Parker@bellsouth.com	EMAIL:

To assist you in getting your 911 calls routed to the correct BST E911 tandem please fill out this form as shown and BST will supply you with the proper E911 tandem for use on the CLEC E911 NOTIFICATION FORM.

PLEASE LIST ALL YOUR NEW NPANXX(S) BELOW WHICH HAVE BEEN ASSIGNED – USE SEPARATE SHEET IF NECESSARY

1. PUT YOUR NPA
2. PUT YOUR NXX
3. PUT BST COMPARABLE NPA
4. PUT BST COMPARABLE NXX
5. BST WILL SUPPLY YOU THE CORRECT E911 TANDEM AND RETURN TO YOU
6. FILL OUT CLEC E911 NOTIFICATION FORM APPROPRIATLY AND FAX TO:
   INTRADO/BST SUPERVISOR / 1-888-778-7876

STATE	CLEC NPA	CLEC NXX	BST NPA	BST NXX	E911 TANDEM CLLI FOR USE ON E911 NOTIFICATION FORM	E911 TANDEM CLLI FOR USE ON ASR WHEN ORDERING TRUNKS

Figure 1 E911 Tandem Identification Form

3.4 CLEC E911 Notification Form

The CLEC E911 Notification Form is for the CLEC's use in providing the necessary information used by BellSouth's data vendor, INTRADO, for database maintenance of the CLEC's subscriber data. The form is submitted by the CLEC to INTRADO prior to initial testing of the CLEC data and, ongoing, to provide CLEC contact information, new NPANXXs, and to request changes in delivery of the MSAG to the CLEC. This form is for data purposes only and is not intended for network interconnection or tandem configuration. The form should be completed and returned to INTRADO as soon as possible but no later than three (3) weeks prior to the implementation of testing.

The form should be sent via fax to:

INTRADO Communications, Inc.
BellSouth DIU Supervisor
FAX Number: 888 778-7876 (Toll free)

The CLEC E911 Notification form is shown on the following page.

3.5 Initial MSAG Request

The processing of the initial MSAG request is shown on the CLEC E911 Notification Form and requires a minimum of 2 weeks (10 business days) notice for distribution and delivery to the CLEC. An ongoing schedule is created to deliver the initial request quarterly. Changes to the initial requirements for MSAG delivery must be submitted on the CLEC E911 Notification form. Additional information regarding MSAG requests is shown in the section entitled "MSAG Maintenance and ESN Assignment" of this document.

CLEC E911 NOTIFICATION FORM Revised: 10-01-00

FAX TO: 1-888-778-7876
ATTENTION: INTRADO/BELLSOUTH SUPERVISOR

ACTION (circle one) A-ADD C-CHANGE M-MSAG ONLY

TODAY'S DATE	
COMPANY NAME	
COMPANY ADDRESS	
CONTACT NAME:	
CONTACT TEL NUMBER	
TELCO IDOCN	
NENA CO. IDENTIFIER	
EFFECTIVE DATE	
FAX NUMBER**	

**NOTE: THIS NUMBER WILL BE USED FOR MECHANICAL TRANSMISSION OF DAILY REPORTS

SERVCICE REQUEST FOR: (check ONE only: One STATE per sheet)

AL	FL	GA	KY	MS	LA	SC	NC	TN

PLEASE LIST YOUR NATIVE NPANXX's BELOW WHICH NEED TO BE ADDED TO THE E911 DATABASE

NPA	NXX	E911 TANDEM CLLI	NPA	NXX	E911 TANDEM CLLI

MSAG REQUEST:

MEDIA DESIRED: (circle ONE only) CD ROM MAG TAPE PAPER 3.5 FLOPPY*

*NOTE: FLOPPIES MAY ONLY BE ORDERED BY COUNTY, NOT BY CLLI

COUNTY NAMES OF SERVICE AREA OR E911 TANDEM CLLI (only)

1.	3.	5.
2.	4.	6.

Figure 2 CLEC E911 Notification Form

4. MSAG Maintenance and ESN Assignment

4.1 Overview

This section provides general information on ESN assignments and MSAG maintenance, both of which are managed by the E911 Coordinator directly with INTRADO.

4.2 ESN Assignments

The E911 Coordinator is responsible for providing this ESN information to BST during the conversion to E911 and, ongoing, as emergency districts change.

During implementation, the E911 Coordinator provides BST mapping information depicting boundaries for each fire, police and EMS jurisdiction for the E911 serving area. After all emergency service boundaries have been defined, a different ESN number is assigned to each geographical area with the same set of responding agencies, i.e., fire, police, EMS, etc.

The ESN designates routing to the proper PSAP and provides emergency agency information for each 911 call. The ESN numbers are administered by BST and are assigned to the E911 County's serving area based on the 3 digit ESN numbers available in the serving tandem.

Streets that cross ESN boundaries are segmented by house number range in the MSAG so that the proper ESN may be associated to each segment of the street appropriately. If a street has not been numbered, then all routing for the entire street is assigned to one ESN.

4.3 Default ESN Assignments

The CLEC and the E911 Coordinator should discuss the default ESN that would route the CLEC's subscribers in the event of an ANI failure occurring from the CLEC end office. Once agreement has been reached between the CLEC and the E911 Coordinator regarding the appropriate answering PSAP and the ESN assigned for that PSAP, the CLEC should provide this information on the Access Service Request (ASR) provided to BST.

4.4 Requesting a Copy of the MSAG

Within 10 days upon receipt of the CLEC E911 Notification form, INTRADO will provide the CLEC an initial copy of the MSAG via CD-ROM. Subsequent copies of the MSAG will be provided by INTRADO quarterly via CD-ROM unless other media is requested. If requested, the MSAG may be provided on magnetic tape, 3.5 floppy, or paper.

MSAGS are extracted by one of the following criteria:

- E911 Tandem CLLI (Not available on paper of floppy)
- E911 System (An E911 system MSAG may be designated as a County or City. If both MSAGS are required, they both must be indicated on the CLEC E911 Notification Form.)

Requests for MSAG data should be submitted to INTRADO via the CLEC E911 Notification Form shown in the section entitled “Roles and Responsibilities” of this guide.

4.5 MSAG Ledger Process

4.5.1 Overview

The E911 Coordinator must notify INTRADO of all MSAG changes/additions/deletions. This is done via an E911 MSAG Ledger form. INTRADO documents the receipt of these forms on the E911 MSAG Ledger Log, acknowledges receipt of the form and updates the MSAG.

Since a CLEC could serve multiple addresses that may cover a broad geographical area, it would not be practical for the E911 Coordinator to forward copies of all MSAG Ledgers to each CLEC. For this reason, INTRADO will provide the CLEC with MSAG information quarterly for the areas that the CLEC serves. The MSAG will be used by the CLEC in validating addresses for subscriber account updates. Should the CLEC receive an error for an address not included in the quarterly MSAG, they may call INTRADO for validation prior to submitting an AVR to the E911 Coordinator.

If address discrepancies are detected on MSAG ledgers or from daily updates by INTRADO or any participating Telco, the E911 Coordinator is notified via an Address Verification Request Form (AVR). The AVR process is explained in more detail in the section entitled “Address Verification Request” of this guide.

5. TN Database Updates

5.1 Overview

In most cases a CLEC will offer local exchange service in areas already converted to Enhanced 911. All subscriber accounts must be initially loaded into the E911 database and subsequently updated daily on an ongoing basis if changes occur.

CLECs will send daily updates to include all changes to the subscribers TN, name, and address information in each E911 serving area. Prior to a new NPANXX being implemented, the CLEC must furnish the CLEC E911 Notification Form BellSouth's data vendor, INTRADO. The form and instructions for its completion are shown in the section entitled "CLEC E911 Interconnection" of this guide. The CLEC would begin submitting Serving Order Interface Records (SOIRs) immediately as subscribers are connected to the CLEC's switch. At least one week prior to the **initial** CLEC customer activation test records should be electronically sent to INTRADO for testing purposes.

BellSouth technical specifications for loading and maintaining the CLEC's subscriber data are provided in this document. The CLEC should only use the header, trailer and BellSouth 512 record format provided in this guide. Other record formats should not be used.

Subscriber address data must match the E911 MSAG exactly before the account will be loaded to the E911 database. Any subscriber data that fails in the editing process will be returned as an error to the CLEC. All errors, with the exception of Migrate errors for Local Number Portability, **will go to an error file and will not display if a 911 call is made.** The PSAP attendant will see "NO RECORD FOUND". Further information relating to the MSAG, error conditions, and "NO RECORD FOUND" situations are found in this document.

5.2 CLEC Data Management Responsibilities

- Coordinate directly with INTRADO to transmit test data prior to local service implementation.
- Initially include every working CLEC subscriber line within each E911 service area.
- Update address related data on CLEC subscriber accounts as indicated by MSAG updates submitted on Maintenance Ledgers by the E911 Coordinator
- Any new service and all subsequent activity affecting the telephone number, listed name, or address data must be updated daily into the E911 database for all TNs capable of sending ANI. Each record affected must be sent individually with the appropriate changes.
- Resolve Daily Service Order Interface Record (SOIR) update errors **within 24 hours.**
- Resolve PSAP Inquiries and advise INTRADO of resolution within 24 hours.
- Update TN records with valid MSAG address to resolve misroute conditions.

- Handle special update requirements including area transfer updates and NPA splits.
- Prior to a new NXX being implemented to an existing CLEC switch, furnish the CLEC E911 Notification Form to INTRADO according to the guidelines in “CLEC E911 Interconnection” of this guide.

5.3 E911 Coordinator Responsibilities

The on-going maintenance responsibilities for the E911 Coordinator are shown below:

- Notify INTRADO of MSAG changes which affect TN records.
- Resolve Address Verification Requests (AVR) referred by INTRADO / CLEC.
- Submit PSAP Inquiry Forms to INTRADO.
- Submit ESN realignments / new ESN requirements to the BST marketing contact.

5.4 Header Record Layout - BellSouth 512 Format

SOIR File Header Record - BellSouth 512 Character Format for Data Exchange

Table B SOIR File Header Record - BellSouth 512 Character Format for Data Exchange

Field Name	**Position**	**Bytes**	**Type**	**BellSouth Description**
HEADER INDICATOR	1 - 5	5	A	Always "UHL "
EXTRACT DATE	6 - 11	6	N	Date formatted as MMDDYY
COMPANY NAME	12 - 61	50	AN	
CYCLE COUNTER	62 - 67	6	N	New customers start at 000001; each subsequest file cycle is incremented by 1 until reaching 999999
COUNTY IDENTIFIER	68 - 71	4	AN	
STATE	72 - 73	2	A	
GENERAL USE	74 - 93	20	AN	
RELEASE NUMBER	94 - 96	3	N	
FORMAT VERSION	97	1	N	

- continued -

Table B SOIR File Header Record - BellSouth 512 Character Format for Data Exchange (continued)

Field Name	Position	Bytes	Type	BellSouth Description
RESERVED	98 - 511	414	AN	
END OF RECORD	512	1		Always "*"

5.5 TN Record Layout - BellSouth 512 Format

Note: All data will be left justified and space filled EXCEPT for the House Number field which is RIGHT-JUSTIFIED & SPACE filled. In those cases where there is no house number, the field will be space filled.

SOIR File Data Record - BellSouth 512 Character Format for Data Exchange

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
No	No	FUNCTION CODE	1	1	A	Type of activity the record is being submitted for. Valid entries: • C - Change, • **D** - Delete, • **I** - Insert, • **E** -Delete Error, • **U** - Unlock (LNP), • **M** - Migrate (LNP)
Yes	Yes	NPA	2 - 4	3	N	Three digit area code of the Calling Number.
Yes	Yes	CALLING NUMBER (TN)	5 - 11	7	N	Seven digit telephone number of the Calling Number.

- continued -

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange (continued)

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
Yes	Yes	HOUSE NUMBER	12 - 21	10	AN	House number. The field should be space filled if no house number is available.
Yes	Yes	HOUSE NUMBER SUFFIX	22 - 25	4	AN	House number extension (e.g., 1/2). The field should be space filled if suffix does not apply. Do not lead with hyphen.
Yes	Yes	PREFIX DIRECTIONAL	26 - 27	2	A	Leading street direction prefix. The field should be space filled if no prefix applies. Valid entries: N, S, E, W, NE, NW, SE, SW.
Yes	Yes	STREET NAME STREET SUFFIX POST DIRECTIONAL	28 - 93	66	AN	MSAG valid service address of the Calling Number. Include street name, street suffix (i.e. thoroughfare designation) and post directional. Street Suffixes must conform MSAG standards; valid Post Directinal entries are: N, S, E, W, NE, MW, SE, SW. **Example:** Main St NW
Yes	Yes	COMMUNITY NAME	94 - 125	32	A	Valid service community of the street name / house number as designated by the MSAG.

- continued -

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange (continued)

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
Yes	Yes	STATE	126 - 127	2	A	Alpha postal state abbreviation (e.g., AL FL, GA, KY, LA, MS, MC, SC, and TN).
Yes	Yes	LOCATION	128 - 187	60	AN	Additional address information describing the exact location of the Calling Number. Although not edited, recommended BST standards should be used. (e.g., Apt 718).
Yes	Yes	CUSTOMER NAME	188 - 219	32	AN	Subscriber name associated with the Calling Number
Yes	Yes	CLASS OF SERVICE	220	1	AN	Valid values for CLEC: • 1=Residence • 2=Business • 5=Centrex/Essx • 6=Semi-Public Coin • 7=Public Coin • 8=Mobile (ICO only) • 9=DPA Residence • 0=DPA Business • A=Outdial Semi-Public Customers • B=Outdial Public Customers

- continued -

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange (continued)

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
No	Yes	TYPE OF SERVICE	221	1	N	Value of: • 0=Not Non-Pub • 3=Non-Pub
No	Yes	EXCHANGE	222 - 225	4	AN	Phone company exchange identifier for the serving telephone office of the customer; CLEC may be blank.
Yes	Yes	ESN	226 - 230	5	AN	Emergency Service Number associated with the House Number and Street Name; this field is blank on input and derived from the MSAG validation process.
No	No	MAIN NPA	231 - 233	3	N	Area code of the Calling Number.
Yes	Yes	MAIN NUMBER	234 - 240	7	N	Main telephone number associated with the Calling Number. (Same as Calling Number.)
No	Yes	ORDER NUMBER	241 - 250	10	AN	Service order number for the activity estblishing this record.
No	Yes	EXTRACT DATE	251 - 256	6	N	Date on which the record was created in the format MMDDYY.
No	Yes	COUNTY IDENTIFIER	257 - 260	4	AN	County Identification code. Will be blank on input and derived from MSAG validation process.

- continued -

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange (continued)

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
Yes	Yes	COMPANY ID	261 - 265	5	AN	Company Identification code as assigned through NENA registration process.
No	Yes	SOURCE IDENTIFIER	266	1	AN	Code which indicates whether data is part of the initial database creation process or part of the daily update process. • Daily = Space • Initial Load = C
No	Yes	ZIP CODE	267 - 271	5	AN	Postal Zip Code.
No	Yes	ZIP + 4	272 - 275	4	AN	Postal Zip Code Extension.
No	No	GENERAL USE	276 - 286	11	AN	This field is mutually used by data exchange partners to pass information not defined in previous fields.
No	Yes	CUSTOMER CODE	287 - 289	3	AN	Code used to uniquely identify a customer. For CLEC this code can be blank on input or filled with 999. TN processing will convert all blanks to 999.
No	Yes	COMMENTS	290 - 319	30	AN	Optional notes
No	No	X COORDINATE	320 - 328	9	AN	Reserved for future use. Longitude/X coordinate.
No	No	Y COORDINATE	329 - 337	9	AN	Reserved for future use. Latitude/Y coordinate.

- continued -

Table C SOIR File Data Record - BellSouth 512 Character Format for Data Exchange (continued)

Sent to PSAP	Stored in Database	Field Name	Position	Bytes	Type	BellSouth Description
No	No	Z COORDINATE	338 - 342	5	AN	Reserved for future use. Structure elevation.
No	No	CELL IDENTIFIER	343 - 348	6	AN	Reserved for future use. For Wireless, identification number indicating a geographic region of cellular coverage.
No	No	SECTOR IDENTIFIER	349	1	AN	Reserved for future use. For Wireless, subset/section of a cell.
No	Yes	TAR CODE	350 - 355	6	AN	Taxing Area Rate Code. CLEC will populate with zeros.
Yes	Yes	REMOTE CALL FORWARDING NUMBER	356 - 365	10	AN	Remote Call Forward Number field; For use with INP. RCF will be sent to PSAP following field identifier of ALT#
No	No	RESERVED	366 - 511	146	AN	This field is reserved for the processing company's use.
No	No	END OF RECORD	512	1	AN	Always an asterisk (*)

5.6 Trailer Record Layout - BellSouth 512 Format

Table D

Field Name	Position	Bytes	Type	BellSouth Description
TRAILER INDICATOR	1 - 5	5	A	Always "UTL"
EXTRACT DATE	6 - 11	6	N	Date formated as MMDDYY

Table D (continued)

Field Name	Position	Bytes	Type	BellSouth Description
COMPANY NAME	12 - 61	50	AN	
RECORD COUNT	62 - 70	9	N	Does not include header and trailer record
RESERVED	71 - 511	441	AN	
END OF RECORD	512	1	AN	Always "*"

5.7 Data Processing for Function of Change Code

Function of Change Data Value:	Processing Rules:
I	Insert this data record into the database. There must not be another data record with the same TN in the database or the insert will fail.
C	Change the corresponding record in the database. A data record must already exist in the database with the same TN. The entire database record is replaced by the new data record, therefore the incoming record must have all appropriate data fields populated.
D	Delete the corresponding record in the database. A data record must already exist in the database with the same TN.
E	Delete the corresponding record(s) in the Error File. No processing is performed against the E911 database.
M	Migrate the TN record from the donor NENA Company ID to the NSP NENA Company ID. (Used when the TN has been activated as a ported TN in NPAC.) The NSP will send the entire database record and include any changes in customer data.
U	Unlock the TN record from the donor NENA Company ID. (Used after notification of activation from NPAC.)

5.8 Address Formatting for 512 Record Layout

There are basic guidelines for the format of the address on the incoming subscribers TN in order for the TN record to find an exact match to the existing record in the MSAG.

TN records that do not match the MSAG exactly will error back to the CLEC for the resolution and re-transmission of the TN data.

An example of an MSAG street in the E911 database is shown below:

5.8.1 MSAG Sample

E911 MASTER STREET ADDRESS GUIDE 07/27/95
MUNICIPAL ADDRESSES PAGE
0008
911 CUSTOMER: KD7 POWELL COUNTY

DIR	STREET NAME	LOW NUMBER	HIGH NUMBER	O/E	COMMUNITY	ST	ESN	TELCO ID	DATE	EXCH
	POWELL RD	1-100			CLAY CITY	KY	043	5182	030295	SNTN
	POWELL VALLEY RD	1-211			CLAY CITY	KY	043	5182	030295	SNTN
E	RAILROAD ST	1-344			CLAY CITY	KY	043	5182	030295	SNTN
W	RAILROAD AV	1-400			CLAY CITY	KY	043	5182	030295	SNTN
W	RAILROAD ST	345-400			CLAY CITY	KY	043	5182	030295	SNTN
	REDBIRD ST	1-1010			CLAY CITY	KY	043	5182	030295	SNTN
	RIVER ST	1-99			CLAY CITY	KY	043	5182	030295	SNTN

The address for the TN record being submitted would be formatted to match the MSAG format as shown:

CORRECT FORMAT

Example: 125 N MAIN ST SW CHARLOTTE

The SOIR will be formatted as follows:

Example: HOUSE NUMBER = 125
DIRECTIONAL PREFIX = N
STREET NAME = MAIN ST SW (includes street name, thoroughfare, & street suffix)
COMMUNITY = CHARLOTTE

INCORRECT FORMAT

Example: 125 NORTH MAIN STREET SW CHARLOTTE
125 N MAIN STREET SW CHARLOTTE
125 NORTH MAIN ST SW CHARLOTTE

All of the above examples shown in the incorrect format would have generated an error back to the CLEC.

Some other basic rules or guidelines for address format are:

- Avoid using punctuation such as periods, commas, and/or ampersands. Punctuation is only allowed as part of the street name (i.e., O'Henry)
- Standard thoroughfare and/or directional abbreviations should always be used. Refer to the list of standard abbreviations shown in this tab.

5.9 Standard Thoroughfare Designations / Directionals

Table E Standard Thoroughfare Designations / Directionals

T / F Abbrev	Description	T / F Abbrev	Description
ALY	ALLEY	**LN**	LANE
ANX	ANNEX	**LOOP**	LOOP
ARC	ARCADE	**MKT**	MKT
AV	AVENUE	**MNR**	MANOR
BDWK	BOARDWALK	**MT**	MOUNT
BEND	BEND	**MTN**	MOUNTAIN
BLK	BLOCK	**NK**	NECK
BLVD	BOULEVARD	**PASS**	PASS
BR	BRANCH	**PATH**	PATH
BTM	BOTTOM	**PD**	POND
BYP	BYPASS	**PK**	PARK
CIR	CIRCLE	**PKE**	PIKE
CRES	CRESCENT	**PKWY**	PARKWAY
CRK	CREEK	**PL**	PLACE
CRSG	CROSSING	**PLZ**	PLAZA
CSWY	CAUSEWAY	**PR**	PIER
CT	COURT	**PROM**	PROM
CTR	CENTER	**PT**	POINT
CV	COVE	**PVT DR**	PRIVATE DRIVE
DR	DRIVE	**RD**	ROAD
ESPLND	ESPLANADE	**RDG**	RIDGE

- continued -

Table E Standard Thoroughfare Designations / Directionals (continued)

T / F Abbrev	Description	T / F Abbrev	Description
EST	ESTATE	**RDWY**	ROADWAY
EXPWY	EXPRESSWAY	**ROW**	ROW
EXT	EXTENSION	**RT**	ROUTE
FRK	FORK	**RUN**	RUN
FRWY	FREEWAY	**SQ**	SQUARE
GRDN	GARDEN	**ST**	STREET
HBR	HARBOR	**STA**	STATION
HL	HILL	**TER**	TERRACE
HLS	HILLS	**THRWY**	THRUWAY
HOLW	HOLLOW	**TR**	TRAIL
HT	HEIGHT	**TRC**	TRACE
HTS	HEIGHTS	**TRNPK**	TURNPIKE
HWY	HIGHWAY	**VLG**	VILLAGE
ISL	ISLAND	**WAY**	WAY
JCTN	JUNCTION	**WHF**	WHARK
LDG	LANDING	**WK**	WALK
LK	LAKE	**YD**	YARD

When "Avenue" precedes a street name that is a letter or number, it is not considered a street suffix designation and is, therefore, spelled in full. Refer to examples shown below. When the name of a street is an alphabetic character, the word "Street" is spelled in full. Refer to the examples shown below.

Directional words, North (N), South (S), East (E), West (W), North East (NE), North West (NW), South East (SE), South West (SW) are abbreviated except when used as lettered streets. Refer to the examples shown below.

Street Examples:

511	1ST
600	1ST STREET
411	1ST AV
512	1ST NE
622	22ND PL SW
733	33RD
733	N 33RD TER
985	NW 5TH CT
109	E STREET
735	AVENUE K
23	STREET A NE
25	SOUTH RD
60	NORTHEAST BLVD

5.10 Standard Location Designations

A portion of the TN data record layout includes a field for additional location information. This field is not edited on incoming SOIRs for content, however, there are certain format standards that the PSAP customer is accustomed to viewing on the incoming call.

There are three (3) levels of identifiers used for different types of information. Those identifiers are shown as follows in the appropriate hierarchical level:

Level 1:	BLDG, WNG, PIER
Level 2:	FLR
Level 3:	APT, RM, LOT, SLIP, SUIT, UNIT

These identifiers may be used uniquely or combined. The identifiers and associated data cannot exceed the 20 character size limitation. Some examples are shown below:

EXAMPLE 1: APT 2-B
EXAMPLE 2: BLDG 6 APT 2-B
EXAMPLE 3: FLR 6 SUIT 2-B

If the existing TN record contains location information and the data is not changing, all subsequent SOIRs for that TN must recap the location information. If the location data is not recapped on the

incoming SOIR being processed, it is assumed that the existing location data is to be removed and the current SOIR will overwrite the existing record to remove the data.

5.11 Electronic Transfer of Data

The electronic transfer of subscriber data is managed between the CLEC, INTRADO and the BST CLEC E911 Implementation Manager.

After reviewing this document, the CLEC should contact the BST CLEC E911 Implementation Manager to discuss electronic connection to INTRADO. The BST CLEC Implementation Manager will notify INTRADO of the CLECs' readiness to send data. At that point the CLEC and INTRADO will discuss various electronic data transfer protocols and minimum system requirements and establish a firm date to begin sending test data. INTRADO will handle ongoing support for electronic transmission of data.

5.12 Mechanized File Confirmations

When a file is sent, a check will be made to determine if any errors exist in the header, data, or trailer records. If no errors are detected, a positive response will be sent via fax to the CLEC. The fax number will be obtained from the TN header record. The positive confirmation detail record is shown below:

BELLSOUTH E911 FILE NOTIFICATION

4046144916	(BELLSOUTH CONTACT NUMBER)
DATE/TIME FILE PROCESSED	(MM/DD/YYYY HH:MM:SS)
CYCLE # RECEIVED	(JULIAN DATE - 3 NUMERICS)
TOTAL # RECORDS RECEIVED	(6 NUMERICS)

PRIVATE

Proprietary Information compiled by BellSouth Telecommunications, Inc. from its records to be used for E911 purposes only. Not to be disclosed except by written authorization of BellSouth Telecommunications, Inc.

If an error is detected, an error confirmation notice will be sent via fax. The following error conditions will be detected:

- Record Count Mismatch
- Cycle Mismatch
- Header Record Not Found
- Trailer Record Not Found
- Invalid SYSID in Trailer
- RCF # Non-Numeric

The error confirmation notice will be sent via fax if one of the error conditions above are detected. Although a File Error Notification is sent for the error condition "RCF # Non-Numeric", the file will still be processed to the TSS database. The file will not be processed if the other error conditions are detected. The error confirmation record is shown below.

BELLSOUTH E911 FILE NOTIFICATION	
4046144916	(BELLSOUTH CONTACT NUMBER)
DATE/TIME FILE PROCESSED	(MM/DD/YYYY HH:MM:SS)
ERROR TEXT	
CYCLE # RECEIVED	(JULIAN DATE - 3 NUMERICS)
CYCLE # EXPECTED	(JULIAN DATE - 3 NUMERICS)
TOTAL # RECORDS RECEIVED	(6 NUMERICS)

PRIVATE

Proprietary Information compiled by BellSouth Telecommunications, Inc. from its records to be used for E911 purposes only. Not to be disclosed except by written authorization of BellSouth Telecommunications, Inc.

6. Error Resolution

6.1 Overview

This section provides procedures for correcting errors that are generated when updates to the E911 database do not pass database edits. CLEC records that fail the edits will be sent daily in an error report to the CLEC. Errors are sorted in TN order and an error code is provided on each error to aid the CLEC in identifying the erroneous information.

CLEC error records will not be manually corrected or processed to the E911 database. A corrective SOIR must be issued to update the TN information in the E911 database and/or to delete the error record as appropriate. The records which error must be corrected as quickly as possible for the subscriber's data to be included in the E911 database.

The CLEC carrier is expected to resolve the errors by:

- Issuing Address Verification Request's (AVR) to the E911 Coordinator, when applicable, for MSAG changes.
- Issuing corrective SOIRs **within 24 hours of receipt**.

6.2 Distribution of Daily Errors

TN Errors will be sent to the CLEC each day electronically or via fax. A message will also be sent to reflect that no errors were found. Saturday and Sunday errors will be included in Monday's cycle. Each CLEC is responsible for keeping INTRADO apprised of any FAX number changes so that errors can be delivered in a timely manner. These changes should be made in writing by either a letter or noting the change in Fax number on the CLEC E911 Notification Form found in the section entitled "CLEC E911 Interconnection" of this guide. The CLEC also has the option of receiving daily reports, including error reports, electronically via INTRADO Connect. Contact the BST CLEC Implementation Manager for information related to establishing INTRADO Connect.

6.3 Error Record Layout

In order to assist the CLEC in error resolution for error codes 702, 710, 711, 713 and 755 an image of the existing E911 database record is provided with the error. All other error codes will contain a copy of the error record only. The image record appears immediately above the SOIR error record and is separated from the error record with dashes (i.e. ——). Each individual error is separated from another error record with a solid line (i.e. _____). A page break will occur after the error and not after the image record, so the last record on a page will always be an error.

The error record in this sample is an error with the associated image record as it appears in the E911 database.

```
TN 101-555-3300  CUS CODE 999              CS D     TYPE SVC 0
HOUSE # 111
DIR   STREET MAPLE LN
LOCATION                                   MAIN ACCOUNT 101-555-3300
COMMUNITY ANYTOWN                          EXCH ANTN      STATE KY
NAME   SMITH, JACK                 COMMENT NRF
TANDEM CLLI ANTNKYMACGO ESN 002 TANDEM ESN 002 TELCO   11 TAR 000817
911 CUST ID K04      SO#                   SO REC DATE
LAST MOD TNUSIPUS 07-29-93 11:00:00        CP DATE                  USERID MARTIN
-------------------------------------------------------------------------------------------------------------
ACT CODE I  ERR1- 702 INS NOT ALLOWED; RECORD ALREADY EXIS  ERR2-  ERR3-
TN 101-555-3300       CUS CODE 999      CS G   TYPE SVC 0  BATCH-SEQ  5710012001-109
HOUSE # 111                                LOCATION
DIR      STREET MAPLE LN
COMMUNITY  ANYTOWN                         EXCH ANTN  STATE KY   TAR 000817
NAME   SMITH, JACK                 MAIN ACCOUNT 101-555-3300  SO# NP2T55
COMMENT          SO EXT DATE 07-30-93      SO REC DATE 07-30-93
LAST MOD TNUSIPUS  07-30-93 22:58:02       CP DATE 07-30-93         USERID
```

The TN Error record fields and allowable values are explained below:

Table F TN Error Record Fields and Allowable Values

TN Error Code	Allowable Values
1. ACT CODE	Action code. Valid codes are: • I-Insert Line • C=Change • D=deletes a TN • E=deletes an error record • M=migrates an existing TN to a different NENA Company ID • U=unlocks an existing TN from the current NENA Company ID
2. ERR 1/2/3	The first error condition encountered in processing the service order; the error codes are defined in this TAB; additional errors may be detected on the same SOIR and the error codes will be populated in ERR2 and ERR3

- continued -

Table F TN Error Record Fields and Allowable Values (continued)

TN Error Code	Allowable Values
3. TN	The 10 digit telephone number
4. CUS CODE	3 digit customer code; will always be 999
5. CS	Class of service. Valid codes are: • Business Customer = C • Residence Customer = D • Public Coin Customer = E • Outdial Coin Customer = F
6. TYPE SVC	Type of service. Valid codes are: • 0=Published • 3=Non-published
7. BATCH-SEQ	A programmatic number assigned by INTRADO to identify the internal location of the error in the E911 database.
8. HOUSE #	The house number may be 8 alpha/numeric characters, is right justified with leading spaces. If the customer has no house number, this field should be left blank.
9. LOCATION	A programmatic number assigned by INTRADO to identify the internal location of the error in the E911 database.
10. DIR	Directional prefix, may be 1 or 2 characters. Valid entries are: "E", "N", "S", "W", "NE", "NW", "SE", "SW"
11. STREET	Street name may be up to 66 characters; ghoroughfare designation may be up to 6 alpha characters. BellSouth standard thoroughfare abbreviations should be used. (Refer to TAB 4 for BST abbreviations) This field may also contain a directinal suffix. VAlid entries are "E", "N", "S", "W", "NE", "NW", "SE", "SW". This field may not be blank and must match an entry in the MSAG. (Note: The PSAP is sent only 48 characters for display.)
12. COMMUNITY	A 32 character field containing the fully spelled community name.
13. EXCH	A 3 or 4 character code containing the exchange code of the main account. This will be sent as blank and derived from the MSAG.

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Table F TN Error Record Fields and Allowable Values (continued)

TN Error Code	Allowable Values
14. STATE	A two character state code indicating the state where the line resides. Valid entries are: "AL", "KY", "LA", "MS", "TN", "GA", "SC", "NC", "FL".
15. TAR	Six digit Taxing Area populated with zeros.
16. NAME	A thrity-two character field containing the listed name of the customer account. This field may not be blank.
17. MAIN ACCOUNT	A 10 digit telephone number which should be the same as the TN in item #3.
18. SO#	The service order number if present on the SOIR. If not this field will be blank.
19. COMMENT	Comment field used by INTRADO. May be used to explain why the update was made to the database, i.e., "NRF".
20. SO REC DATE	Date the update is applied to the database.
21. LAST MOD	Last modified. The program ID, date and time of the update to the database.
22. CP DATE	The completion date of the service order.
23. USERID	The user ID of the INTRADO employee making the update to the database.

6.4 TN Error Deletion

When a CLEC SOIR is processed, a check is made to determine if an error record exists in the error file for the TN on the SOIR. If an error record other than a U (Unlock) or M (Migrate) exists, the error record will be deleted and the TN will be processed to the E911Database if the subsequent SOIR is successful. If an error other than for a U (Unlock) or M (Migrate) SOIR occurs while processing the subsequent SOIR, a new error record will be written to the error file, thus only one SOIR record should ever be present in the error file for any given TN.

TN error records requiring deletion will be deleted by issuing a subsequent SOIR with an FOC = "E". When the FOC ="E" on the subsequent SOIR, the error file will be searched for a match on TN and, if found, the error will be deleted from the error file. SOIRs that are sent with a FOC of "E" are used ONLY to delete a TN from the error file and are not processed to a matching TN embedded record in the E911 database. An example of a situation where an "E" FOC might be used is to delete a TN error record where the original SOIR had been sent with an invalid TN.

6.5 Error Codes and Error Descriptions

The following error codes may be generated and sent via fax.

Note: If an error code is received that is not reflected in this guide, please refer to the BST CLEC E911 Implementation Manager.

Error	Description
100	Customer Code not numeric
101	NPA/NXX not valid
103	Main TN not numeric
105	Name Missing
106	Address Missing
107	House number contains invalid characters
108	House number is too long
109	Street Direction is too long
110	Street Direction is invalid
111	Street name is too long
112	Street name has invalid characters
113	Community Name is too long
114	Community Name has invalid characters
115	Service class invalid
116	House Number Suffix is too long
120	TN is incorrectly formatted
126	Invalid type of service
701	House number is not in MSAG range
702	Record already exists, insert not allowed

704	Record does not exist for delete
705	Main record not found for delete
709	Street not found in MSAG
710	Customer code doesn't match on change
711	Customer code or street name does not match on delete
712	Record does not exist for change
713	TN and Main Account mismatch
729	Change failed, completion date conflict with disconnect file
730	Insert failed, completion date conflict with disconnect file
731	Change failed, completion date conflict with TN database
732	Record in disconnect with greater completion date
735	Delete failed, record in TN database has same completion date
738	MSAG update caused TN error
739	Invalid house number format
741	Update not allowed; flagged for PS/ALI
751	Invalid Function Code
752	Invalid Company ID
753	No record exists on Unlock
754	No record exists on Lock
755	Unable to migrate a locked record
756	Company Code mismatch on Change
757	Company Code mismatch on Delete

758	Company ID mismatch on Unlock
760	Lock exceeded number of retries
762	U or M Function Required for LNP
781	Error record does not exist for delete
782	Company Code mismatch on error delete
783	Unlock failed; Main account has sublines
792	Record exists with a Company Code mismatch

6.6 Error Codes and Corrective Action

Table G Error Codes and Corrective Action

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
100	Customer Code not numeric	A character other than 999 is sent in the customer code field of the incoming record	Issue corrective SOIR for errored TN showing 999 in the customer code field
101	NPA/NXX not valid	The incoming record contains a NPA/NXX combination that is not valid E911 database tables	Determine if NPANXX is correct and • If correct, submit CLEC E911 Notification Form to INTRADO (See section entitled "CLEC E911 Interconnection") and resubmit I FOC SOIR for TN • If incorrect, submit E FOC SOIR to delete TN error and submit new SOIR for correct TN
103	Main TN not numeric	The main telephone number shown on the SOIR is non-numeric	Submit E FOC SOIR to delete invalid TN error and resubmit new SOIR for correct TN

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
105	Name missing	The customer name field on the incoming SOIR is blank	Issue corrective SOIR for errored TN with correct customer name
106	Address missing	The address field on the incoming SOIR is blank	Issue corrective SOIR for errored TN with correct MSAG valid street address.
107	House number contains invalid characters	The house number on the incoming SOIR contains characters other than alpha or numeric.	Determine the correct MSAG valid house number and submit corrective SOIR for errored TN
108	House number is too long	The house number on the incoming SOIR contains too many characters	Determine the correct MSAG valid house number and submit corrective SOIR for errored TN
109	Street direction is too long	The directional prefix for the street on the incoming SOIR contains too many characters	Determine the correct MSAG valid street name and submit corrective SOIR for errored TN
110	Street direction is invalid	The directional prefix for the street on the incoming SOIR contains invalid characters	Determine the correct MSAG valid street name and submit corrective SOIR for errored TN
111	Street name is too long	The street name with thoroughfare and suffix on the incoming SOIR contains too many characters	Determine the correct MSAG valid street name and submit corrective SOIR for errored TN
112	Street name has invalid characters	The street name for the street on the incoming SOIR contains invalid characters	Determine the correct MSAG valid street name and submit corrective SOIR for errored TN
113	Community name is too long	The community name on the incoming SOIR contains too many characters	Determine the correct MSAG valid community name for the street address and submit corrective SOIR for errored TN
114	Community name has invalid characters	The community name for the street on the incoming SOIR contains invalid characters	Determine the correct MSAG valid street name and community and submit corrective SOIR for errored TN

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
115	Service Class Invalid	The incoming record contains a class of service other than C, D,E,F and the NPA/NXX is identified as a CLEC.	Submit corrective SOIR with valid class of service C, D, E or F
116	House number suffix is too long	The house number suffix on the incoming SOIR contains too many characters	Determine the correct house number suffix and submit corrective SOIR for errored TN
120	Tn is incorrectly formatted	The TN on an incoming SOIR is not made up of ten numeric characters.	Check the NPANXX in the record for all numeric and no blanks. Submit E FOC with NPANXX of errored TN to delete error record then re-submit SOIR with correct TN
126	Invalid type of service	The type of service on an incoming SOIR contains a type of service value other than 0 or 3	Submit SOIR with valid type of service, 0 or 3
701	House number is not in MSAG range	The house number on the incoming SOIR is not found in the house number range for the street and community on the MSAG	Determine if the street range exists in the MSAG. • If the house number on the SOIR is correct but is not in the MSAG, issue an AVR to the E911 coordinator to update the MSAG house number range • If the house number on the SOIR is incorrect issue a SOIR with the correct house number that matches the MSAG house number range

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
702	Record already exists, insert not allowed	The SOIR has a FOC of I and attempts to insert a TN into the database that already exists	Using the image of the existing record that is sent with the error, determine if the existing database TN is incorrect or if the SOIR error is incorrect. • If the existing database TN is incorrect, resubmit the SOIR with a FOC of C to overlay the existing data with the SOIR data • If the error record TN is incorrect, resubmit SOIR with FOC of E to delete the errored record and then resubmit another SOIR for the correct TN
704	Record does not exist for delete	The TN for the incoming SOIR does not exist in the database	Determine if the account has been disconnected: • If disconnected, submit E FOC SOIR to delete error record • If error record was issued for invalid TN, submit E FOC SOIR to delete error record and resubmit new D FOC SOIR for correct TN

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
705	Main account record not found for delete	The main account TN on the incoming SOIR does not exist in the database	Determine if the account has been disconnected: • If disconnected, submit E FOC SOIR to delete error record • If error record was issued for invalid TN, submit E FOC SOIR to delete error record and resubmit new D FOC SOIR for correct TN If error record was issued for invalid TN, submit E FOC SOIR to delete error record and resubmit new D FOC SOIR for correct TN
709	Street not found in MSAG	The directional prefix, street name, community or state on the incoming SOIR cannot be found in the MSAG	Determine if the street exists in the MSAG: • If the prefix, street, community and state shown on the error record is not found in the MSAG issue an AVR to the E911 Coordinator to have the MSAG updated **Note:** Once the MSAG is updated the error record will process and load. • If the prefix, street, community or state on the error record is incorrect and a valid MSAG entry exists, resubmit a corrective SOIR

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
710	Customer code doesn't match on change	The customer code shown for the incoming SOIR doesn't match the customer shown on the existing database record	Determine the correct customer code and resubmit corrective SOIR with customer code of 999 or blanks
711	Customer code or street name does not match on delete	The customer code, directional prefix, street name and suffix on the incoming SOIR does not match the TN in the database	Using the image of the existing record that is sent with the error, determine if the TN in the database should be deleted • If the existing database TN is should be deleted, resubmit a correct D FOC SOIR • If the existing database TN should not be deleted and the error record TN is incorrect, resubmit a SOIR with FOC of E to delete the errored record and then resubmit another SOIR for the correct TN
712	Record does not exist for change	The incoming C FOC SOIR TN is not found in the TN database	Determine if the error record TN is valid: • If error record TN is valid, no action is necessary. Processing in the TN database will change the C FOC to an I FOC and insert the record. • If the error record TN is invalid, resubmit a D FOC SOIR to delete the TN from the TN database and then resubmit the C FOC SOIR for the correct TN

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
713	TN and main account mismatch	The main account shown on the incoming SOIR doesn't match the main account shown on the database record. **Note:** This error will occur frequently if the CLEC attempts to use main account/sub account processing.	Submit D FOC on existing database record to delete TN with different main account and IFOC with appropriate changes on corrective SOIR showing theTN and the main account as the same number.
729	Change failed, completion date conflict with disconnect file	An incoming SOIR contains a completion date that is equal to or earlier that the completion date of the record that has been deleted	Determine if TN is valid and should be changed • If TN is valid submit corrective SOIR with changes showing a completion date that is later than the disconnect date • If the TN is invalid, submit E FOC to delete error record
730	Insert failed, completion date conflict with disconnect file	The incoming insert SOIR is for a TN that has been disconnected and the date on the insert SOIR is the same or prior to the date of the disconnected TN.	Determine if the insert record should have posted prior to the disconnect: • If yes, issue E FOC SOIR to delete the error record • If no, issue resubmit I FOC SOIR with completion date later than disconnect date

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
731	Change failed, completion date conflict with TN database	The incoming change SOIR has a completion date that is the same or prior to the date of the TN shown in the database	Determine the correct sequence of order activity for the TN: • If the error record change is correct, resubmit C FOC SOIR with later completion date • If error record is incorrect, submit E FOC SOIR to delete error record
732	Record in disconnect with greater completion date	The incoming change SOIR has a completion date that is the same or prior to the date of the TN in the disconnect file	Determine the correct sequence of order activity for the TN: • If the error record change is correct, resubmit C FOC SOIR with later completion date • If error record is incorrect, submit E FOC SOIR to delete error record
735	Delete failed, record in TN database has same completion	The incoming delete SOIR has a completion date that is the same completion date of the TN in the database	Determine the correct sequence of order activity for the TN: • If the error record delete is correct, resubmit D FOC SOIR with later completion date • If error record is incorrect, submit E FOC SOIR to delete error record
738	MSAG update caused a TN error	This error is not generated as a result of incoming SOIR but is generated when INTRADO performs a MSAG update that deletes the address shown on the TN record	Contact INTRADO Data Analyst for resolution.

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
739	Invalid house number format	The incoming SOIR contain special or invalid characters for an alpha or alphanumeric house number	Determine correct house number for TN and resubmit correct SOIR
741	Update not allowed, flagged for PS-ALI/ PinPoint	The TN on the incoming SOIR belongs to a TN that is shown for a PS/ALI or PinPoint PBX customer	Submit E FOC SOIR to delete error record
751	Invalid function code	The incoming SOIR contains an invalid function code. Valid function codes are: • C=CHANGE • D=DELETE • I=INSERT • E=DELETE ERROR • U=UNLOCK • M=MIGRATE	Resubmit the SOIR with valid function code
752	Invalid company ID	The incoming SOIR contains an invalid NENA ID	Resubmit the SOIR with a valid NENA ID
753	No record exists on unlock	The TN on the incoming unlock SOIR does not exist in the TN database	Determine if the correct TN was sent on the error record: • If correct, submit IFOC SOIR for TN and then resubmit U FOC SOIR • If incorrect, submit E FOC SOIR to delete error record

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
754	No record exists on lock	The TN on the incoming Migrate SOIR does not exist in the database.	Determine if the error record TN is valid: • If error record TN is valid, no action is necessary. Processing in the TN database will change the M FOC to an I FOC and insert the record. • If the error record TN is invalid, resubmit a E FOC SOIR to delete the error record
755	Unable to migrate locked record	The TN in the database for the incoming Migrate SOIR shows a locked status	Determine if the error record TN is valid: • If valid, contact the donor company to issue an unlock SOIR. The error record will process once the unlock SOIR is received. • If the error record TN is invalid, resubmit a E FOC SOIR to delete the error record
756	Company code mismatch on change	The NENA ID on the incoming C FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid: • If valid, contact the donor company to issue an unlock SOIR and resubmit the SOIR as a M FOC with the appropriate changed data • If the error record NENA ID is invalid, resubmit a E FOC SOIR to delete the error record

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
757	Company code mismatch on delete	The NENA ID on the incoming D FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid: • If valid, contact the donor company to issue an unlock SOIR and resubmit the SOIR as a M FOC to migrate the record and the a subsequent D FOC to delete the TN record • If the error record NENA ID is invalid, resubmit a E FOC SOIR to delete the error record
758	Company code mismatch on unlock	The NENA ID on the incoming U FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid: • If valid - contact the donor company to issue an unlock SOIR - resubmit the SOIR as a M FOC to migrate the record - resubmit a subsequent U FOC to unlock • If the error record NENA ID is invalid, resubmit a E FOC SOIR to delete the error record
760	Lock exceeds number of retries	The 755 error for a Migrate order is unsuccessful for 30 days	No action required. INTRADO will take appropriate action based on dial tone ownership as shown in NPAC. CLEC will receive notification of action taken for the TN on the weekly NPAC Validation report.

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
762	NENA ID required for U or M FOC SOIR	The incoming U or M SOIR does not have a valid 3 to 5 digit NENA ID	Submit E FOC to delete SOIR record from error Resubmit correct U or M SOIR with valid NENA ID
781	Error record does not exist for delete	The incoming E FOC TN cannot be found in the error database	Verify the TN on the E FOC SOIR record matches the TN in the error database: • TN matches, no action required. The errored record has been previously deleted or resolved. • TN doesn't match re-submit E FOC SOIR for correct TN
782	Company code mismatch on error delete	The incoming E FOC TN contains a NENA company ID that does not match the NENA ID shown on the TN in the error database	Verify the NENA ID on the E FOC SOIR record matches theTN in the error database: If NENA ID matches, no action required. The errored record has been deleted or resolved. If NENA ID doesn't match re-submit E FOC SOIR for correct NENA ID

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Table G Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
783	Unlock failed; main account has sublines	The incoming U FOC TN is in the database as a main account with other TNs shown as sublines but no U FOC was received on the sublines(Note: Since the CLEC main account and Calling number TN are to be the same TN, this error would be received only if the TN in the database had been submitted with a different main account on a previous SOIR.)	There are two possible corrective actions: (1) If all accounts shown with the main account are to be unlocked submit a U FOC for each TN associated with the original main account. (2) If all accounts are not to be unlocked submit a D FOC for the existing subline showing the erroneous main account and then resubmit an I FOC for the TN shown with the Calling number TN as the main account.
792	I FOC record exists with a different Company ID	The TN shown on the I FOC SOIR has a different NENA Company ID than the existing TN in the database	Verify the TN on the errored record: If the TN is correct and is to be migrated, submit an E FOC on the error record SOIR and then resubmit a corrective SOIR with appropriate record changes as a M FOC If the TN on the error record is incorrect, submit an E FOC to delete the error record.

6.7 Compiled Error Report

As stated earlier in this tab, it is imperative that all errors must be corrected as soon as possible. Until an error is corrected, the information for that subscriber will either be in the database incorrectly or not in the database at all. This could result in E911 calls being directed to the wrong PSAP and having to be transferred to the appropriate PSAP.

In addition to sending the daily errors, a compiled error report will be forwarded to each telco on a monthly basis in an effort to ensure that the Telco is aware of all unresolved daily errors. The error report is sorted in street name order to aid in resolving address errors.

7. LNP Process

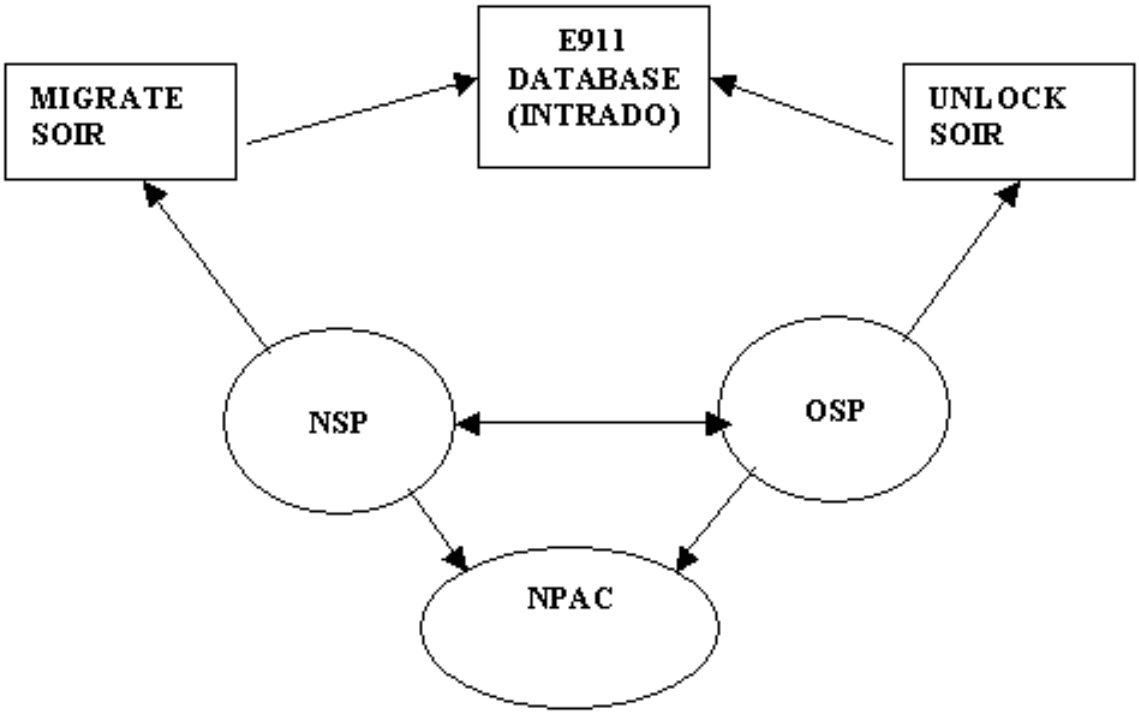
7.1 Overview

As mandated by the Telecommunications Act of 1996, subscribers, regardless of their current local service provider, will be able to choose the local service provider of their choice and retain their current telephone number.

The E911 database has been modified to accommodate this change so that the PSAP display reflects the current local service provider company. There are two new FOC (function of change) codes, U and M that accomplish this.

The current local service provider will issue a service order which will allow the TN record to be "unlocked" (U) or available. The new local service provider will issue an update on the TN to "lock" (M) the record with the information for the new company. Reports, shown in this tab are available to the CLEC for review and handling as appropriate.

The CLEC is fully responsible for submitting the needed U or M as appropriate to update the E911 database. In order to protect the integrity of the E911 data, INTRADO and BST has also implemented a validation process using the NPAC (Number Portability Administration Center) database to identify the correct dial tone owner. The U and M process, the error processes and the NPAC validation processes are discussed in detail in this tab.



7.2 Daily Error Report Format

The error report is faxed daily to the CLEC for investigation and resolution. CLEC LNP E911 errors are resolved using the SOIR processes as outlined in the section for LNP error resolution.

```
ACT CODE M ERR1-755  UNABLE TO MIGRATE LOCKED REC      ERR2-     ERR3-
OSP BELSO
TN  101-555-3300     CUS CODE 999     CS  C    TYPE SVC  0    BATCH #
57100120001-109
HOUSE # 111                              LOCATION
DIR       STREET  MAPLE LN
COMMUNITY ANYTOWN                                EXCH  ANTN
STATE KY    TAR 00817
NAME SMITH, JACK                               MAIN ACCOUNT
101-555-3300  SO# NP2T55
COMMENT
SO REC DATE 07-30-93
LAST MOD TNUSIPUS  07-30-93 22:58:02    CP DATE 07-30-93    USERID
```

The example shown depicts the 755 error that includes the OSP ID in the upper left corner. This information is provided for the CLEC as the NSP to determine why the record is not unlocked from the donor company. Other error codes do not contain this information and will be formatted as shown in the section entitled “Error Resolution” of this guide.

7.3 LNP Error Codes and Corrective Action

Table H LNP Error Codes and Corrective Action

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
751	Invalid function code	The incoming SOIR contains an invalid function code. Valid function codes are: • C=CHANGE • D=DELETE • I=INSERT • U=UNLOCK • M=MIGRATE	• If TN is in locked status Resubmit the SOIR with valid function code • If TN is in unlocked status Resubmit SOIR with M FOC and any appropriate changed data
752	Invalid company ID	The incoming SOIR contains an invalid NENA ID	Resubmit the SOIR with a valid NENA ID
753	No record exists on unlock	The TN on the incoming unlock SOIR does not exist in the TN database	Determine if the correct TN was sent on the error record: • If correct, submit IFOC SOIR for TN and then resubmit unlock SOIR • If incorrect, submit E FOC SOIR to delete error record

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Table H LNP Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
754	No record exists on lock	The TN on the incoming Migrate SOIR does not exist in the database.	Determine if the error record TN is valid: • If valid, no action is necessary. Processing in the TN database will change the M FOC to an I FOC and insert the record. • If invalid, resubmit a E FOC SOIR to delete the error record
755	Unable to migrate locked record	The TN in the database for the incoming Migrate SOIR shows a locked status	Determine if the error record TN is valid: • If valid, contact the donor company to issue an unlock SOIR. The error record will process once the unlock SOIR is received. • If invalid, resubmit a E FOC SOIR to delete the error record
756	Company code mismatch on change	The NENA ID on the incoming C FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid: • If valid, contact the donor company to issue an unlock SOIR and resubmit the SOIR as a M FOC with the appropriate changed data • If invalid, resubmit a E FOC SOIR to delete the error record

- continued -

Table H LNP Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
757	Company code mismatch on delete	The NENA ID on the incoming D FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid: • If valid, contact the donor company to issue an unlock SOIR and resubmit the SOIR as a M FOC to migrate the record and the a subsequent D FOC to delete the TN record • If invalid, resubmit a E FOC SOIR to delete the error record
758	Company code mismatch	The NENA ID on the incoming U FOC SOIR does not match the NENA ID of the TN record in the database	Determine if the error record NENA ID is valid. If valid: • Contact the donor company to issue an unlock SOIR • Resubmit the SOIR as a M FOC to migrate the record • Resubmit a subsequent U FOC to unlock If invalid: • Resubmit a E FOC SOIR to delete the error record
760	Lock exceeds number of retries	The 755 error for a Migrate order is unsuccessful for 30 days	No action required. INTRADO will take appropriate action based on dial tone ownership as shown in NPAC. CLEC will receive notification of action taken for the TN on the weekly NPAC Validation report.

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Table H LNP Error Codes and Corrective Action (continued)

Error Code	Error Message	Occurs when . . .	Corrective Action for CLEC
761	Pilot company code mismatch	The incoming SOIR for a subline TN has a different NENA ID than the main account NENA ID	Determine if the error record NENA ID for the TN is valid. • contact the donor company to issue an unlock SOIR on the main account TN • submit a M FOC SOIR for the main account If invalid: resubmit a E FOC SOIR to delete the error record
762	NENA ID required for U or M FOC SOIR	The incoming U or M SOIR does not have a valid 3 to 5 digit NENA ID	Resubmit U or M SOIR with valid NENA ID
792	I FOC record exists with a different Company ID	The TN shown on the I FOC SOIR has a different NENA Company ID than the existing TN in the database	Verify the TN on the errored record: • If the TN is correct and is to be migrated, submit an E FOC on the error record SOIR and then resubmit a corrective SOIR with appropriate record changes as a M FOC • If the TN on the error record is incorrect, submit an E FOC to delete the error record.

7.4 NPAC Validation Process

The business goal of E911/LNP is to accurately display to the PSAP the correct dial tone owner company information in case of an emergency call. In support of that business goal, INTRADO and BST implemented a LNP E911 process with reports to ensure that the dial tone ownership of the E911 database record is accurate in the event that the normal SOIR process is delayed. **The new processes do not circumvent the CLEC's or BellSouth's responsibility to issue all appropriate Migrate and/ or Unlock orders to INTRADO and to handle errors as they are received.**

A 755 Migrate error will now remain in an error status for a period of 30 days awaiting the corresponding unlock SOIR. This allows the donor and /or the recipient company additional time to receive and process the NPAC activate message and issue the corresponding record to INTRADO.

Once a 755 error has transitioned to a 760 error at the expiration of a 30-day interval, INTRADO will do an NPAC validation on the migrating TN. Based on the dial tone ownership as shown in NPAC, INTRADO will either (1) unlock the donor record so that the migrating record will be processed or (2) delete the 760 error caused by a migrating order that has not been activated in NPAC or (3) relock a record to the donor company or (4) change the company ID to the correct dial tone owner.

INTRADO will review all migrate and/or unlock service orders received after validation and processing for applicability.

7.5 NPAC Validation Report

A report of NPAC validation activity has been developed for the CLECs' use in investigation and correction of their end user records to match the information as shown in NPAC. The report format, description of columns and suggested action for investigation is shown.

7.6 NPAC Validation Report Format

Delivered: xx/xx/xx **LNP/E911 NPAC VALIDATION REPORT** **Week of: xx/xx**
COMPANY ID: CLECX

Migrates Deleted	Delete Date	Migrates Completed	Migrate Date	Unlocked TNs	Unlock Date	Relocked TNs	Relock Date	NENA ID Changed	Date
206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00
206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00	206-555-0911	2/27/00
206-555-0911	2/28/00	206-555-0911	2/28/00	206-555-0911	2/28/00	206-555-0911	2/28/00	206-555-0911	2/27/00
206-555-0911	2/28/00	206-555-0911	2/28/00			206-555-0911	2/28/00	206-555-0911	2/27/00
206-555-0911	2/29/00	206-555-0911	2/29/00			206-555-0911	2/29/00	206-555-0911	2/27/00
206-555-0911	2/29/00	206-555-0911	2/29/00			206-555-0911	2/29/00	206-555-0911	2/27/00
206-555-0911	3/1/00	206-555-0911	3/1/00			206-555-0911	3/1/00	206-555-0911	2/27/00
206-555-0911	3/1/00	206-555-0911	3/1/00			206-555-0911	3/1/00	206-555-0911	2/27/00
206-555-0911	3/2/00					206-555-0911	3/2/00	206-555-0911	2/27/00
206-555-0911	3/2/00					206-555-0911	3/2/00	206-555-0911	2/27/00

7.7 NPAC Validation Report Column Descriptions / Suggested Action

1. MIGRATES DELETED / DELETE DATE:

Description: This column depicts a migrate TN 760 error that has been deleted by INTRADO (after aging 30 days) because the Migrating company is not shown as the dial tone owner after NPAC validation. This situation depicts a migrate record that has been sent to INTRADO but no LSR has been sent to the NPAC to generate an activate message by the Donor company. The deleted date indicates the date action was taken by INTRADO. The record remains locked to the Donor company.
Action: Migrating company should verify that the TN is their valid customer. If so, a new LSR should be generated to the NPAC and a new migrate order submitted to INTRADO.

2. MIGRATES COMPLETED / MIGRATE DATE:

Description: This column depicts a TN 760 migrate error that aged 30 days. INTRADO has validated the TN in NPAC as belonging to the Migrating company, manually unlocked the record, and processed the migrate record for transition to the new dial tone owner. The unlocking of the record is completed without validation of the Donor company. The migrate date indicates the date action was taken by INTRADO.
Action: TNs migrated from 760 errors do not require additional action by the Migrating company.

3. UNLOCKED TNs / UNLOCK DATE:

Description: This column depicts a Donor company TN that has been unlocked by INTRADO based on validation in NPAC. NPAC shows that the TN dial tone owner is now the migrating company. The unlock action by INTRADO was completed without any unlock order received from the Donor company. The unlock date indicates the date action was taken by INTRADO.
Action: Investigate to determine why the unlock order was not sent to INTRADO.

4. RELOCKED TNs / RELOCK DATE:

Description: This column depicts TNs that were in an unlocked status and no migrate order had been received within the 30-day window. Based on INTRADO's NPAC validation, the Donor company is still the dial tone owner. The relock date indicates the date action was taken by INTRADO.
Action: No action required.

5. NENA ID CHANGED / DATE:

Description: This column depicts a Donor company TN that has been unlocked for 30 days. INTRADO has validated in NPAC the dial tone owner of this TN to be another CLEC other than the Donor company. Based on this NPAC validation, INTRADO's action is to change only the Company ID to that of the Recipient company/dial tone owner. However, no migrate record was received by INTRADO from the Recipient company. The date indicates the date action was taken by INTRADO.
Action: Investigate and send a migrate order to INTRADO to ensure the customer record information is accurate. Without a migrate order, the customer address information will remain that of the old donor company.

The new processes do not circumvent the CLEC's or BellSouth's responsibility to issue all appropriate Migrate and/or Unlock orders to INTRADO and to handle errors as they are received.

8. Address Verification Request

8.1 Address Verification Requests Process Flow

The Address Verification Request (AVR) is initiated by INTRADO and/or the CLEC to forward address discrepancies to the E911 Coordinator when service orders for CLEC subscriber accounts are rejected due to invalid street information or when there is a CLEC address discrepancy that has been indicated on a PSAP Inquiry. Telephone contact with the E911 Coordinator and/or subscriber may be necessary to resolve these discrepancies.

It is recommended that the following procedures be followed when administering AVRs to the E911 Coordinator.

- An AVR should be handled via telephone when there is working telephone service at the address in question. Every effort must be made to resolve the discrepancy as quickly as possible.
- When mailing multiple AVRs, attach an AVR Cover Letter.
- Maintain an AVR Log and follow-up on outstanding AVRs every two(2) weeks.
- Send a follow-up letter if a response is not received within two(2) weeks.
- Make a telephone call if response is not received within two(2) weeks.

This process should be used only when the CLEC has investigated the discrepancies and is reasonably sure that no action is necessary on the part of the CLEC. It may be advisable for the CLEC to call their customers to assist in obtaining current street address information before issuing an AVR to the E911 Coordinator for investigation. If investigation determines that CLEC subscriber records are erroneous, it is the responsibility of the CLEC to submit a corrected SOIR

If investigation determines that the problem is a result of MSAG records that need to be added or changed, the AVR is sent to E911 Coordinator to initiate a MSAG ledger to INTRADO. Once the MSAG update has been made by INTRADO, the AVR will be returned to the CLEC by either INTRADO or the E911 Coordinator noting the changes made. The CLEC subscriber record(s) may then be retransmitted.

The CLEC is responsible for the ordering of AVR forms and must use the format as described in this section.

The AVR form with field descriptions, preparation procedures and administration are covered in this document.

8.2 E911 Address Verification Request (AVR)

8.2.1 E911 Address Verification Request (AVR) Form

E911 Address Verification Request

Date	County/City/Parish	Prepared by	Telco Name	Serial Number

For Telephone Company Use Only	Verification of	Service Order Error _____ MSAG Ledger #_____	Other, See Comments

AVR Handled Via Mail (Please Verify)	AVR Handle Via Telephone

Directional	Community	Other	Authorized By _____
Street Name	Range		
Street Not in MSAG	O/E/B		Date _____ Time_____
Customer At _____	ESN		* The date for this AVR was input into the MSAG as noted. If changes are required return this form with your corrections within ten days.

	Directional			Street Name		State
	Low Range	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

For County/City Parish Response	Insert	Change	Delete

	Directional			Street Name		State
	Low Range	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

Date Received	Date Returned if Appropriate	Authorized by

For CLEC Use ➡	Received	Referred to INTRADO if Appropriate	Clerks Initials
For INTRADO Use ➡	Received	Input to MSAG / Returned to CLEC	Clerks Initials

**Input Not Required By County/City/Parish

Figure 3 E911 Address Verification Request (AVR) Form

The field descriptions are shown on the following pages.

8.2.2 Field Descriptions

Table I Field Descriptions for E911 Address Verification Request (AVR) Form

FIELD		DESCRIPTION
1.	Date:	Enter the date the form is prepared.
2.	County / City / Parish:	Enter the E911 County / City / Parish name.
3.	Prepared by:	Enter the name of the employee who prepares the form.
4.	Tel Co. Name:	Enter the CLEC Company name.
5.	Serial Number:	Enter the appropriate serial number. (Begin the first AVR of each year with the year, then the number of AVR sequence. For example, in 2000, the numbering begins with 00-001, 00-002, etc.)
***** FOR TELEPHONE COMPANY USE ONLY*****		
6.	Verification of:	Check the appropriate box to reflect that the AVR was due to: • A service order error. • An MSAG Ledger (include ledger #). • Other (explain in the comments section).
7.	AVR Handled via Mail:	Check the appropriate box for the specific reason the AVR is prepared.
8.	AVR handled via Telephone:	Enter the name of the person authorizing the update, as well as the date and time discussed.
9.	Existing MSAG Entry:	Enter only current MSAG information that is being changed or deleted.
10.	Directional:	Enter the directional indicator, N, S, E, W, NE, NW, SE or SW. If no direction, leave blank.
11.	Street Name:	Enter the name of the street including the standard thoroughfare designation (ST, AV, etc.)
12.	State:	Enter the standard abbreviation for the state.

- continued -

Table I Field Descriptions for E911 Address Verification Request (AVR) Form (continued)

FIELD		DESCRIPTION
13.	Low Range:	Enter the lowest number in the street address range. If there is only one numbered address in the range, the low number will equal the high number. If the range is unnumbered, enter a line.
14.	High Range:	Enter the highest number in the street address range. If there is only one numbered address in the range, the low number will equal the high number. If the range is unnumbered, enter a line.
15.	O/E/B:	This describes the range: • O = Only odd numbers in the range • E = Only even numbers in the range • B = Both odd and even numbers in the range.
16.	Community:	The name of the community in which the street and range exist.
17.	ESN:	Emergency Service Number.
***** FOR CLEC /I NTRADO COMPANY USE ONLY * * ***		
18.	Exchange:	Entered by INTRADO when appropriate. This data represents the exchange area for the local exchange office. This field is left blank for CLEC.
19.	Comments:	Enter pertinent information not included elsewhere on the form.
***** FOR COUNTY / CITY / PARISH 8 * * ***		
20.	Response;	Check the appropriate box for your response: Insert, Change, Delete
21.	Desired MSAG Entry:	The E911 Coordinator will enter the MSAG information to be input into the system
22.	Comments	Any additional information is entered here.
23.	Date Received:	The date the form is received by the E911 Coordinator is entered here.

- continued -

Table I Field Descriptions for E911 Address Verification Request (AVR) Form (continued)

FIELD		DESCRIPTION
24.	Date returned (I.A.):	If the form is returned by the E911 Coordinator, the date is entered here. The form does not have to be returned unless the AVR is being handled via mail or if the changes are required on an AVR handled via telephone.
25.	Authorized by:	The E911 Coordinator's clerk's initials are entered here.
26.	**FOR CLEC USE:**	
	Received:	Enter the date the AVR is received from the county / parish.
	Referred to INTRADO:	Enter the date referred to INTRADO for MSAG update (I.A.)
	Clerk's Initials:	Enter the initials of the CLEC representative who handled the form.
27:	**FOR INTRADO USE:**	
	Received:	The date the AVR is received from CLEC.
	Input to MSAG:	Enter the date the information is entered into the MSAG.
	Returned to CLEC:	The date returned to CLEC.
	Analyst's Initials:	Enter the initials of the INTRADO analyst who handled the form.

8.3 AVR Log

CLEC AVR tracking is the responsibility of the CLEC. An example of the log and the explanation of the fields follows:

			AVR LOG			
Serial Number	**Serial Name**	**Date Sent**	**Follow up Letter Sent**	**Telephone Call Made**	**Date Returned**	**Remarks**
①	②	③	④	⑤	⑥	⑦

Fields Identified

1.	SERIAL NUMBER:	The serial number of the AVR.
2.	STREET NAME:	The name of the street in jeopardy.
3.	DATE SENT:	The date the AVR is sent to E911 Coordinator.
4.	TELEPHONE CALL MADE:	The date the call is made to check status of AVR.
5.	FOLLOW-UP LETTER SENT:	The date the follow-up letter is mailed.
6.	DATE RETURNED(I.A.):	The date the AVR is returned, if appropriate.
7.	REMARKS:	Add remarks here as appropriate.

8.4 AVR Cover Letter

The AVR Cover Letter is included when multiple AVRs are sent to the county/city/parish. An example of this letter is shown below:

AVR COVER LETTER

DATE: _____ ①

TO: _____ ② FROM: _____ ③

_____ _____

_____ _____

The following AVRs are being sent to you to resolve. Each address listed represents potential Record Not Found or Misroute conditions in your database, should those customers call 911.

AVR SERIAL NUMBERS: ④ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

Please forward the resolved AVRs back as soon as possible, but no later than _____. ⑤

If I can assist in any way, please call me at_____. ⑥

Attachment (s):

Instructions for Completing the AVR Cover Letter

1.	Date:	Enter the date the AVRs are completed.
2.	To:	Enter the name and address of the E911 Coordinator contact.
3.	From:	Enter the name and address of the CLEC Supervisor.
4.	AVR Serial Numbers:	List the serial numbers of the AVRs to be forwarded to the E911 Coordinator. (For example, in 1997, the numbering begins with 97-001, 97-002, 97-003, etc.)
5.	Date AVRs Must Be Returned:	Enter the date two (2) weeks from the date the AVRs are mailed, or ten (10) days, if resolved via telephone conversation.
6.	Telephone Number:	Enter the E911 Assistant Manager's telephone number.

8.5 AVR Follow-Up Letter and Telephone Calls

An AVR Follow-Up Letter is forwarded to the E911 Coordinator after telephone attempts to handle the AVR have been unsuccessful. The date the AVR Follow-Up Letter is sent to the E911 Coordinator must be noted in the Follow-Up Letter Sent section of the AVR Log.

If after two (2) weeks, the E911 Coordinator has not responded to the AVR Follow-up Letter, another telephone call should be made to the E911 Coordinator. The date the telephone call is made must be noted in the "Telephone Call Made" section of the AVR Log. An example of the AVR Follow-Up Letter is shown as follows:

AVR FOLLOW-UP LETTER

DATE: _____

TO: _____ FROM: _____

_____ _____

_____ _____

The following AVRs were sent to resolve and are still outstanding.

AVR SERIAL NUMBERS: _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

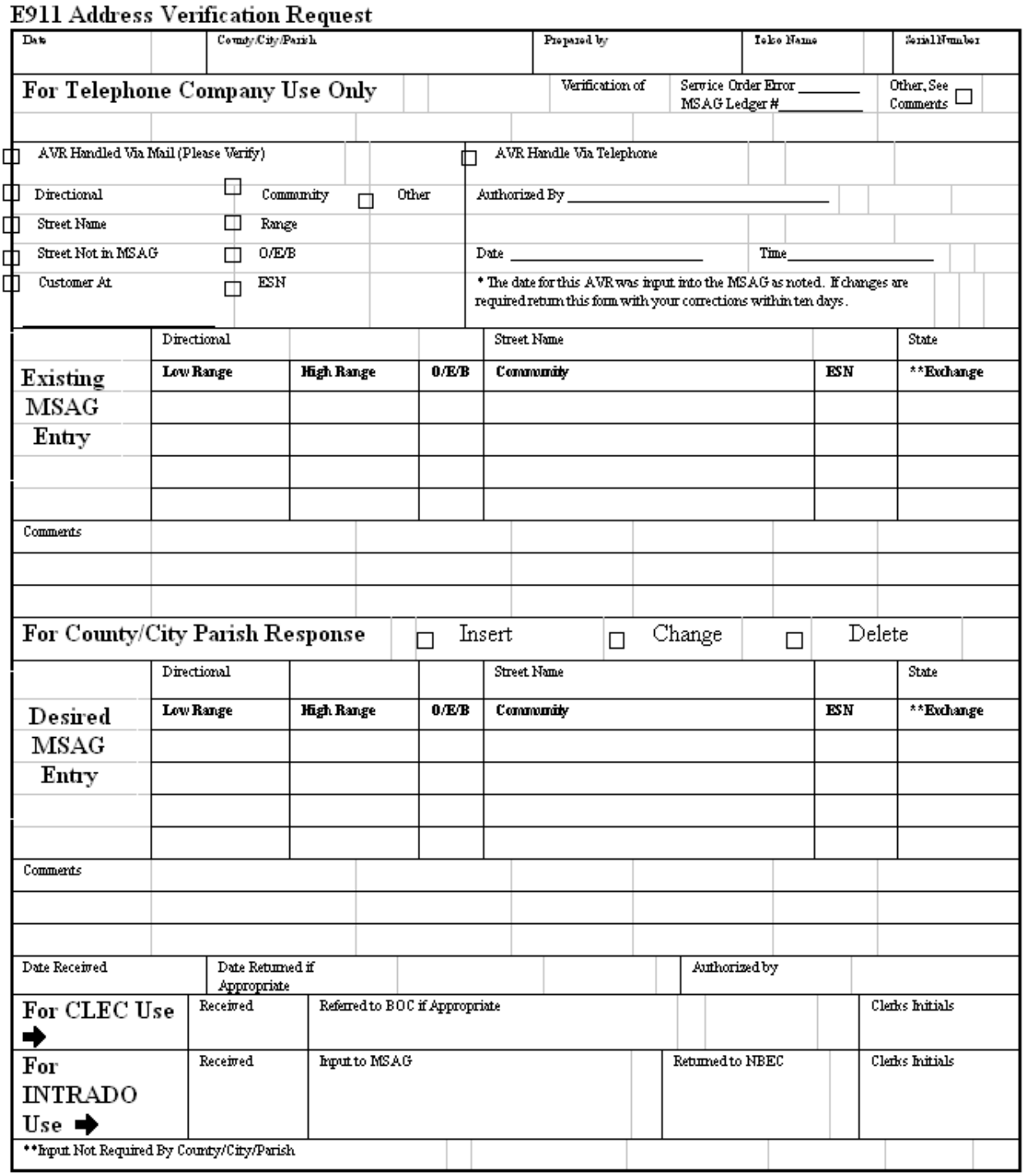
Each street listed could represent subscribers not included in the E911 database. The caller will have voice communication with your dispatchers, but your dispatchers will not have ALI information displayed. Therefore, you are urged to provide a response as soon as possible.

If I can assist in any way, please call me at_____.

8.6 Forms

Blank forms are provided to be produced locally as needed.
1. AVR Verification Request
2. AVR Log
3. AVR Cover Letter
4. AVR Follow-Up Letter

8.6.1 E911 Address Verification Request



E911 Address Verification Request

Date	County/City/Parish	Prepared by	Telco Name	Serial Number

For Telephone Company Use Only Verification of: Service Order Error _____ MSAG Ledger #_____ Other, See Comments ☐

☐ AVR Handled Via Mail (Please Verify) ☐ AVR Handle Via Telephone

☐ Directional ☐ Community ☐ Other — Authorized By _____

☐ Street Name ☐ Range

☐ Street Not in MSAG ☐ O/E/B — Date _____ Time _____

☐ Customer At _____ ☐ ESN

* The date for this AVR was input into the MSAG as noted. If changes are required return this form with your corrections within ten days.

	Directional			Street Name		State
Existing MSAG Entry	**Low Range**	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

For County/City Parish Response ☐ Insert ☐ Change ☐ Delete

	Directional			Street Name		State
Desired MSAG Entry	**Low Range**	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

Date Received	Date Returned if Appropriate	Authorized by

For CLEC Use ➡	Received	Referred to BOC if Appropriate		Clerks Initials
For INTRADO Use ➡	Received	Input to MSAG	Returned to NBEC	Clerks Initials

**Input Not Required By County/City/Parish

Figure 4 E911 Address Verification Request

8.6.2 AVR Log

AVR LOG							
Serial Number	Serial Name	Date Sent	Follow up Letter Sent	Telephone Call Made	Referred to Marketing	Date Returned	Remarks

Figure 5 AVR Log

8.6.3 AVR Cover Letter

AVR COVER LETTER

DATE: _____

TO: _____ FROM: _____

_____ _____

_____ _____

The following AVRs are being sent to you to resolve. Each address listed represents potential Record Not Found or Misroute conditions in your database, should those customers call 911.

AVR SERIAL NUMBERS: _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

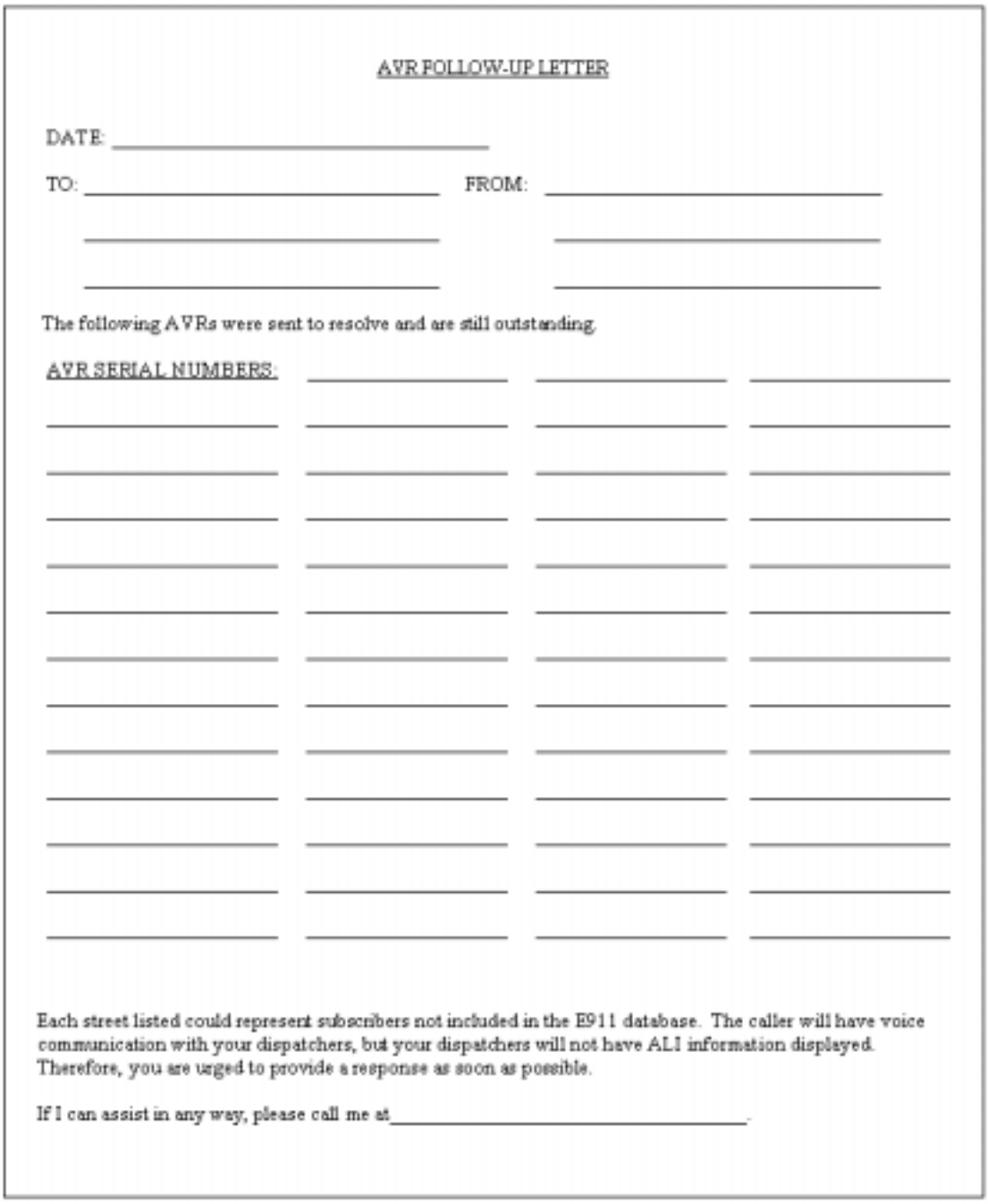
Please forward the resolved AVRs back as soon as possible, but no later than _____.

If I can assist in any way, please call me at _____.

Attachment (s):

Figure 6 AVR Cover Letter

8.6.4 AVR Follow-Up Letter



AVR FOLLOW-UP LETTER

DATE: _____

TO: _____ FROM: _____

_____ _____

_____ _____

The following AVRs were sent to resolve and are still outstanding.

AVR SERIAL NUMBERS: _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

Each street listed could represent subscribers not included in the E911 database. The caller will have voice communication with your dispatchers, but your dispatchers will not have ALI information displayed. Therefore, you are urged to provide a response as soon as possible.

If I can assist in any way, please call me at_____.

Figure 7 AVR Follow-Up Letter

9. PSAP Inquiries

9.1 Overview

E911 is a critical emergency service. Therefore, any address condition that interferes with a caller reaching the appropriate PSAP, and having an accurate display, must be corrected as quickly as possible. For this reason, the E911 Inquiry Form has been developed as a tool for the PSAP attendants to use in reporting address problems encountered with the E911 system.

PSAP Inquiry Forms will be forwarded to the CLEC from either INTRADO or directly from the E911 Coordinator. The inquiry form should be logged by the CLEC when received. An inquiry log form and instructions are provided in this tab. Once the inquiry has been handled, it should be returned to the originator or to INTRADO as appropriate.

The E911 Inquiry Form is divided into five (5) sections. See the example to follow:

GENERAL:	information relating to the PSAP attendant preparing the form
DATABASE:	problems relating to the ALI data displayed at the PSAP
REPAIR:	problems relating to the network or equipment
COMMENTS:	input of additional pertinent information
ACTION:	response section

9.2 E911 PSAP Inquiry Form

E911 Inquiry

		Maintenance Ledger Attached: Yes No
PSAP Name	System Name	Serial #
Date of Call	Time of Call	Operator

Did You Transfer Call? No Yes If Yes, To:

Did You Receive Transfer? No Yes If Yes, From:

ANI TN	ALI TN

Database Reason For Inquiry (Check All Boxes That Apply. Complete Items and Provide Notes to 911 Coordinator.)

1 ALI Record Not Found (Display Shows Record Not Found)

2 Wrong ALI Display of:

	Displayed	Should Be
Name		
Address		
Location		
Community		
ESN		

3 Minutes ... ESN Displayed: _____

4 Other: _____

Comments	

Repair Reason For Inquiry (Check All Boxes That Apply. Report to Repair and Provide Notes to 911 Coordinator For Records Only.)

1 ANI Display:	Comment
No ANI Wrong ANI ANI Reads (911-000 or 000-0000) Anonymous Call	
2 No ALI Display	
3 Operator Call (Caller Didn't Dial 911 - Puts on Line)	
4 Other: _____	

For Telco Use Only

Action: Trouble Cleared As of _____ Trouble Referred to ECO on _____
Investigation/Concluded. No Action Required as of _____ Trouble Referred to Other on _____
Trouble Referred to Repair on _____

Comment

Figure 8 PSAP Inquiry Form

9.3 PSAP Inquiry Log

The following is an example of a PSAP Inquiry Log and instructions for completion:

PSAP INQUIRY LOG

RESPONSE CODE

County/City/Parish_____
Month/Year_____

1 - Trouble Cleared, Enter Date
2 - No Trouble Found
3 - Referred to Repair

SERIAL NUMBER	DATE RECEIVED IN AFIG	NPA TELEPHONE NUMBER	E911 CALL DATE	ACTION TAKEN	DATE RETURNED	RESP CODE
①	②	③	④	⑤	⑥	⑦

Instructions For Completion

1.	Serial Number	Enter the serial number assigned by the E911 Customer
2.	Date Received	Enter the date the Inquiry was received
3.	NPA/Telephone Number	Enter the customer's NPA and telephone being referred on the Inquiry
4.	911 Call Date	Enter the date of the 911 call
5.	Action taken	Enter the action taken to handle the inquiry
6.	Date Returned	Enter the date the Inquiry was returned to INTRADO
7.	Response Code	Enter the appropriate response code as follows: 1-Trouble Cleared, Enter date 2-No trouble found 3-Referred to repair

9.4 PSAP Inquiry Flow

PSAP Inquiry Forms will be forwarded to the CLEC either directly from the E911 Coordinator or from INTRADO as appropriate. The inquiry form should be logged by the CLEC and the disposition noted. An inquiry log form and instructions are provided in this tab. Once the inquiry has been resolved, it should be returned to the originator or to INTRADO as appropriate. PSAP Inquiries returned to INTRADO should be sent to:

FAX: 888-778-7876
INTRADO Communications, Inc.
BellSouth Data Analyst
6285 Lookout Road
Boulder, CO 80301-3343

9.5 PSAP Inquiry Investigation Procedures

9.5.1 ALI Record Not Found

The CLEC should investigate to determine why the TN record is not in the database. If the TN is found on the NRF report, check to see if the TN is valid. If valid, a SOIR should be sent to insert the TN record into the E911 database. If it is determined that the TN record is in the TN error file, a corrective SOIR should be sent to resolve the error. Once resolved, check action: "Trouble cleared as of (enter date) and return the form to the originator.

9.5.2 Wrong ALI Display of:

The E911 Coordinator will complete the "Should be" section detailing correct information on the E911 Inquiry form, when the ALI displays incorrect information. The CLEC should investigate the discrepancies and make the appropriate database updates as described below:
ADDRESS - COMMUNITY - LOCATION

Investigate as necessary with the E911 Coordinator to determine the correct address including a check for MSAG validity. Update the address information for the TN record by submitting a corrected SOIR with the valid information. Once resolved, check action: "Trouble cleared as of (enter date) and return the PSAP Inquiry to the originator or INTRADO, as appropriate.

If no change is needed to the TN record, check action: "Investigation Completed. No action required as of" (enter date) and return the PSAP Inquiry to the originator or INTRADO, as appropriate.

Return the original Inquiry to INTRADO.

9.5.3 ESN

Compare the ESN on the TN record to the MSAG ESN, for the address. If the ESNs match, forward the inquiry to INTRADO for further investigation noting action taken in the comment field.

If the ESN for the TN record does not match the ESN for the MSAG, submit a corrective SOIR record with the valid address. Check action: "Trouble cleared as of (enter date) and return the PSAP Inquiry to the originator or INTRADO, as appropriate.

If the MSAG is incorrect, issue an Address Verification Request (AVR) to the E911 Coordinator requesting a MSAG ledger for the appropriate change be forwarded to INTRADO. The E911 Inquiry should indicate the AVR sent in the comment section of the Inquiry. Check action: "Trouble cleared as of (enter date) and return the PSAP Inquiry to the originator or INTRADO, as appropriate.

9.5.4 Misroutes

A misroute indicates the E911 call routed to the wrong PSAP. Routing is determined by the ESN associated with the matching address record in the MSAG database. Investigate as necessary with the E911 Coordinator to determine the correct address and submit a SOIR with the corrected address information. Check action: "Trouble cleared as of (enter date) and return the PSAP Inquiry to the originator or INTRADO, as appropriate.

If it is determined that the address for the TN record and the MSAG match, check action: "Trouble referred to other on (enter date)" and return to INTRADO for further investigation. If is determined that a correction in the TN record is necessary, INTRADO will contact the CLEC for a new SOIR to be sent.

9.5.5 Blank Forms

Blank Forms may be reproduced locally as needed.

9.5.5.1 E911 Inquiry Log

E911 INQUIRY LOG

County/City/Parish_____
Month/Year_____

RESPONSE CODE

1 - Trouble Cleared, Enter Date
2 - No Trouble Found
3 - Referred to Repair

SERIAL NUMBER	DATE RECEIVED IN AFIG	NPA TELEPHONE NUMBER	E911 CALL DATE	ACTION TAKEN	DATE RETURNED TO CAC/P	RESP CODE

Figure 9 E911 Inquiry Log

10. No Record Found (NRF)

10.1 Overview

A No Record Found (NRF) condition occurs when a subscriber calls 911 and the system is unable to retrieve the database information and/or no information exists. The purpose of a NRF investigation is to:

- identify the reason a NRF occurred
- take corrective action to update the database, as necessary.

- the record may be in an Error File
- the record may be "in the pipeline", between the time the subscriber has dial tone and the time the record is processed and entered into the database
- the record may not have been sent to be inserted into the database

10.2 No Record Found (NRF) Processing

Each PSAP in the region is served by a primary ALI processor and a secondary ALI processor. These processors alternate responses to ALI retrieval requests (bids) coming from the PSAP. Therefore, audit data, including NRF data, is found on the audit files from both the primary and secondary ALI processors. This data is combined to produce one NRF report.

10.3 No Record Found (NRF) Report Schedule

The NRF report will be generated every day, Sunday through Saturday. This report provides information about NRFs for investigation and is faxed daily to the CLEC. The following schedule has been developed for the distribution of daily NRF reports.

Fri / Sat / Sun's NRFs	NRF report distributed on Mon
Monday's NRFs	NRF report distributed on Tuesday
Tuesday's NRFs	NRF report distributed on Wednesday
Wednesday's NRFs	NRF report distributed on Thursday
Thursday's NRFs	NRF report distributed on Friday

The Fr i/ Sat / Sun NRF reports printed on Monday will provide separate totals for each day.

10.4 No Record Found (NRF) Report Layout

The NRF report is separated by CLEC and by state and sorted by telephone number.

Following is an example of the NRF report and the cover sheet used for the fax:

DAILY NRF REPORT
RUN DATE: 2000-04-11 12:05:38 FOR COMPANY: BELLSOUTH MOBILITY

STATE	TN	BID DATE	COUNTY NAME	PSAP ID	STATUS
FL	(404) 555-1212	2000-04-10 14:32:41 MON	FULTON	C193-GAFULTONCO	OPENED
FL	(770) 529-2345	2000-04-10 15:23:01 MON	DEKALB	C145-GADEKALBCO	PENDERR

TOTAL NRFS: 2

The NRF Report includes:

Company	The name of the CLEC Company
Run Date	Date and time of NRF report creation
State	Two character state identifier
TN	The telephone number of the caller that resulted in the NRF, including NPA
Bid Date	Date, time and day of the week of the PSAP query (bid) that resulted in the NRF
County Name	The name of the county for the PSAP receiving the NRF
PSAP ID	2 character state identifier, 8 - 10 character PSAP name and 4 character PSAP ID of the agency that received the NRF
Status	INTRADO status of referral: OPENED, PENDERR, REF - LEC
Total NRFs	Total number of NRFs for report

10.5 No Record Found (NRF) Report Investigation

The CLEC will only be required to investigate and correct NRFs either not found in the E911 database or was in the error file at the time of the call.

The CLEC should:

- Determine if the TN should be in the E911 database.

  If the TN should be in the database, a SOIR should be submitted to INTRADO to insert the TN or to resolve an outstanding error in the error file.

- Research why the record was not in the E911 database and take action to prevent further NRF occurrences.
- Advise INTRADO resolution action of NRF.

When all NRFs have been resolved and reported to INTRADO, the CLEC should file the NRF report and retain for a period of one (1) year from the date of the 911 call that resulted in the NRF.

All NRFs are initially assigned a system status of OPENED. This status may be changed by the INTRADO Data Analyst during an initial investigation prior to the NRF report being sent to the CLEC.

The status codes that will be sent on the report are:

- **PENDERR**

  the TN on the NRF report was found in the TN error file. The CLEC should refer to the section entitled “Error Resolution” of this document for resolution of the TN error.

- **REF-LEC**

  the TN is not found in the TN error file or in the TN database. The CLEC should investigate and submit the appropriate SOIR record to insert the subscriber data.

Once the CLEC has advised the INTRADO Data Analyst of the resolution, the status of the NRF TN will be changed to CLOSED, indicating that the TN has been successfully added to the E911 database, if appropriate.

11. County Coordinators

11.1 Overview

As stated in the section entitled “Roles and Responsibilities” of the Guide, the CLEC has a responsibility to contact the county / parish to determine certain information. Following are the County / Parish Coordinators by state. Please note that this is the most current list we have. Some states may have a NENA website with this information as well as some state Public Service Commissions may have a list of coordinators as well. Since these lists may be updated more frequently than the list we receive, you may want to check for those websites also.

11.2 Alabama Coordinators

Table J Alabama Coordinators

Alabama Coordinators				
COUNTY	**CONTACT**	**ADDRESS**	**CITY / ZIP**	**TEL. NO**
	Chief James Adkins			205 / 674-1924
	Clyde Prather			334 / 887-4906
Autauga	Joe Sarto	P. O. Box 9146	Prattville, AL 36067	334 / 365-2286
Baldwin	Seth Phelps	P. O. Box 924	robertsdale, AL 36567	334 / 947-3911
Barbour	Jim Hallman	P. O. Box 852	Eufaula, AL 36072-0852	334 / 687-9113
Bessemer	Otis Smith	1800 3rd Avenue North	Bessemer, AL 35020	205 / 424-4060
	Lt. Ben Kelly			205 / 254-0829
Blount	Max Armstrong	P. O. Box 911	Oneonta, AL 35121	205 / 825-4912
Calhoun	Jerry Jackson	110 3. 15th Street	Anniston, AL 36201-3802	205 / 237-9119
Chambers	Donald Smith	P. O. Box 66	Lanett, AL 38683	334 / 644-1020
Chilton	Cheryl Robinson	P. O. Box 537	Clanton, AL 35045	205 / 755-2511
Clay	Dot Nelson	P. O. Box 911	Lineville, AL 36266	205 / 396-2626
Colbert	Russ Bowers	120 West 5th Street	Tuscumbia, AL 35674	205 / 381-0911
Cullman	Roger Humphry	422 2nd Ave, SW, Suite105	Cullman, AL 35055	205 /734-0911
Dallas	Richard Bean	P. O. Box 652	Selma, AL 36702-0652	334 / 874-3719

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Table J Alabama Coordinators (continued)

Alabama Coordinators				
COUNTY	**CONTACT**	**ADDRESS**	**CITY / ZIP**	**TEL. NO**
Dekalb	Ron Sparks	111 Grand Avenue, SW	Ft. Payne, AL 35967	205 / 845-4911
Elmore	Annette Devon	P. O. Box 833	Wetumpka, AL 36902-0833	334 / 567-1426
Escambia	Brad Smith	P. O. Box 157	Brewton, AL 36427-0157	334 / 867-0500
Etowah	Bill Brodeur	619 W. Grand Avenue	Rainbow City, AL 35906	205 / 442-7911
Fayette	Scott Moore	P. O. Box 152	Berry, AL 35546	205 / 689-4744
	Capt. David Walker	200 Gault Avenue Suite 1	Fort Payne, AL 35967	205 / 845-1414
Franklin	Barry Pounders	P. O. Box 206	Phil Campbell, AL 35581	205 / 993-5331
	Janice Wilson	P. O. Box 889	Gardendale, AL 35071	205 / 631-8787
	Chief C. M. Melton			205 / 674-5643
	Chief Harold Parker	1903 29th Avenue South	Homewood, AL 35209	205 /877-8634
	Patricia Formby Comm-Police Dept.	100 Municipal Drive	Hoover, AL 35216	205 / 444-7640
	Charlene Rice	1318 Hueytown Rd	Hueytown, AL 35023	205 / 491-3587
	Cpt. Jimmy Jarrell	5308 Beacon Drive	Irondale, AL 35210	205 / 956-0950

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Table J Alabama Coordinators (continued)

Alabama Coordinators				
COUNTY	**CONTACT**	**ADDRESS**	**CITY / ZIP**	**TEL. NO**
Jackson	Larry Duncan	P. O. Box 308	Scottsboro, AL 35768	205 / 218-3911
Jefferson	Marcia Scott	2121 8th Ave N. Suite 1615	Birmingham, AL 35203	205 / 325-5511
Lauderdale	Richard Adams	110 W. College St Room B25	Florence, AL 35630	205 / 760-6363
Lawrence	Ann Coffey	555 Walnut Street	Moulton, AL 35650	205 / 974-7641
Lee	Bill Meadows	11388 Lee Rd #54	Auburn, AL 36830	334 / 705-5305
	Chief C. A. Hudson ("Tony")	P. O. Box 126	Leeds, AL 35094	205 / 699-2581
Limestone	Richard Holt	1304 Aster Street	Athens, AL 35611	205 /230-0911
Macon	Bill Gunn	210 North Elm St	Tuskegee, AL 36083-0188	334 / 727-1911
Madison	Steve Wright	320-B Fountain Circle	Huntsville, AL 35801	205 /532-9200
Marengo	Eleanor Park	P. O. Box 1213	Demopolis, AL 36732	334 / 289-0911
Marshall	Donald Brewer	424 Blount Ave	Guntersville, AL 35976-1108	205 / 571-9111
	Jim Rhodes			205 / 923-7576
Mobile	George Williams	7340 Zeigler Blvd	Mobile, AL 36608	334 / 639-2362
Monroe		132 N. Mt. Pleasant	Monroeville, AL 36104	205 / 575-2911

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Table J Alabama Coordinators (continued)

Alabama Coordinators				
COUNTY	**CONTACT**	**ADDRESS**	**CITY / ZIP**	**TEL. NO**
	Ronnie Adkins	P. O. Box 1111	Montgomery, AL 36104	334 / 241-2083
Montgomery	Paul St. John			334 / 832-4950
Morgan	Judy Livingston	2708 Highway 31 South	Decatur, AL 35603	
	Lt. Earl Littlefield	100 Tibbett St	Mountain Brook, AL 35213	205 / 879-4986
	Bill Waites	501 Park Rd	Pleasant Grove, AL 35127-1625	205 / 744-7221
Randolph	Sylvia Grant	P. O. Box 911	Roanoke, AL 36278	205 / 357-4894
Rusell	C. W. Smith	P. O. Box 1102	Phenix City, AL36867-1102	334 / 291-5085
Shelby	John Ellison	508 Hwy 70	Columbia, AL 35051	205 / 669-1911
St. Clair	J. B. Martin	1610 Cogswell Ave Suite 209	Pell City, AL 35125-1645	205 / 338-9911
Sumter	Ms. Pat Newhauser	Drawer B	York, AL 36925	205 / 392-2001
Talladega	Larry Wright	P. O. Drawer J	Talladega, AL 35161	205 / 761-9119
Tallapoosa	Anita Moran	P. O. Box 9	Dadeville, AL 36853	334 / 825-8490
	Jessee Sprayberry	1004 Ford Ave	Tarrant, AL 35127	205 / 841-5555
Tuscaloosa	Dick Pierce	P. O. Box 20113	Tuscaloosa, AL 35402	205 / 349-3870

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Table J Alabama Coordinators (continued)

Alabama Coordinators				
COUNTY	**CONTACT**	**ADDRESS**	**CITY / ZIP**	**TEL. NO**
	Butch Zaragoza			205 / 878-0225
Walker	Roger Wilson	201 18th Street West	Jasper, AL 35501	205 / 221-3569

11.3 Florida Coordinators

Table K Florida Coordinators

Customer Name	Contact Name	Title	Address	City / State / Zip	Telephone
Alachua Co.	Susan Nelson	911 Coord.	10 S.W. 2nd Ave. Room 217	Gainesville, FL 32601	352 / 338-7361
Baker Co.	Nick Giles	911 Coord.	P.O. Box 958	Macclenny, FL	904 / 259-6111
Bay Co.	Cheryl Fields	911 Coord.	644 Mulberry Ave.	Panama City, FL 32401	850 / 784-6108
Bradford Co.	Nelson Green	911 Coord.	945 C North Temple Ave.	Starke, FL 32091	904 / 966-6911
Brevard Co.	Steve Latza	911 Coord.	2725 Judge Fran Jamieson Way	Viera, FL 32940	321 / 690-6846
Broward Co.	Ginnie Bonura	911 Coord.	325 N. Andrews Ave.	Ft. Lauderdale, Fl 33301	954 / 357-8559
Calhoun Co.	Ronnie Stone	911 Coord.	342 East Central Avenue	Blountstown, FL 32424	850 / 674-5049
Charlotte Co.	Del Sherman	911 Coord.	7474 Utilities Rd.	Punta Gorda, FL 33952	941 / 575-5204
Citrus Co.	Jim Soukup	911 Coord.	3425 W. Southern St.	Lacanto, FL 34461	352 / 726-4488
Clay Co.	James Corbin Jr.	911 Coord.	1 Doctor Dr.	Green Cove Springs, FL 32043	904 / 284-6330
Collier Co.	Debbie D'Orazio	911 Coord.	3301 East Tamiami Trail, Bldg J	Naples, FL 341122	941 / 793-9183
Columbia Co.	Denise Nelson	911 Coord.	P.O. Box 2949	Lake City, FL 32056-2649	904 / 752-8787
Dade Co.	Cmdr.Jose Camacho	911 Coord.	5680 SW 87th Ave.	Miami, FL 33173-1699	305 / 596-8912
Desoto Co.	Doug Christ	911 Coord.	115 E. Oak Street, B 1	Arcadia, FL 34266	941 / 993-4834

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Table K Florida Coordinators (continued)

Customer Name	Contact Name	Title	Address	City / State / Zip	Telephone
Dixie Co.	Scott Harden	911 Coord.	P.O. Box 470	Cross City, FL 32628	352 / 498-1220
Duval Co.	Pat Welte	911 Coord.	501 E. Bay St.	Jacksonville, FL 32202	904 / 630-2317
Escambia Co.	Bob Boschen	911 Coord.	2920 North L St.	Pensacola, FL 32501	850 / 595-3317
Flagler Co.	Donald Wines	911 Coord.	1200 E. Moody Blvd. No. 2	Bunnell, FL 32110	904 / 437-7484
Franklin Co.	Pat McWhinnie	911 Coord.	270 Hwy 65	Eastpoint, FL 32328	850 / 670-8500
Gadsen Co.	Devane Mason	911 Coord.	P.O. Box 1709	Quincy, FL 32351	850 / 875-8824
Gilchrist Co.	Ron McQueen	911 Coord.	P.O. Box 367	Trenton, FL 32693-0367	352 / 463-3198
Glades Co.	Lt. Romero	911 Coord.	599 Avenue J	Moore Haven, FL	941 / 946-1600
Gulf Co.	Marshall Nelson	911 Coord.	Cecil G. Costin Sr. Blvd.	Port St. Joe, FL 32456	850 / 229-9111
Hamilton Co.	Harrell Reid	911 Coord.	3995 CR 51 North	Jasper, FL	904 / 792-7128
Hardee Co.	Larry Pelton	911 Coord.	404 West Orange St.	Wauchula, FL 33873	941 / 773-0222
Hendry Co.	Lori Jones	911 Coord.	P.O. Box 1760	La Belle, FL 33975-1760	941 / 675-5241
Hernando Co.	Bill Kicklighter	911 Coord.	P.O. Box 10070	Brooksville, FL 34603-0070	352 / 754-6830
Highlands Co.	Tom Portz	911 Coord.	P.O. Box 1926	Sebring, FL 32870	941 / 386-6519
Hillsborough	Joseph Reavy	911 Coord.	9260 Bay Plaza Blvd. Suite 507	Tampa, FL 33619	813 / 744-5911
Holmes Co.	Wanda Stafford	911 Coord.	107 East Virginia Ave.	Bonifay, FL 32425	850 / 547-1112

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Table K Florida Coordinators (continued)

Customer Name	Contact Name	Title	Address	City / State / Zip	Telephone
Indian River Co.	Doug Wright	911 Coord.	1840 25th St.	Vero Beach, FL 32960	561 / 567-8000
Jackson Co.	John Mader	911 Coord.	4447 Marion St.	Marianna, FL 32448	850 / 718-0007
Jefferson Co.	John Durst	911 Coord.	P.O. Box 1069	Monticello, FL 32345	850 / 342-0223
Lafayette Co.	John Bell	911 Coord.	P.O. Box 28	Mayo, FL 32066	904 / 294-3611
Lake Co.	Bruce Thurston	911 Coord.	315 West Main St.	Tavares, FL 32778	352 / 343-9436
Lee Co.	Matt Rechkemmer	911 Coord.	P.O. Box 398	Ft. Myers, FL 33902-0398	941 / 335-1608
Leon Co.	Richard Smith	911 Coord.	535 Appleyard Way/ PO Box 727	Tallahassee, FL 32304	850 / 488-5921
Levy Co.	John McCathrin	911 Coord.	P.O. Drawer 1719	Bronson, FL 32621	352 / 486-5111
Liberty Co.	Sammy Hanna	911 Coord.	P.O. Box 877	Bristol, FL 32321	850 / 643-2339
Madison Co.	Juan Botino	911 Coord.	P.O. Box 539	Madison, FL 32341	850 / 973-4001
Manatee Co.	Ed Straight	911 Coord.	P.O. Box 1000	Bradenton, FL 34206	941 / 746-3080
Marion Co.	Richard Nelson	911 Coord.	2630 SE 3rd Street	Ocala, FL 34471	352 / 620-3400
Martin Co.	Joe Laviano	911 Coord.	800 SE Monterey Rd.	Stuart, FL 33494	561 / 220-7152
Monroe Co.	Norm Leggett	911 Coord.	10600 Aviation Blvd.	Marathon, FL 33050	305 / 289-6035
Nassau Co.	Terry Eby	911 Coord.	P.O. Box 596	Yulee, FL 32041	904 / 321-5732
Okaloosa Co.	George Collins	911 Coord.	Shalimar Courthouse Annex	Shalimar, FL 32579	850 / 651-7150
Okeechobee Co.	Lt Tronsin	911 Coord.	Okeechobee County SO	Okeechobee, FL 34973	941 / 763-3117

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Table K Florida Coordinators (continued)

Customer Name	Contact Name	Title	Address	City / State / Zip	Telephone
Orange Co.	Debbie Caruthers	911 Coord.	6590 Amory Ct.	Winter Park, FL 32792	407 / 836-9846
Osceola Co.	Ethel Reed	911 Coord.	400 Simpson Rd.	Kissimmee, FL 34744	407 / 348-1142
Palm Beach Co.	Mark Adler	911 Coord.	3323 Belevedere Rd.	WPB, FL 33406	561 / 712-6486
Pasco Co.	John Schroeder	911 Coord.	8744 Government Dr.	New Port Richey, FL 34654	727 / 847-8163
Pinellas Co.	Barry Mogil	911 Coord.	400 South Ft. Harrison Ave.	Clearwater, FL 34616	727 / 464-3835
Polk Co.	Sandy Mercer	911 Coord.	P.O. Box 1458 Drawer PS06	Bartow, FL 33801	941 / 534-7656
Putnam Co.	Capt. Beaton	911 Coord.	1802 N Hwy 19	1802 N Hwy 19	904 / 329-0380
Santa Rosa Co.	Will Meloy	911 Coord.	4499 Pine Forest Rd.	Milton, FL 32570	850 / 983-5350
Sarasota Co.	Bob Nibarger	911 Coord.	1660 Ringling Blvd. 6th Floor	Sarasota, FL 34236	941-951-5283
Seminole Co.	Frank Kirk	911 Coord.	200 W. County Home Road	Sanford, FL 32773	407 / 323-2500
St Johns Co.	Tim Wehking	911 Coord.	4010 Lewis Speedway	St. Augustine, FL 32095	904 / 823-2670
St. Lucie Co.	Jack Southard	911 Coord.	101 N. Rock Road	Ft. Pierce, FL 34945	561 / 465-5770
Sumter Co.	Marie Keenum	911 Coord.	8035 E. C46 Suite B	Oxford, FL 34484	352 / 259-1400
Suwannee Co.	Mr. Merrill McDonald	911 Coord.	13530 80th Terrace	Live Oak, FL 32060	904 / 364-3404
Taylor Co.	Johnny Yardborough	911 Coord.	P.O. Box 108	Perry, FL 32347	850 / 584-4225

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Table K Florida Coordinators (continued)

Customer Name	Contact Name	Title	Address	City / State / Zip	Telephone
Union Co.	Tommy Thomas	911 Coord.	58 NW 1st Street	Lake Butler, FL 32054	904 / 496-4330
Volusia Co.	Kathy Williams	911 Coord.	59 Keyton Drive	Daytona Beach, FL 32124	850 / 926-2911
Wakulla Co.	Pam Langston	911 Coord.	15 Oak Street	Crawfordville, FL 32327	850 / 926-2911
Walton Co.	Capt. Tom Pagels	911 Coord.	75 South Davs Lane	DeFuniak Springs, FL 32433	850 / 892-8065
Washington	Jerry Brock	911 Coord.	1331 South Blvd.	Chipley, FL 32428	850 / 638-6325

11.4 Georgia Coordinators

Table L Georgia Coordinators

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Airport	Hartsfield Airport 911	Bill Carr			Atlanta		(404) 530-6630
Atlanta	City of Atlanta 911	William Gordon	Director	675 Ponce de Leon Avenue, N.E.	Atlanta	30308	(404) 817-2370
Appling	Appling County 911	Camille Kimball	Director	401 West Parker Street	Baxley	31513	(912) 367-8110
Bacon	Bacon County 911	Cindy Kight	Director	307 S. Dixon Street	Alma	31510	(912) 632-0881
Baldwin	Baldwin County Comm.	Sabrah Ivey	Supervisor	320 Linda Drive	Milledgeville	31061	(478) 445-4891
Banks	Banks County 911	Lydia McClure	Director	557 Thompson Street	Homer	30547	(706) 677-3163
Barrow	Barrow County Central	Kathy C. Wallace	Director	233 East Broad Street	Winder	30680	(770) 307-3062
Bartow	Bartow County 911	Janet L. Queen	Director	104 Zena Drive	Cartersville	30120	(770) 382-5050 Ext 201
Ben Hill	Ben Hill County E-911	Penny Bennett	Director	Post Office Box 1171	Fitzgerald	31750	(478) 426 5127
Bibb	Macon / Bibb County 911	David Carver	Director	911 First Street	Macon	31298	(478) 751-7443
Brooks	Brooks County 911	Michael J. Smith	Director	Post Office Box 911	Quitman	31643	(229) 371-4262
Bulloch	Bulloch / Evans County 911	Ted Wynn	Director	115 N Main St.	Statesboro	30459	(912) 489-1661

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Burke	Burke County 911	Juan Ivey	Comm Officer	277 Highway 24 South	Waynesboro	30830	(706) 554-6651
Butts	Butts County 911	J. Michael Brewer	Chief of Emer Comm.	Post Office Box 317	Jackson	30233	(770) 775-8232
Camden	Camden County 911	Harriett Sirmon	Supervisor	131 Gross Road	Kingsland	31548	(912) 729-1442
Carroll	Carroll County E-911	Debra B. Lanier	Director	896 Newnan Road	Carrollton	30117	(770) 830-5922
Catoosa	Catoosa County 911	Rhonda Bass	Director	875 Lafayette Street	Ringgold	30736	(706) 965-7405
Chatham	Chatham County 911	Steve Hill		7606 Hodgson Memorial Drive	Savannah	31406	(912) 652-6606
Chatham	Savannah Police Dept.	Jerry Long		201 Habersham Street	Savannah	31401	(912) 232-4141
Chattahoochee	Columbus/ Chatt. 911	Stan Swiney	Director	Post Office Box 1866	Columbus	31902	(706) 653-3221
Chattooga	Chattooga County E-911	Herbert Dodd	Director	170 Farrar Drive	Summerville	30747	(706) 857-3400
Cherokee	Cherokee County 911	Cindy Ward		400 East Main	Canton	30114	(770) 479-3117
Clarke	Athens-Clarke County 911	Mark Sizemore	Director	3035 Lexington Road	Athens	30606	(706) 613-3330 ext. 225
Clayton	Clayton County Comm.	Joe Shelnutt	Director	7946 North McDonough Street	Jonesboro	30236	(770) 477-3550

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Clayton	College Park Police Dept.	Rena McCarrey	Supervisor	1871 Columbia Avenue	College Park	30337	(404) 766-3618
Clayton	Forest Park Police Dept.	Jim Crockert	911 Contact	320 Cash Memorial Boulevard	Forest Park	30297	(404) 366-4141
Clayton	City of Morrow 911	Jo Ann Acree	Director	1500 Morrow Road	Morrow	30260	(770) 961-4000
Clayton	Riverdale Police Dept.	Valerie Harkness		6690 Church Street	Riverdale	30274	(770) 996-3382
Cobb	Austell Police Dept.	Cynthia Wilcox	911 Supervisor	2721 Washington Street	Austell	30001	(770) 944-4331
Cobb	Cobb County 911	Craig Hearn	Director	140 North Marietta Parkway	Marietta	30060	(770) 499-4158
Cobb	Powder Springs Police Dept.	Don Burton		4483 Pineview Drive	Powder Springs	30073	(770) 943-1616
Cobb	Smyrna Police Department	Ed Clack	Director	2646 Atlanta Road	Smyrna	30080	(770) 319-5478
Cobb	Kennesaw Police Dept.	Bobbie Duke	Director	2539 J. O. Stephenson Avenue	Kennesaw	30144	(770) 422-2505
Coffee	Coffee County E-911	Kim Philips	Director	224 West Ashley Street	Douglas	31533	(912) 384-7675
Colquitt	Colquitt County Emergency	Oscar Grantham	Director	160 East Bypass	Moultrie	31768	(229) 891-7470

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Columbia	Columbia Co. Sheriff's Ofc.	Michael F. Haywood		Post Office Box 310	Appling	30802	(706) 541-2800
Coweta	Coweta County Emergency	Eddie S. Ball	Director	Post Office Box 911	Newnan	30264	(770) 254-2650
Crisp	Crisp County E-911	Martha Baker-Parham	Director	906 North Fifth Street	Cordele	31015	(229) 276-2685
Dade	Dade County Sheriff Dept.	Kenny Nave	911 Supervisor	Post Office Box 920	Trenton	30752	(706) 657-4111
Dawson	Dawson County 911 Center	Debra Wimpy	Director	Post Office Box 229	Dawsonville	30534	(706) 265-3333
Decatur	Decatur-Grady County 911	Jerri Slemons	Director	Post Office Box 211	Bainbridge	31717	(229) 248-3853
DeKalb	Chamblee Police Department	Greg Reeves		3518 Broad Street	Chamblee	30341	(770) 986-5005
DeKalb	DeKalb County Comm.	Barry Woodward	Director	3630 Camp Circle	Decatur	30032	(404) 294-2519/ 2524/2523
DeKalb	Decatur Police Department	David Rutledge		420 West Trinity Place	Decatur	30030	(404) 377-7911
Dodge	Dodge/Wilcox County 911	Lee Kirkland	Director	Post Office Box 1024	Eastman	31023	(478) 374-9111
Dougherty	Albany Public Safety	Charles Callahan	Communications Mgr.	225 Pine Avenue	Albany	31703	(229) 431-2178
Douglas	Douglas County 911	Greg Whitaker	Director	8595 Club Drive	Douglasville	30134	(770) 949-6408

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Effingham	Effingham Co. Sheriff's Dept.	Sheila C. O'Dwyer	Director	Post Office Box 1015	Springfield	31329	(912) 754-3449
Elbert	Elbert County 911 Dispatch	Steve Brooks		451 Taggart Street	Elberton	30635	(706) 283-0911
Emanuel	Emanuel County E-911	Steve Carter	Director	Post Office Box 570	Swainsboro	30401	(478) 237-0911
Evans	Bulloch/Evans County 911	Ted Wynn	Director	115 N Main St.	Statesboro	30459	(912) 489-1661
Fannin	Fannin County 911	Mike Christopher	Director	Post Office Box 1168	Blue Ridge	30513	(706) 632-6022
Fayette	Fayette County 911	Cheryl Rogers	Director	140 West Stonewall Avenue	Fayetteville	30214	(770) 461-4357
Floyd	Floyd County 911	Patricia Smith	Director	Post Office Box 1522	Rome	30162	(706) 236-4543/ 4541
Forsyth	Forsyth County Sheriff's Ofc.	Mike Haas	Director	202 Old Buford Road	Cumming	30130	(770) 781-2222
Franklin	Franklin County 911	Maralee Henson	Director	7011 Highway 145	Carnesville	30521	(706) 384-7118
Fulton	Fulton County Comm.	Rocky Moore	Director	130 Peachtree Street S.W.	Atlanta	30303	(404) 730-7911
Fulton	City of East Point Comm.	Phil Jones	911 Director	2727 East Point Street	East Point	30344	(404) 765-1140
Fulton	City of Alpharetta	Sandi Roe					(678) 297-6315

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Fulton	City of Roswell	Cynthia Moss					(770) 640-4339
Gilmer	Gilmer County 911	William Wright	Director	1561 South Main Street	Ellijay	30540	(706) 635-4652
Glascock	McDuffie / Glascock Co. Comm.	William T. Neal	Director	Post Office Box 360	Thomson	30824	(706) 595-2147
Glynn	Glynn County Police Dept.	Glynn County Police Dept.	911 Coordinator	2747 Fourth Street	Brunswick	31520	(912) 267-5700
Glynn	Brunswick Police Dept.	Edna Johnson	Supervisor	206 Mansfield Street	Brunswick	31520	(912) 267-5560
Gordon	Gordon County E-911	Ann Walters	Director	100 Nine One One Boulevard	Calhoun	30701	(706) 602-0911
Greene	Greene County Comm.	Bryan Burgamy	911/ Communications Dir.	2061 East Broad Street	Greensboro	30642	(706) 453-4115
Gwinnett	Gwinnett County 911	Angie Conley	Communications Mgr.	Post Office Box 602	Lawrenceville	30046	(770) 513-5013
Habersham	Habersham County 911	Leslie Ann Clark	Interim 911 Director	Post Office Drawer 199	Mt. Airy	30563	(706) 778-3911
Hall	Hall County Emergency	Carolyn Perra	Director	Post Office Box 1435	Gainesville	30503	(770) 531-6759
Harris	Harris County 911	Jose L. Morales	Director	Post Office Box 911	Hamilton	31811	(706) 628-7161

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Hart	Hart County 911	Dan Yeargin	Director	800 Chandler Street	Hartwell	30643	(706) 376-3930
Heard	Heard County Emergency	Chris Madden	Director	Post Office Box 219	Franklin	30217	(706) 675-3328
Henry	Henry County Comm.	Don Ash	Director	100 Henry Parkway	McDonough	30253	(770) 957-9124
Houston	Houston Co. Sheriff's Dept.	Ricky Harlowe	Manager	200 Carl Vinson Parkway	Warner Robbins	31088	(478) 542-9911
Jackson	Jackson County 911	David L. Murphy	Director	Post Office Box 911	Jefferson	30549	(706) 367-1234
Jasper	Jasper County 911	Edward Westbrook	Director	Post Office Box 670	Monticello	31064	(706) 468-4930
Jeff Davis	Jeff Davis-Hazlehurst 911 Ctr.	Doy Clifton	Director	8 Public Safety Drive	Hazlehurst	31539	(912) 375-6621
Jefferson	Jefferson County E-911	James Cox	Director	415 Green Street	Louisville	30434	(478) 625-4014
Jenkins	Jenkins County 911	Dwayne Herrington	Director	919 College Avenue	Millen	30442	(478) 982-2750
Lamar	Lamar County Sheriff's Ofc.	Carolyn Bevil	Director	121 Roberta Drive	Barnesville	30204	(770) 358-5159
Laurens	Laurens County E-911	Linda M. Fowler	Director	515 Southern Pines Road	Dublin	31021	(478) 275-7099
Lee	Lee County E-911	Larry W. Hill	Director	Post Office Box 911	Leesburg	31763	(229) 759-6023

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Lowndes	Lowndes County 911	Nick Lacey	Director	1515 Madison Highway	Valdosta	31601	(229) 245-5246
Lumpkin	Lumpkin Co. Comm./E-911	Patricia Chastain	Director	57 C Pine Tree Way	Dahlonega	30533	(706) 867-9247
Madison	Madison Co. Emergency	David Camp	Director	Post Office Box 274	Danielsville	30633	(706) 795-0893
McDuffie	McDuffie/ Glascock Co. Comm.	William T. Neal	Director	Post Office Box 360	Thomson	30824	(706) 595-2147
Meriwether	Meriwether County 911	Van Chapman	Director	Post Office Box 119	Greenville	30222	(706) 672-1569
Miller	Sheriff of Miller County	H. E. Glass		300 West Pine Street	Colquitt	31737	(229) 758-3421
Mitchell	Mitchell County 911	James G. Kelly	Director	Post Office Box 187	Camilla	31730	(229) 336-2007
Monroe	Monroe County 911	Keith Corley	Director	Post Office Box 276	Forsyth	31029	(478) 994-7010
Montgomery	Toombs/ Montgomery Co. E-911	Terri Brinson	Director	357 Northwest Broad Street	Lyons	30436	(912) 526-9292
Morgan	Monroe County 911	Keith Corley	Director	Post Office Box 276	Forsyth	31029	(478) 994-7010
Murray	Murray County E-911 Center	Peggy Vick	Director	810 G. I. Maddox Parkway	Chatsworth	30705	(706) 695-7938

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Muscogee	Columbus / Chattahoochee 911	Stan Swiney	Director	Post Office Box 1866	Columbus	31902	(706) 653-3221
Newton	Covington-Newton Co. 911	Julia Bryant	Director	7175 Industrial Boulevard	Covington	30014	(770) 385-2050
Oconee	Oconee County Sheriff's Ofc.	Michael J. Hughes	911 Coordinator	Post Office Box 563	Watkinsville	30677	(706) 769-5665
Oglethorpe	Oglethorpe County 911	Sheril Abney	Director	Post Office Box 261	Lexington	30648	(706) 743-8803
Paulding	Paulding County E-911	Joe Griffin	Director	25 Industrial Way North	Dallas	30132	(770) 443-7629
Peach	Peach County 911	Jeff Doles	Director	Post Office Box 570	Ft. Valley	31030	(478) 822-9111
Pickens	Pickens County 911	Gaylon E. Mathews	Director	50 North Main Street	Jasper	30143	(706) 692-2911
Pierce	Pierce County E-911	David C. O'Neal	Director	Post Office Box 911	Blackshear	31516	(912) 449-2018
Polk	Polk County 911	Larry Odom	Director	1640 Rockmart Highway	Cedartown	30125	(770) 749-2191
Putnam	Putnam County 911	Theresa Slade	Director	111 Ridley Drive	Eatonton	31024	(706) 485-8557
Rabun	Rabun County 911	Larry Haynes	Director	Post Office Box 325	Clayton	30525	(706) 782-1402

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Richmond	Richmond County Sheriff's Dept.	Annette Brown		911 Fourth Street	Augusta	30911	(706) 821-1209
Rockdale	Conyers Police Department	Theresa Williams	Director	1194 Scott Street	Conyers	30012	(770) 483-6600
Rockdale	Rockdale County 911 Comm.	Carolyn Hunter	Director	2120 Farmer Road	Conyers	30207	(770) 785-5900
Spalding	Griffin-Spalding County 911	Trudy McDevitt	Director	401 North Expressway	Griffin	30223	(770) 467-4313
Stephens	Stephens County 911	Marion Chitwood	Supervisor	203 North Alexander Street	Toccoa	30577	(706) 886-8655
Sumter	Americus Police Department	Carolyn Jackson	Dispatch Supervisor	119 South Lee Street	Americus	31709	(229) 924-3678
Tattnall	Tattnall County 911	Kelly Barnard	Director	Post Office Box 905	Reidsville	30453	(912) 557-1911
Thomas	Thomas County 911	Tommy Layton	Director	921 Smith Avenue	Thomasville	31792	(229) 225-3407
Tift	Tifton and Tift County 911	Joe F. Crumley	Director	Post Office Box 826	Tifton	31793	(229) 388-6060
Toombs	Toombs/ Montgomery Co. E-911	Terri Brinson	Director	357 Northwest Broad Street	Lyons	30436	(912) 526-9292

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Table L Georgia Coordinators (continued)

County	(PSAP) Agency Name	Name	Job Title	Address	City	Zip	Phone
Towns	Towns-Union County 911	Tommy J. Holbrooks	Director	1244 Trackrock Gap Road	Blairsville	30512	(706) 379-1278
Troup	West Point Police Dept.	David Kerr		730 First Avenue	West Point	31833	(706) 645-2226
Twiggs	Twiggs County 911	Gene Payne	Director	Post OffIce Box 500	Jeffersonville	31044	(478) 945-6968
Union	Towns-Union County 911	Tommy J. Holbrooks	Director	1244 Trackrock Gap Road	Blairsville	30512	(706) 379-1278
Walker	Walker County 911	Curtis Creekmur	Director	Post Office Box 445	LaFayette	30738	(706) 375-7810
Walton	Walton County Comm.	Wendra Williams	Director	2640 Whitney Road	Monroe	30655	(770) 464-0310
Ware	Ware County 911	Harold Guinn, Sr.	Communications Specialist	201 State Street	Waycross	31501	(912) 287-4335
Washington	Washington County 911	David McNeely	Director	1735 Candler Road	Sandersville	31082	(478) 552-3038
Wayne	Wayne County E-911	Shani Hires	Director	264 East Walnut Street	Jesup	31545	(912) 427-5992
Whitfield	Whitfield Emergency Med. Svcs.	John Hitchens	Director	Post Office Box 806	Dalton	30720	(706) 278-9111
Wilcox	Dodge/Wilcox County 911	Lee Kirkland	Director	Post Office Box 1024	Eastman	31023	(478) 374-9111
Worth	Worth County 911	Lynn Ford	Director	203 East Willingham Street	Sylvester	31791	(229) 776-8229

11.5 Kentucky Coordinators

Table M Kentucky Coordinators

COUNTY	CONTACT	ADDRESS	CITY / ST / ZIP	TEL. NO
KSP #1	Capt. Vance	U. S. 45/Rt 1. Box382	Hickory, KY 42051	270/856-3721
KSP #2	Capt. Ron Allgood	1000 Western Kentucky Parkway	Nortonville, KY 42442	270/676-3313
KSP#5	Capt. Rodney Brewer	2605 W. Hwy 146	LaGrange, KY 40031	502/222-0151
Anderson Co	Greg Breeding	201 Court Street	Lawrenceburg, KY 40342	502/839-5125
Bourbon Co	Peter Clough	525 High Street	Paris, KY 40361	606/987-2100
Boyle Co	Lennie Shepperson	410 West Main Street	Danville, KY 40422	606/238-1109
Bullitt Co	Mark Richardson	911 North Walnut St	Shepherdsville, KY 40165	502/955-7480
Butler Co	Terry Hunt	110 North Main St	Morgantown, KY 42261	270/526-5013
Caldwell Co	J. A. McCaslin	102 Northfield Drive	Princeton, KY 42445	270/365-3787
City of Murray	Rick Harris	407 Poplar Street	Murray, KY 42071	270/762-0311
Carroll Co	David Wilhoite	512 Sycamore St.	Carrollton, KY 41008	502/732-6621
Christian Co	Doris Hopper	116-A West First St	Hopkinsville, KY 42240	270/887-4060
Ft. Campbell	Jim Grubb	Bldg. 123 Forest Rd.	Ft. Campbell, KY 42223	270/798-6288
Clark Co	Ed Bertner	16 South Maple Street	Winchester, KY 40392	606/744-2821
Daviess Co	Walter Atherton	212 Saint Ann St.	Owensboro, KY 42303	270/685-8424

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Table M Kentucky Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / ST / ZIP	TEL. NO
City of Owensboro	Harvey Sopher	101 East Fourth St	Owensboro, KY 42303	270-687-8611
City of Prestonsburg	Gary Dotson	90 North Lake Dr.	Prestonsburg, KY 41653	606/886-0442
City of Pikeville	Wally Justice	212 Division St.	Pikeville, KY 41502	606/437-5111
Franklin Co	Darrell Hensley	315 West Second St	Frankfort, Ky. 40607	502/875-8500
Garrard Co	Karen Hazlett	Hardin Co101 Stanford Street	Lancaster, KY 40444	606/792-3531
City of Mayfield	Capt. John L. Davis	215 East Broadway	Mayfield, Ky. 42066	270/247-1981
Grayson Co	Joe Carter, Coordinator	117 South Main Street	Leitchfield, KY 42754	270/259-4980
Hancock Co	Jim Inman	655 Hawes Blvd.	Hawesville, Ky. 42348	270/927-1310
Hardin Co	John Farrelly	100 Lawson Blvd.	Elizabethtown, KY 42701	270/737-5669
Harlan Co	Raymond Day	Highway 421 South	Harlan, KY 40831	606/573-3131
Henderson Co	Col. Rick Riley	222 First Street	Henderson, KY 42420	270/831-1200
Hopkins Co	Terry H. Jones	99 East Center Street	Madisonville, Ky. 42431	270/821-1720
Jefferson Co	Dick Bartlett, Director	601 W. Jefferson St.	Louisville, KY 40202	502/574-3900
	Debbie Fox, County Dir	768 Barret Avenue	Louisville, KY 40204	502/574-7484

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Table M Kentucky Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / ST / ZIP	TEL. NO
Johnson Co.	Chris Haney	101 Euclid Avenue	Paintsville, KY 41240	606/789-4221
Knox Co	Greg McDonald	Knox Co. Courthouse	Barbourville, KY 40906	606/546-6192
Larue Co	Clara Mae Druen	209 West High Street	Hodgenville, Ky. 42748	270/358-4400
Laurel Co	Steve Pennington	503 South Main Street	London, Ky. 40741	606/878-7000
Lawrence Co	Michael Woods	215 North Main Cross Street	Louisa, KY 41230	606/638-4679
Lee Co	Pearl Spencer	61 River Drive	Beattyville, KY 41311	606/464-5030
Lincoln Co	Jeff Crowe	319 West Main Street	Stanford, KY 40484	606/365-4557
Logan Co	Ed Bush	104 Park Square SW	Russellville, KY 42276	270/726-7669
Madison Co	Honorable Kent Clark	101W. Main Street	Richmond, KY 40476	606/624-4700
City of Richmond	Sgt. Mike Carmen	239 W. Main Street	Richmong, KY 40476	606/623-1162
Marion Co	Judge Dave Hourigan	111 South Proctor Knott	Lebanon, Ky 40033	270/692-2121
Marshall Co	Marsha K. Penney, Dir.	202 W. 5th St.	Benton, KY 42025	270/527-3112
Martin Co.	Dallas Sweeney	Rt. 40, 1 Blackleg Rd	Inez, KY 41224	606/298-3928
Mason Co.	Kenneth Adamson	201 East Third Street	Maysville, KY 41056	606/564-9411
McCracken Co	Glenda James	510 Clark Street	Paducah, KY 42002	270/444-8623
McLean Co.	David A. Sunn	210 Main St.	Calhoun, KY 42327	270/273-3276

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Table M Kentucky Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / ST / ZIP	TEL. NO
Mercer Co.	Cpt. Rodney Harlow	411 N. Greenville St	Harrodsburg, KY 40330	606/734-7664
Montgomery Co.	Chief Cliff Snowden	418 E. Main St.	Mt. Sterling, KY 40353	606/498-8720
Muhlenbeerg Co.	Stephen Rickard, Dir.	3710 St. Rt. 1380	Greenville, KY 42345	270/338-7761
Nelson Co.	Jim Pat Rogers	220 North Fifth Street	Bardstown, KY 40004	502/348-3211
Nicholas Co.	Mayor Ronnie Clark	213 North Broadway	Carlisle, KY 40311	606/289-3700
Ohio Co.	Paula Quisenberry	301 South Main Street	Hartford, KY 42347	270/298-4411
Oldham Co.	J. M. Morse	2307 S. Hwy 393	Lagrange, KY 40014	502/222-0111
KSP #9	Cpt. Mike Luttrell	3499 North Mayo Trail	Pikeville, KY 41502	606/433-7111
KSP #13	Cpt. Danny Webb	1655 No. Main Street	Hazard, KY 41701	606/435-6069
Powell Co.	Daryl Townsend	56 Atkinson St.	Stanton, KY 40380	606/663-2834
Pulaski Co.	Rick Barker	301 Hail Knob Road	Somerset, KY 42501	606/679-2966
Scott Co.	Ann Johnson	141 South Broadway	Georgetown, KY 40324	502/863-7820
Shelby Co.	Chief Rob Rothenberger	1040 Main Street	Shelbyville, Ky. 40065	502/633-2323
Simpson Co.	Cheryl Greer	100 South Water Street	Franklin, KY 42134	270/586-7166
Spencer Co.	Rusell Crammer	319 Main Street	Taylorsville, KY 40071	502/447-5533
Todd Co.	Georgia Sanford	201 E. McReynolds Dr	Elkton, KY 42220	270/265-2451

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Table M Kentucky Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / ST / ZIP	TEL. NO
Warren Co.	Margaret Johnson	911 Kentucky St.	Bowling Green, Ky. 42101	270/393-4501
Washington Co.	David Benedict	127 West Main Street	Springfield, KY 40069	606/336-5450
Webster Co.	Alice Burton	132 Stegal Street	Dixon, KY 42409	270/639-7003
Whitley Co.	Lisa Hopkins	805 South Main St	Corbin, KY 40701	606/549-6019

11.6 Louisiana Coordinators

Table N Louisiana Coordinators

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Acadia	Mary Thibodeaux	P. O. Box 1273	Crowley, LA 70527-1273	318/ 788-8771
	Sheriff Ken Goss	P. O. Box 289	Crowley, LA 70527-0289	318/788-8700
Allen	John Floyd, Chairman	P. O. Box 611	Oakdale, LA 71463	318/ 335-2805
	Charlene Solleau	P. O. Box 611	Oakdale, LA 71463	318/ 335-2805
Ascension	Sheriff Harold Tridico,Chairman	Post Office Drawer 268	Donaldsonville, LA 70346	504/ 473-8245
Assumption	Sheriff Thomas Mablle	P. O. Box 69	Napoleonville, LA 70390	504/ 369-7435
Avoyelles	Donald Milligan, Director	103 Government Street	Marksville, LA 71351	318/ 253-9739
Beauregard	Colleen Simmons	P.O. Box 129	DeRidder, LA 70634	318/ 463-9911
Blenville	James W. Martin, Secretary	P. O. Box 479	Arcadia, LA 71001	318/ 263-2019
Bossier	Wanda Bennett, 9-1-1 Administrator	P. O. Box 847	Benton, LA 71006	318/ 965-2911
Caddo	Martha Carter, 9-1-1Administrator	1144 Texas Avenue	Shreveport, LA 71101	318/ 226-6282
Calcasleu	Robert Martin, Director	P. O. Box 49	Lake Charles, LA 70602-0049	318/ 439-0811
Caldwell	Sheriff Steven E. May	P. O. Box 60	Columbia, LA 71418	318/ 649-2345

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
	Pat Malloy, MSAG Data Base Coordinator	P. O. Box 1377	Columbia, LA 71418	
Cameron	Tina Horn	P. O. Box 366	Cameron, LA 70631	318/ 775-5718
Catahoula	Twyla Brown	P. O. Box 354	Harrisonburg, LA 71340	318/ 744-5002
Claiborne	Sheriff J. R. Oakes	613 East Main Street	Homer, LA 71040	318/ 927-2011
Concordia	Sheriff Randy Maxwell	New Courthouse Bldg	Vidalia, LA 71373	318/ 336-5231
DeSoto	Jim Fletcher, Director	205 N. Jefferson Street	Mansfield, LA 71052	318/872-4600
East BatonRouge	Ralph Ladnler, Director Communications	P. O. Box 1471	Baton Rouge, LA 70821	504/ 389-5200
East Feliciana	T. W. Prewitt, Chairman	P. O. Box 397	Clinton, LA 70722	504/ 683-8277
	Sheriff Randy Maglone	P. O. Box 207	Clinton, LA 70722	504/ 683-8572
Evangeline	George Broussard, Chairman	Courthouse Building	Ville Platte, LA 70586	318/ 363-5651
	Liz Hill, Director	P. O. Box 806	Ville Platte, LA 70586	318/ 363-3267
Franklin	Debbie Bernard, Administrator	P. O. Box 366	Winnsboro, LA 71295	318/ 435-9110

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Grant	Deputy Deryl Rushton	P. O. Box 187	Colfax, LA 71417	318/ 627-3261
Iberia c/o AcadianAmbulance Svc.	Erroll Babineaux, Chairman	P. O. Box 98000	Lafayette, LA 70509-8000	318/ 267-3333
	Jim Anderson, Director	Suite B120 300 Iberia Street	New Iberia, LA 70560-4543	318/ 369-4428
Iberville	Kenny Ourso, Police Juror	P. O. Box 389	Plaquemine, LA 70765-0389	504/ 659-7137
Jackson	Roy I. Nomey, Chairman	Box 610	Jonesboro, LA 71268	318/ 259-9383
Jeff Davis	Harlan Miller, Director	P. O. Box 1428	Jennings, LA 70546	318/ 821-2115
Jefferson	D. J. Mumphrey, Jr., Director of Communications	5911 Belle Terre Road	Marrero, LA 70072	504/ 349-5302
	Captain Lynn C. Sherman, Communications Commander	5911 Belle Terre Road	Marrero, LA 70072	504/ 349-5300
Lafayette	William R. Vincent, Director	P. O. Box 31014	Lafayette, LA 70503	318/ 268-5060
LaFourche	Katie Zeringue	P. O. Box 1157	Raceland, LA 70394	

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Lincoln	c/o Scott Leachman, GIS Commission Bobby E. Price	201 N. Vienna	Ruston, LA 71270	318/ 257-3546
Livingston	Chief C. H. Kennedy, Chairman	P. O. Box 1053	Denham Springs, LA 70726	504/ 665-2251
Madison	Sheriff C. R. Harmon, Jr.	Courthouse Building	Tallulah, LA 71282-3891	318/ 574-1831
Morehouse	Deputy Bill Frank, Chairman	P. O. Box 509	Bastrop, LA 71220	318/ 283-6090
Natchitoches	Chief Bob Hebert, Chairman	P. O. Box 799	Natchitoches, LA 71457	318/ 357-3861
	Deputy Leigh Perkins	P. O. Box 266	Natchitoches, LA 71457	318/ 352-6432
Orleans	Stuart Carroll, Director	301 South Broad Street	New Orleans, LA 70119	504/ 826-1200
New Orleans Police Dept.	Lt. Stephen J. Gordon Communications Div.	301 South Broad Street	New Orleans, LA 70119	504/ 826-2865
Ouachita	Craig Lott, Director	2115 Justice Street	Monroe, LA 71203	318/ 387-2593
Plaquemines	Sheriff I. F. Hingle, Supervisor	P. O. Box 67	Pointe-a-La-Ilache, LA70082	504/ 392-6690

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
	Wallace J. Buras, Jr., Engineering and PublicWorks	102 Avenue G	Belle Chase, LA 70037	504/ 392-6690
Pointe Coupee	Donald Ewing, Director	P. O. Box 290	New Roads, LA 70760	504/ 638-9014
Rapides	Sonya Wiley, Executive Director of Communications	4216 Ellis Streeet	Alexandria, LA 71302-2200	318/ 487-5787
Richland	J. W. McGlothen	P. O. Box 855	Rayville, LA 71269	318/ 728-2233
Sabine	Mavis Funderburk	P. O. Box 550	Many, LA 71449	318/ 256-0009
Saint Bernard	Robert C. Bracemontes, Jr., Director of Emergency Services	8201 W. Judge Perez Dr.	Chalmette, LA 70043	504/ 277-2501
Saint Charles	Herbert LeRay	P. O. Box 426	Hahnville, LA 70057	504/ 783-6237
St. Helena	Ms. Rea Bardwell	P. O. Box 207	Greensburg, LA 70441	604/ 222-6588
Saint James	Lt. Travis St. Pierre, Comm / Emergency Operations	P. O. Box 83	Convent, LA 70723	504/ 562-2200
Saint John	Major Harold Kilbert	P. O. Box 1600	LaPlace, LA 70069	504/ 652-9581

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
St. Landry	Jude Moreau, Director	P. O. Box 111	Opelousas, LA 70571	318/ 948-9079
	Deputy Laura Balthazar, Chairperson	P. O. Box 390	Opelousas, LA 70570	318/ 948-6516
Saint Martin	Newman Brand, Director	P. O. Box 247	Saint Martinville, LA 70582	318/ 332-6722
St. Mary	Ms. Gwen Ardeneaux	1300 Lakewood Drive	Morgan City, LA 70380	504/ 385-3385
	Steve Kulper, Chairman	P. O. Box 571	Franklin, LA 70538	318/ 828-1960
Saint Tammany	Nathan McCrimon, Chairman	P. O. Box 628	Covington, LA 70434	504/ 893-4978
Tangipahoa	Captain Charles Fitz, Sheriff's Office	P. O. Box 727	Amite, LA 70422	504/ 748-8147
Terrebonne	John Arcement c/ o Houma Police Dept.	500 Honduras Street	Houma, LA 70360	504/ 868-5500
Union	Guy Watkins, Chairman	P. O. Box 723	Farmerville, LA 71241	318/ 368-2916
Vermilion	Gabe Mathlew	P. O. Box 477	Abbeville, LA 70511-0477	318/ 898-4308
Vernon	Buck Mssey, Director	P. O. Box 1328	Leesville, LA 71446	318/ 238-9911

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Table N Louisiana Coordinators (continued)

PARISH	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Washington	Ms. Karen Miller	1005 Cleveland Street	Franklinton, LA 70438	504/ 839-5625
	Frank Nelson, Chairman	1005 Cleveland Street	Franklinton, LA 70438	504/ 839-5625
Webster	Gordon Earvin, Chairman	208 Gleason Street	Minden, LA 71055	318/ 377-7022
West Baton Rouge	Sharlot Edwards	P. O. Box 757	Port Allen, LA 70767	504/ 346-1590
West Carroll	Janie Spann, Coordinator	Post Office Drawer 630	Oak Grove, LA 71263	318/ 428-2704
West Fellclana	Sheriff W. M. Daniel	P. O. Box 1844	St. Francisville, LA 70775	504/ 635-3241
	Mayor William D'Aquilla, Chairman		St. Francisville, LA 70775	504/ 635-3688
Winn	Delain Crain	P. O. Box 951	Winnfield, LA 71483	318/ 628-5824

11.7 Mississippi Coordinators

Table O Mississippi Coordinators

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Adams	George	Souderes	CD Director - Adams County	P. O. Box 805	Natchez	MS	39120	442-7021
Alcorn	Teresa	Burns	E9-1-1 Coordinator	P. O. Box 179	Corinth	MS	38834	601-286-7733
Amite	Penny	Ham	E9-1-1 Coordinator	P. O. Box 208	Liberty	MS	39645	601-657-8057
Amite	Sam	Walsh		P. O. Box 376	Liberty	MS	39645	
Bolivar	Lisa	Goss	E9-1-1 Coordinator	P. O. Box 396	Cleveland	MS	38732	601-846-5882
Chickasaw	Patsy	Gore		212 E Harrington St	Houston	MS	38851	601-456-9411
Claiborne	Shirley	Hall	E9-1-1 Coordinator	P. O. Box 647	Port Gibson	MS	39150	601-437-5216
Clarke	Wayne	Walley	E9-1-1 Coordinator	P. O. Box 556	Quitman	MS	39355	601-776-6089
Coahoma	Richard	Weiss	E9-1-1 Coordinator	P. O. Box 1201	Clarksdale	MS	38614	601-624-3026
Copiah	Don	Weathersby	E9-1-1 Coordinator	122 South Lowe Street	Hazlehurst	MS	39083	601-894-1658
Covington	Doug	Broadus		P. O. Box 85	Collins	MS	39428	601-765-6913
DeSoto	Jesse	Kennedy	E9-1-1 Coordinator	2575 McCracken Road	Hernando	MS	38632	601-429-1367

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Forrest	Debbie	Windham	E9-1-1 Coordinator	4080 Highway 11	Hattiesburg	MS	39402-9014	601-545-4615
Forrest	Terry	Steed	Director	4080 Hwy 11	Hattiesburg	MS	39402	
Forrest	Jimmy	Creel	Telecommunications Manager	4080 Hwy 11	Hattiesburg	MS	39402	
Forrest	David B.	Wilson	Communication Manager	One Government Plaza	Hattiesburg	MS	39401	
Forrest	DeRenida	Albritton	Hattiesburg Police Department	One Government Plaza	Hattiesburg	MS	39401	
George	Loraine	Howell	E9-1-1 Coordinator	355 Cox St	Lucedale	MS	39452	601-947-8800
Grenada	George	Frazier	CD Director	370 Van Dorn	Grenada	MS	38901	601-226-1076
Hancock	Ronald	Peterson	Hancock County	P. O. Box 262	Bay St. Louis	MS	39520	228-467-5101
Hancock	Gloria	Tartavoulle	Telecommunications Coordinator	P. O. Box 279	Bay St Louis	MS	39520	
Harrison	Steve	Delahousey, Chairman	Harrison County E9-1-1 Commission	12020 Intraplex Parkway	Gulfport	MS	39503-4602	228-897-6671
Harrison	Linda	Rouse	Civil Defense Director	P. O. Box 68	Gulfport	MS	39502	

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Harrison	Sheri	Hokamp	Biloxi Police Department	1045 Howard Ave	Biloxi	MS	39530	
Harrison	Robert G.	Bailey, ENP	O.I.C. of Communications	P. O. Drawer "S"	Gulfport	MS	39501	
Hinds	Larry	Fisher	Director Jackson Hinds EOC	300 North State Street	Jackson	MS	39225	601-960-1476
Holmes	Liz	Peteet	E9-1-1 Coordinator	P. O. Box 26	Durant	MS	39063	601-653-6123
Holmes	Liz	Peteet	E9-1-1 Coordinator	P. O. Box 26	Durant	MS	39063	601-653-6123
Itawamba	Kermitt	Newell	E9-1-1 Coordinator	201 S Cummings St	Fulton	MS	38843	601-862-3401
Jackson	Pat	Balduf	E9-1-1 Coordinator	600 Convent Street	Pascagoula	MS	39567	228-769-3240
Jackson	Hank	Turk	Chairman 9-1-1 Commission	600 Convent Ave	Pascagoula	MS	39567	
Jasper	Joe	Stringer	Jasper County E9-1-1	19 CR 159	Stringer	MS	39481-4657	601-764-3800
Jones	Don	McKinnon	E9-1-1 Coordinator	P. O. Box 15454	Laurel	MS	39440	601-428-3187

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Kemper	Bobbie	Harbour	Purchase Clerk	P. O. Box 188	DeKalb	MS	39328	743-2789
Lafayette	Charlie	Heard	E9-1-1 Coordinator	711 Jackson Avenue	Oxford	MS	38665	601-234-6123
Lamar	Selita	Courtney	E9-1-1 Coordinator	P. O. Box 1240	Purvis	MS	39475	794-3911
Lauderdale	John	Mott	E9-1-1 Coordinator	2525 B 14th Street	Meridian	MS	39301	601-482-9854
Lawrence	Lyvonne	Lee	E9-1-1 Coordinator	P. O. Box 1160	Monticello	MS	39654	587-0752
Leake	Tommy	Malone	E9-1-1 Coordinator	302 West Main Street	Carthage	MS	39051	601-267-5757
Lee	Bennie	McDow	E9-1-1 Coordinator	178 Pincrest Street	Saltillo	MS	38866	601-869-2911
Leflore	Roscoe	Gammill	E9-1-1 Coordinator	P. O. Box 905	Greenwood	MS	38930	601-455-6931
Lincoln	Evelyn	Summers	E9-1-1 Coordinator	301 South First St Rm 202	Brookhaven	MS	39601	601-835-4344
Lowndes	John S.	Brown	Civil Defense Director	515 2nd Avenue North	Columbus	MS	39701	601-329-5110
Madison	Bill	Weisenberger	E9-1-1 Coordinator	P. O. Box 404	Canton	MS	39046	601-859-4188
Marion	Donna	McKenzie	E9-1-1 Coordinator	250 Broad Street	Columbia	MS	39429	601-736-6466

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Marshall	Jimmye Dale	Green	E9-1-1 Coordinator	P. O. Box 5091	Holly Springs	MS	38634-5091	601-252-0001
Monroe	David	Boozer	E9-1-1 Coordinator	101 Hwy 8 W	Aberdeen	MS	39730	601-369-3683
Montgomery	David	Thornburg	E9-1-1 Coordinator	109 Liberty St	Winona	MS	38967	601-283-1121
Neshoba	George	Yates	E9-1-1 Coordinator	401 Beacon Street	Philadelphia	MS	39350	601-656-3121
Newton	Carolyn	Moore	E9-1-1 Coordinator	P. O. Box 629	Decatur	MS	39327	601-635-4301
Noxubee	James	Britt	Civil Defense Director	501 South Washington Street	Macon	MS	39341	601-726-5112
Oktibbeha	Don	Posey	County Administrator	101 East Main	Starkville	MS	39759	601-323-1520
Panola	William	Hudson	E9-1-1 Coordinator	P. O. Box 86	Batesville	MS	38606	601-563-6245
Pearl River	Freda	Rocker	E9-1-1 Coordinator	P. O. Box 511	Poplarville	MS	39470	601-795-3057
Perry	Rhonda	Willison	E9-1-1 Coordinator	P. O. Box 452	New Augusta	MS	39462	601-964-8635
Pike	Patsy	Boyd	E9-1-1 Coordinator	145 West Railroad Ave. South	Magnolia	MS	39652	601-783-4184
Pontotoc	Johnny	Baggett	E9-1-1 Coordinator	24 South Liberty	Pontotoc	MS	38863	601-489-3939

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Prentiss	David	Senter	E9-1-1 Coordinator	P. O. Box 537	Booneville	MS	38229	601-728-1784
Rankin	Richard	Wilson	E9-1-1 Coordinator	601 Marquette Drive	Brandon	MS	39042	601-825-1499
Simpson	Mellisa	Emfinger	E9-1-1 Coordinator	111 West Pine	Mendenhall	MS	39114	601-847-3434
Stone	Wayne	Cook	E9-1-1 Coordinator	119 North Vardaman	Wiggins	MS	39577	601-928-2800
Sunflower	Lane	Kimbrell	E9-1-1 Coordinator	P. O. Box 1310	Indianola	MS	38751	601-887-6253
Tate	Staci	Goodwin	E9-1-1 Coordinator	910 E F Hale Drive	Senatobia	MS	38668	601-562-7666
Tippah	Dana	Crowell	E9-1-1 Coordinator	205 W Spring St	Ripley	MS	38663	601-837-4577
Tishomingo	Jerry	Bonds	E9-1-1 Coordinator	1111 Maria Lane	Iuka	MS	38852	601-423-7004
Tunica	Greg	Hurley	Assistant County Administrator	P. O. Box 639	Tunica	MS	38676	601-363-1465
Union	Mildred	Churchill	E9-1-1 Coordinator	P. O. Box 547	New Albany	MS	38652	601-534-1983
Walthall	Michael	Langhart	Chairman-E9-1-1 Commission	P. O. Box 182	Tylertown	MS	39667	601-876-3665

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Table O Mississippi Coordinators (continued)

COUNTY	FIRST NAME	LAST NAME	JOB	ADDRESS	CITY	STATE	ZIP	PHONE
Warren	Lynn	Marsalis	E9-1-1 Coordinator	P. O. Box 351	Vicksburg	MS	39181-0351	601-631-8800
Washington	David	Burford	E9-1-1 Coordinator	910 Courthouse	Greenville	MS	38701	601-332-3533
Wayne	Lisa	Ferguson	E9-1-1 Coordinator	609 Azalea Drive	Waynesboro	MS	39367	601-735-6249
Wilkinson	Casandra	Stewart	Board Secretary	525 Main Street	Woodville	MS	39669	601-888-4387
Winston	Mike	Robertson	Louisville Police Department	202 South Church Street	Louisville	MS	39339	601-773-7470
Yalobusha	Troy	Keel	E9-1-1 Coordinator	P. O. Box 664	Water Valley	MS	38969	601-473-1430
Yazoo	Sidney	McClosky	E9-1-1 Coordinator	P. O. Box 393	Yazoo City	MS	39194	601-746-1533

11.8 North Carolina Coordinators

Table P North Carolina Coordinators

COUNTY	CONTACT	TELEPHONE NUMBER
Alamance	Chuck Mancillas Control Center	910/ 570-6777
Alexander	Ben Buchanan Emergency Services	704/ 632-2373
Avery	Helen Trice Emergency Services	704/ 733-3858
Brunswick	Tracy Jackson Emergency Mgmt.	910/ 253-5383
	Chief Danny Laughren Long Beach Police Dept.	910/ 278-5595
	Chief Bob Gray Southport Police Dept.	910/ 457-7917
Buncombe	Jerry Ve Haun / EMS	704/ 255-5631
	Major J. H. Breedlove Asheville Police Dept.	704/ 259-5880
	Sheriff Bobby Medford	704/ 277-3131
Burke	Jon Berry Communications Ctr	704/ 433-6609
	Major James Buchanan Morganton Public Safety	704/ 438-5290
	Capt. Robin Dale Burke County Sheriff	704/ 438-5511
	Chief Ernest Bertalot Valdese Police Dept.	704/ 879-2100
Cabarrus	Lt. P. J. Patterson Sheriff	704/ 788-3108

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Table P North Carolina Coordinators (continued)

COUNTY	CONTACT	TELEPHONE NUMBER
	Chris Linker Concord Communications Dept.	704/ 786-9155
	Lt. Terry Kiser Kannapolis Police Dept.	704/ 938-5314
Caldwell	Jerry Bumgarner Granite Fall Police Dept	704/ 396-3358
	Chief Bobby Coffee Lenior Fire Dept.	704/ 757-2191
	Chief Thomas Laws Granite Falls Fire Dept.	704/ 396-2379
	Capt. Sharon Porch Lenoir Police Dept.	704/ 757-2125
	Carla Bates	704/ 758-2324
Caswell	Harvey Rudd Emergency Servces	910/ 694-9311
Catawba	Steve Hedrick / EMS	704/ 464-3112
	Capt. Bill Post Hickory Police Dept.	704/ 328-5551
Cleveland	Chief Warren Goforth Kings Mountain PoliceDept.	704/ 734-0444
	Debbie Scoggins Shelby Police Dept.	704/ 484-6845
	Lee Clary Communications	704/ 484-4875
Davidson	Amy Hall	704/ 242-2132

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Table P North Carolina Coordinators (continued)

COUNTY	CONTACT	TELEPHONE NUMBER
	Chief Leroy Pearson Lexington Police Dept.	704/ 243-3308
	Chieff Larry Murdock Thomasville Police Dept.	910/ 475-4264
Forsyth	Craig Moser / Fire Dept.	910/ 727-8084
	Lt. Doug Kiger Kernersville Police Dept.	910/ 996-3177
	Doris Kinard Winston Salem Police Dept.	336/ 773-7866
	Don Stone / Sheriff	910/ 727-2112
Gaston	Tom Riley Gaston Police	704/ 866-3249
	Pat Lassiter Gastonia City Police	704/ 866-6718
	Chief Jerry Bishop Mount Holly Police	704/ 827-4343
Guilford	Ernie Wall Emergency Services	910/ 333-6546
	Tom Murphy Greensboro Police Dept.	910/ 373-2122
	Steve Lingerfelt High Point Police & Fire	910/ 883-3224
Haywood	Donna Wilson	704/ 452-6666
Henderson	Lt. Jeff Tweed Sheriff	704/ 697-4911

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Table P North Carolina Coordinators (continued)

COUNTY	CONTACT	TELEPHONE NUMBER
Iredell	Larry Dickerson	704/ 878-5444
	Chief Joe Puett	704/ 664-1794
	Lt. Eddie Riemer Statesville Police Dept.	704/ 878-3406
Lincoln	Leroy Buff / EMS	704/ 735-8202
Mecklenburg	Sharon Carr Cornelius Police Dept.	704/ 892-1363
	Marcia Simmons Charlotte Fire Dept.	704/ 336-4348
	Barry Bagwell Charlotte Medic	704/ 336-2372
	Chief Thrower Pineville Police	704/ 889-2231
	Cindy Connelly Charlotte-Meck Police	704/ 336-3237
New Hanover	Capt. J. S. Smith	910/ 341-4254
Orange	Craig Blackwood	919/ 929-9177
	Cindy Merritt UNC-Chapel Hill Sec.	919/ 962-2687
Pender	Lisa Walker / Sheriff	910/ 259-1212
Person		
Polk	Pat O'brien	704/ 894-3001
Randolph	Neal Allen	910/ 318-6927

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Table P North Carolina Coordinators (continued)

COUNTY	CONTACT	TELEPHONE NUMBER
Richmond	Frank McKay Emergency Services	910/ 997-8238
	Brenda Holt Hamlet City Police	910/ 582-2551
	Gerry Monroe Rockingham Police	910/ 895-2468
Robeson	Lee Hestor Lumberton Comm.	910/ 671-3891
	St. Pauls Police	
	Rowland Police	
Rockingham	Susan Hall	910/ 634-3306
	Chief Gary Benthin Eden City Police	910/ 623-9755
	Capt. Dan Huber Reidsville Police	910/ 349-1002
Rowan	Frank Thomason Telecommunications	704 /638-3121
	Al Linker Sailbury Police	704/ 638-5399
Rutherford	Lt. Greg Dotson / EMS	704/ 287-6051
Scotland	Roylin Hammond / EMS	910/ 276-1313
	Bill Reimer Laurinburg Police	910/ 276-8257
Stanly	Robby Robinson	704/ 983-7353
Wake	Russ Eaker	919/ 469-4014

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Table P North Carolina Coordinators (continued)

COUNTY	CONTACT	TELEPHONE NUMBER
	Jim Hunt Communications	919/ 890-3530
Watauga	Mike Moody Boone Police	704/ 262-4504
	Joe Furman Watauga Law Enforcement	704/ 265-8043
Wayne	Joe Gurley	919/ 731-1416
	Chief Chester Hill Goldsboro Police	919/ 734-3033
	Tommy King Mount Olive Police	919/ 658-5031
	Sgt. Pamela Hadley Seymour Johnson AFB	919/ 736-5251

11.9 South Carolina Coordinators

Table Q South Carolina Coordinators

COUNTY	NAME	ADDRESS	TELEPHONE
Abbeville	Mr. Steve McDade	Abbeville County E911 P.O. Box 772 Hwy. 28 By Pass Abbeville, SC 29620	864-459-2400 or 459-8406
Aiken	Ms. Kate Callahan	Aiken County E911 Suite 130 1680 Richland Av. W. Aiken, SC 29801	803-642-1520 803-642-7587 (FAX)
Allendale	Mr. Mickey Smith	Allendale Emergency Svcs. 403 Memorial Av. Allendale, SC 29810	803-584-3438 803-584-7042 (FAX)
Anderson	Mr. Gerald Shealy	Anderson County E911 P.O. Box 8002 Anderson, SC 29622	864-260-4646 864-260-4613 (FAX)
Bamberg	Mr. Jeff Jowers	Bamberg County E911 P.O. Box 511 Bamberg, SC 29003	803-245-4313 803-245- (FAX)
Barnwell	Mr. John Angil	Barnwell County E911 2110 Calhoun St. Barnwell, SC 29812	803-259-7013 803-259-1759 (FAX)
Berkeley	Greg Rhymes	Berkeley County E911 Director Emergency Comm. 223 N. Live Oak Dr. Moncks Corner, SC 29461	843-723-3800 ext. 4049 843-761-6403 (FAX)
Calhoun	Kenneth Ridenbaker		803-
Charleston	Ms. Lisa Morgan	Charleston County E911 3870 Leeds Ave. N. Charleston, SC 29405	843-746-3321 843-746-3324 (FAX) 843-723-6739
Cherokee	Ms. Delisa Coggins	Cherokee County E911 122 Administrative Dr. Gaffney, SC 29340	864-487-2747 864-487-2775 (FAX)

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Table Q South Carolina Coordinators (continued)

COUNTY	NAME	ADDRESS	TELEPHONE
Chester	Mr. Jessie Lee	Chester County E911 PO Box 911 Chester, SC 29706	803-385-5433 803-581-2342 (FAX)
Clemson	Arlene Young	City of Clemson Police P. O. Box 1566 Clemson, SC 29633	864-653-2050 864-653-2057 (FAX)
Colleton	Barry W. McRoy	Colleton County E911 P. O. Box 677 Walterboro, SC 29488	843-549-1146 843-549-6742 (FAX)
Darlington	Ms. Libby West	Darlington County E911 1625 Harry Byrd Hwy. Darlington, SC 29532	843-398-4911 843-398-4918 (FAX)
Dillon	Mrs. Patricia Miller	Dillon County E911 P.O. Box 449 Dillon, SC 29536	843-774-1458 843-841-3718 (FAX)
Dorchester	Mrs. Barbara Dease	Dorchester County E911 Box #3 500 N. Main Street Summerville, SC 29483	843-832-0023 843-219-0844 (BPR) 843-821-0585 (FAX)
Edgefield	Ms. Linda Priest	Edgefield County E911 129 Courthouse Square Suite 203 Edgefield, SC 29824	803-637-4068 803-637-4128 (FAX) 803-637-4106 803-637-4128 (FAX)
Fairfield	Mike Kirkland	Fairfield County E911 P.O. Drawer 60 Winnsboro, SC 29180	803-635-1415 803-635-4299 (FAX)
Florence City	Scott Maness	City of Florence 6719 Friendfield Rd. Effingham, SC 29541	843-669-3911 843-665-9399 (FAX)
Florence City	Scott Maness	Florence County E911 6719 Friendfield Rd. Effingham, SC 29541	843-669-3911 843-665-9399 (FAX)
Greenville	Mr. Ralph Inman	Greenville County E911 Suite 2150 301 University Ridge Greenville, SC 29601	864-467-5911 864-467-5918 (FAX)

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Table Q South Carolina Coordinators (continued)

COUNTY	NAME	ADDRESS	TELEPHONE
Greenwood	Mr. Rhett Brock	Greenwood County E911 Rm. B-12 County Courthouse Greenwood, SC 29646	864-942-8576 864-942-8671 (FAX)
Goose Creek	Eric Conklin	Goose Creek E911 125 St. James Av. Goose Creek, SC 29445	843-572-4300
Hanahan	Mr. Scott Luedtke	Hanahan E911 Addressing P.O. Box 9278 Hanahan, SC 29410	843-553-9464 843-747-3220 (FAX) 843-554-4221 (V-Mail) ext. 165
Horry	Rene Hardwick	Horry County E911 103 Elm St. Conway, SC 29526	843-248-1300
Kershaw	Kirk Stropes	Kershaw County E911 1121 Broad St. Camden, SC 29020	803-425-9011 / 424-4001 803-425-7673 (FAX)
Lancaster	Ms. Caroline Reed	Lancaster County E911 P.O. Box 1809 Lancaster, SC 29721	803-285-4488
Laurens	Mr. Joey Avery	Laurens County E911 P.O. Box 1396 Laurens, SC 29360	864-984-0812 864-984-0900 (FAX)
Lexington	Neil Ellis	Lexington County E911 212 S. Lake Dr. Lexington, SC 29072	803-359-8141 803-359-8589
Marion	Kimberly Herndon	Marion County E911 P.O. Box 1091 Marion, SC 29571	843-423-8238 843-423-8224 (FAX)
Marlboro	Mr. Louis	Cooper Marlboro County E911 P.O. Box 419 Bennettsville, SC 29512	843-479-5636 843-479-9944 (FAX)
Newberry	Ms. Debra K. Beard	Newberry County E911 3239 Louis Rich Rd. Newberry, SC 29108	803-321-2135 803-321-2147 (FAX)

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Table Q South Carolina Coordinators (continued)

COUNTY	NAME	ADDRESS	TELEPHONE
Oconee	Steve Pruitt	Oconee County E911 300 S. Church St Walhalla, SC 29691	864-638-4117 864-638-4208 (FAX)
Orangeburg	John Smith	Orangeburg County E911 P. O. Drawer 1000 Orangeburg, SC 29116	803-533-6265 803-533-5899 (FAX)
Pickens	Mrs. Dana Martin	Pickens County E911 B-11 222 McDaniel Av.	864-898-5961 864-898-5789 (FAX)
Richland	Mr. Michael Byrd	Richland County E911 1410 Laurel St. Columbia, SC 29201	803-254-3063 803-748-5055 (FAX)
Spartanburg	David F. Jones	Spartanburg County E911 180 Magnolia St. Spartanburg, SC 29301	864-596-2050 864-596-2149 (FAX)
Summerville	Mr. Joe Christie	Summerville E911 Addressing 104 Civic Center Summerville, SC 29483	843-871-6000 843-871-6954 (FAX)
Sumter	Mr. Marvin Chin	Sumter County E911 107 E. Hampton Av. Sumter, SC 29150	803-773-1561
Union	Ms. Linda Mitchell	Union County E911 414 S. Pinckney St. Union, SC 29379	864-429-1642 864-429-1628 (FAX)
York	Mr. Cotton Howell	York County E911 Coordinator 155 Johnston St. Rock Hill, SC 29731	803-329-7270 803-324-7420 (FAX) 803-329-7270

11.10 Tennessee Coordinators

Table R Tennessee Coordinators

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Anderson	Robert McKamey	314 Public Safety Lane		423/ 457-2520
	Chief Melton	100 North Bowling St		423/ 457-3112
	Chief Deputy Allred	100 North Main Street		423/ 457-2414
		157 West First		423/ 426-7402
	Joy Simmons	200 South Tulane		423/ 482-8406
		607 Easterbrook Ave		423/ 435-2511
Bedford	Aaron Womble	843 Union Street	Shelbyville, TN 37160	931/ 684-3411
	Johnny Rodriguez	Same		
Benton	Bernard Arnold	119 West Main Street	Camden, TN 38320	901/ 584-4573
Blount	Bill Asbury	836 Louisville Road		423/ 948-5224
Bradley	Chief W. B. Snyder, Sr.	163 First Street, N.E.		423/ 476-7511
	Sheriff Dan Gilley	155 Broad Street		423/ 476-0660
Carroll	Tressia Barksdale	101 Dillahunty Lane	Huntingdon, TN 38344	901/ 986-9990
	Larry Wade	Highway 70 E	Huntingdon, TN 38344	901/ 986-8947
Cheatham	Dena Smith	107 Sycamore Street	Ashland City, TN 37015	615/ 792-3221
Chester	Kim McNeil	133 East Main Street	Henderson, TN 38340	901/ 989-2119
	Troy Kilzer	159 East Main Street	Henderson, TN 38340	901/ 989-5672
Cocke	Maynard Franseen	145 Mineral Street		423/623-5978

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Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Coffee	Steve Deford	911 Jack Welch Drive		615/ 728-9555
Crockett	Demetria Klyce	854 Highway 412 S.	Alamo, TN 38001	901/ 696-2104
Davidson	Joe Foster	700 2nd Avenue South	Nashville, TN 37201	615/ 862-6308
	Allen Muse, Director	2060 15th Avenue So.	Nashville, TN 37212	615/ 862-8556
Dickson	Capt. Larry Bruce	202 South Main Street	Dickson, TN 37055	615/ 446-8569
Dyer	Captain Mark Grant	425 Market Street W.	Dyersburg, TN 38024	901/ 286-7662
	Sheriff Jeff Holt	401 East Cedar	Dyersburg, TN 38024	901/ 285-2802
		111-1 Jefferson Street	Newbern, TN	901/ 627-2571
Fayette	Amy McClure	315 E. Market Street	Somerville, TN 38068	901/ 465-9624
Franklin	Lewis Yarbrough	Second Avenue South		615/ 967-4532
Gibson	Bob Moore	334 South Main	Dyer, TN 38330	901/ 692-2911
Giles	Bill Potts	131 South Cedar Lane	Pulaski, TN 38478	931/ 363-0911
Hamblen	Jim Peoples	501 Allison Street		423/ 586-2700
Hamilton	Nola Brumit	601 Walnut		423/ 757-2911
Hamilton	Nola Brumit	1510 Tombras Ave		423/ 757-2911
	Nola Brumit	3300 Amnicola Hwy		423/ 757-2911

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Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
	Nola Brumit	610 North Bragg St		423/ 757-2911
	Nola Brumit	3117 Dayton Blvd		423/ 757-2911
	Nola Brumit	9835 Dayton Pk		423/ 757-2911
	Nola Brumit	1100 Ridgeway Ave		423/ 757-2911
Hardeman	Barbara Dellinger	120 Washington St. N.	Bolivar, TN 38008	901/ 658-3249
	Henry Seever	211 Jackson West		901/ 658-5101
Hardin	Marilyn White	1020 Main St	Savannah, TN 38372	901/ 925-9080
	Laura Prater	1020 Main St	Savannah, TN 38372	901/ 925-4989
Hawkins	Terry Nichols, Director	407 East Main Street		423/ 272-7532
Haywood	Joe StephensEarl Wicks	719 Joe Stephens Rd.111 Washington St.	Ripley, TN 38063 Brownsville, TN	901/ 635-8602 901/ 772-1215
Henderson	Pam Tolley	35 East Wilson St	Lexington, TN 38351	901/ 968-5911
Henry	Mark Archer, Director	100 North Caldwell	Paris, TN 38242	901/ 642-0911
Hickman	Darlene Field	102 East Swan Street	Centerville, TN 37033	931/ 729-2259
Humphrey	Buddy Frazier	103 East Main	Waverly, TN 37185	931/ 296-4300
Jefferson	John Collins	208 Broadway Blvd		423/ 475-4911
Knox	Allen Bull	400 West Main Street		423/ 521-1271
Lauderdale	Johnathan Gay	15560 HWY 87	Henning, TN 38041	901/ 738-2353

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Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Lawrence	Johnny Cheatwood	232 West Gaines St.	Lawrenceburg, TN 38464	931/ 766-0010
Lewis	Robert Conner	118 West Linden Ave.	Hohenwald, TN 38462	931/ 796-2231
	Howard Moore			931/ 796-4025
Lincoln	Larry Halcomb	308 West Market St.		931/ 433-0258
	Robert Strope			931/ 433-7829
Loudon	Betty Akins	U. S. Hwy 11		423/ 989-9081
Madison	Bob Lewis - Director	546 East College St.	Jackson, TN 38301	901/ 423-3911
	Darrell Samuels - JPD	60 Auditorium Drive		901/ 425-8630
	Johnny Farris - EMS	48 Medical Center Dr.		901/ 425-5696
	Nancy Miller-MCSD	546 East College St.		901/ 423-6000
Marion	Jerry Don Case, Dir.	695 Main Street		423/ 837-1282
Marshall	Jimmy Adams, Director	230 College Street	Lewisburg, TN 37091	931/ 359-6394
Maury	Freddie Rich, Director	1010 Galloway	Columbia, TN 38402	931/ 381-3190
	Ann Carbaugh	1010 Galloway		
McMinn	Carl Strugil	815 N. Jackson St.		423/ 745-3140

- continued -

Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
McMinn		126 Eighth Street		423/ 263-7088
McNairy	Ruth Travis	300 Industrial Pk Dr.	Selmer, TN 38375	901/ 645-5911
Monroe	Clara Hitson	210 Lewis Street		423/ 442-9555
Montgomery	Larry Bryant	120 Commerce Street	Clarksville, TN 37040	931/ 553-5110
Moore	Kay Smith	@Elm Street	Lynchburg, TN 37352	931/ 759-7323
	Frank Phipps			931/ 967-4380
Morgan	Bobby Gibson	122 South Kingston		423/ 346-6262
Obion	Belinda Fisher	426 S. Home St.		901/ 885-3316
	Mark Watson			901/ 253-5261
Polk	Charles Earlywine	Highway 411		423/ 338-4540
Rhea	Skip Roddy	8860 Back Vallely Rd		423/ 775-2107
Roane	Jack Daniel	330 Cardiff Valley Dr.		615/ 376-4318
Robertson	Kathy Lowe	509 South Brown St.	Springfield, TN 37172	615/ 384-0099
Rutherford	Chief Michael Patrick	5093 Murfreesboro Rd		615/ 793-7744
	Steve Lane	910 Old Salem Rd		615/ 890-7550
	Capt. Mosley	302 South Church St		615/ 893-1311
	Sgt. Gary Curry	940 New Salem Hwy		615/ 898-7770
	Mjr. Sally Walls	315 South Lowery		615/ 459-6644

- continued -

Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
Sevier	Harry Montgomery	Highway 321		423/ 436-5181
	Jackie Baldwin	Pine Mountain Rd		423/ 453-9063
	Robbie Fox	448 Park Rd		423/ 453-5507
		137 Commerce		423/ 453-4668
Shelby	John Garner-Director	1835 Union Ave.	Memphis, TN 38104	901/ 276-4911
Smith	Jackie Carver	312 East Jefferson		615/ 735-2122
Stewart	John Vinson - Sheriff	203 Donelson Parkwy	Dover, TN 37058	931/ 232-8332
	Steve Douglas	P. O. Box 751	Dover, TN 37058	931/ 232-5114
SUMNER	Buddy Schafer	130 West Franklin		615/ 451-1200
	Capt. Weathford	117 West Smith St		615/ 452-2616
	Julie Long	3 Executive Park		615/ 859-3405
	John Kerley	433 North Broadway		615/ 325-2061
Tipton	Roy Warmath	220 Highway 51 North	Covington, TN 38019	901/ 476-0252
	Cliff Deverall	@ Highway 51 North	Covington, TN 38019	901/ 476-5282
Trousdal	Larry Turnbow	210 Broadway		615/374-3074
Union	Sheriff Tom Keaton	901 Main Street		423/ 992-5212
Williamson	Bill Jorgensen	1320 West Main	Franklin, TN 37064	615/ 790-5756

- continued -

Table R Tennessee Coordinators (continued)

COUNTY	CONTACT	ADDRESS	CITY / STATE / ZIP	TELEPHONE NUMBER
	Lt. Bruce Bateman -FPD	109 2nd Ave. South	Franklin, TN 37065	615/ 794-2513
	Capt. John Allman -BFD	5211 Maryland Way	Brentwood, TN 37024	615/ 371-0160
Wilson	Dot Reynolds	211 East Main	615.449.7155	615/ 443-3911

12. Forms

12.1 E911 Tandem Identification Form

E911 TANDEM IDENTIFICATION FORM *REV.: 04-01-02*

TO: ROSEMARY PARKER	FROM:
VOICE: 205.321.2951	VOICE:
FAX: 205.321.4002	FAX:
EMAIL: rosemaryparker@bellsouth.com	EMAIL:

To assist you in getting your 911 calls routed to the correct BST E911 tandem please fill out this form as shown and BST will supply you with the proper E911 tandem for use on the CLEC E911 NOTIFICATION FORM.

PLEASE LIST ALL YOUR NEW NPANXX(S) BELOW WHICH HAVE BEEN ASSIGNED – USE SEPARATE SHEET IF NECESSARY

1. PUT YOUR NPA
2. PUT YOUR NXX
3. PUT BST COMPARABLE NPA
4. PUT BST COMPARABLE NXX
5. BST WILL SUPPLY YOU THE CORRECT E911 TANDEM AND RETURN TO YOU
6. FILL OUT CLEC E911 NOTIFICATION FORM APPROPRIATLY AND FAX TO:
   INTRADO/BST SUPERVISOR / 1-888-778-7876

STATE	CLEC NPA	CLEC NXX	BST NPA	BST NXX	E911 TANDEM CLLI FOR USE ON E911 NOTIFICATION FORM	E911 TANDEM CLLI FOR USE ON ASR WHEN ORDERING TRUNKS

Figure 10 E911 Tandem Identification Form

12.2 CLEC E911 Notification Form

CLEC E911 NOTIFICATION FORM Revised: 04-01-02

FAX TO: 1-888-778-7876
ATTENTION: INTRADO/BELLSOUTH SUPERVISOR

ACTION (circle one) A-ADD C-CHANGE M-MSAG ONLY

TODAY'S DATE	
COMPANY NAME	
COMPANY ADDRESS	
CONTACT NAME:	
CONTACT TEL NUMBER	
TELCO ID/OCN	
NENA CO. IDENTIFIER	
EFFECTIVE DATE	
FAX NUMBER**	

**NOTE: THIS NUMBER WILL BE USED FOR MECHANICAL TRANSMISSION OF DAILY REPORTS

SERVICE REQUEST FOR: (check ONE only: One STATE per sheet)

AL	FL	GA	KY	MS	LA	SC	NC	TN

PLEASE LIST YOUR NATIVE NPANXX's BELOW WHICH NEED TO BE ADDED TO THE E911 DATABASE

NPA	NXX	E911 TANDEM CLLI	NPA	NXX	E911 TANDEM CLLI

MSAG REQUEST:

MEDIA DESIRED: (circle ONE only) CD ROM MAG TAPE 3.5 FLOPPY*

*NOTE: FLOPPIES MAY ONLY BE ORDERED BY COUNTY, NOT BY CLLI

COUNTY NAMES OF SERVICE AREA OR E911 TANDEM CLLI (only)

1.	3.	5.
2.	4.	6.

Figure 11 CLEC E911 Notification Form

12.3 E911 Address Verification Request

E911 ADDRESS VERIFICATION REQUEST

Date		County/City/Parish	Prepared by	Telco Name	Serial Number
For Telephone Company Use Only			Verification of	Service Order Error _____ MSAG Ledger #_____	Other, See Comments
AVR Handled Via Mail (Please Verify)			AVR Handle Via Telephone		
Directional	Community	Other	Authorized By _____		
Street Name	Range				
Street Not in MSAG	O/E/B		Date _____	Time _____	
Customer At _____	ESN		* The date for this AVR was input into the MSAG as noted. If changes are required return this form with your corrections within ten days.		

	Directional			Street Name		State
	Low Range	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

For County/City Parish Response Insert Change Delete

	Directional			Street Name		State
	Low Range	**High Range**	**O/E/B**	**Community**	**ESN**	****Exchange**

Comments

Date Received	Date Returned if Appropriate	Authorized by

For CLEC Use ➡	Received	Referred to INTRADO if Appropriate		Clerks Initials
For INTRADO Use ➡	Received	Input to MSAG	Returned to CLEC	Clerks Initials

**Input Not Required By County/City/Parish

Figure 12 E911 Address Verification Request

OPERATOR SERVICES/DIRECTORY ASSISTANCE

I. PURPOSE OF EXHIBIT

1. This exhibit discusses the means by which BellSouth provides nondiscriminatory access to BellSouth's Directory Assistance ("DA") and Operator Services ("OS") for Competitive Local Exchange Carriers ("CLECs") in compliance with Section 271(c)(2)(B)(vii) of the Telecommunications Act of 1996 ("the Act"). Following is a list of BellSouth region state proceedings that have found that BellSouth provides non-discriminatory access to OS/DA in compliance with Checklist Item 7: (1) Florida Public Service Commission (FPSC) in Order No. PSC-97-1459-FOF-TL, Docket No. 960786-TL, issued November 19, 1997, (partial approval); (2) Georgia Public Service Commission ("GPSC") in Docket 6863-U, Order dated October 2, 2001; (3) Louisiana Public Service Commission ("LPSC") in its Order in Docket No. U-22252-E, dated September 21, 2001; (4) Mississippi Public Service Commission ("MPSC") in Docket No. 97-AD-0321, Order dated October 4, 2001; (5) North Carolina Utilities Commission ("NCUC") in its Order Regarding Section 271 Requirements, Docket No. P-55, Sub 1022, January 14, 1998; and (6) South Carolina Public Service Commission ("SCPSC") in Docket No. 2001-209-C, Order No. 2002-77, dated February 14, 2002. The provision of access remains to this day consistent with the affirmative conclusions reached by the FPSC, GPSC, LPSC, MPSC, NCUC and SCPSC.

2. BellSouth's local exchange customers can obtain Directory Assistance Services (Directory Assistance and Directory Assistance Call Completion ("DACC")), Operator Services (Operator Provided Call Assistance, Operator Call Completion Services, mechanized or operator assisted Alternate Billing Services ("ABS") for billing a third number, calling card or collect call and Verification and Interruption Services) and Intercept Service through BellSouth's retail tariffs.

3. Typically, a BellSouth local exchange customer contacts a service representative in one of BellSouth's residence or business service centers to order a local telephone line that includes Directory Assistance and Operator Services. Depending upon whether the customer is a residence or business subscriber, the service representative uses a system known as the Regional Negotiation System ("RNS") or the Regional Ordering System ("ROS"), respectively, to input the customer's order. These systems automatically forward the order into BellSouth's Service Order Control System ("SOCS"). The order is then transmitted to the appropriate assignment, installation, network and database work groups and/or mechanized systems to establish the customer's local telephone line. The customer's local telephone line automatically includes the provisioning of Directory Assistance and Operator Services and Intercept Service.

4. To make the BellSouth retail local exchange customer's listing (listed name, address, and telephone number) available for Directory Assistance, the order flows from SOCS to the BellSouth Listing Information System ("LIST") database, and then from the LIST database into BellSouth's Directory Assistance databases. Completed service orders containing the subscriber listings are accumulated, batched in a file and input to the DA databases once daily. To make the BellSouth retail local exchange customer's listing

available for Intercept Service, the order flows from SOCS to the BellSouth Line Information for Open Networks ("LION") system to establish the appropriate intercept message. To make the BellSouth retail local exchange customer's telephone number and Calling Card number, if requested, available for ABS, the order flows from SOCS to BellSouth's Database Administration System ("DBAS") and then to the BellSouth Line Information Database ("LIDB").

5. For local exchange customers of CLEC resellers, all of the processes described above are identical and the service is provided in the same manner, timeliness and quality as is done for BellSouth retail local exchange customers through BellSouth retail tariffs. A CLEC that is reselling BellSouth service can generate a mechanized service request for a local telephone line with Directory Assistance, Operator Services, and Intercept Services through the Electronic Data Interchange ("EDI") interface, the Telecommunications Access Gateway ("TAG") interface, or the Local Exchange Navigation System ("LENS") interface, to establish the service. EDI, TAG, and LENS will then automatically forward a clean and correct service request into SOCS. From SOCS, the service order follows the same flow as orders that are submitted by BellSouth retail service representatives via RNS and ROS, as described above. The CLEC may also transmit a service request manually to the Local Carrier Service Center ("LCSC"**).** When a CLEC service request is transmitted manually, a LCSC service representative will input the service request into the Service Order Negotiation System ("SONGS") or the Direct Order Entry ("DOE") system. From SONGS or DOE, the service request will automatically flow into SOCS. From SOCS, the service order flow follows the same path as if it had been entered by a BellSouth service representative in RNS or ROS or by a CLEC service representative in EDI, TAG, or

LENS.

6. BellSouth includes facilities-based CLEC subscribers' listings in BellSouth's Directory Assistance databases via the same process described in paragraph 5 above. The facilities-based CLEC can use EDI, TAG, or LENS to transmit the necessary listing information, which will be transmitted to SOCS. From SOCS, the order follows the same flow as described for BellSouth's retail customers. The facilities-based CLEC can also fax the necessary listing information to a LCSC service representative who issues a service order through SONGS or DOE, which will automatically flow into SOCS. From SOCS, the CLEC subscriber's listing request follows the same flow as described above. After entry into the system via the CLEC electronic interfaces or by the LCSC service representative, the process for facilities-based CLECs is identical to the way BellSouth makes its own local exchange subscriber listings available in DA.

7. BellSouth also makes facilities-based CLECs subscribers' numbers available for Intercept Service and includes their line numbers and Calling Card numbers in BellSouth's LIDB. The CLEC submits a written request with the appropriate information to BellSouth's Database Administration Center ("DBAC"). Using an administrative terminal, a DBAC clerical person enters the information into the LION system for Intercept and the Database Administration System ("DBAS"), which automatically updates the line number and calling card in LIDB. The request can be sent via fax, US mail, email or Internet mail. The CLEC and BellSouth together formulate appropriate procedures regarding lead-time, timeliness, format and content of the CLEC's subscriber information. The CLEC requests for Intercept and LIDB are submitted to the appropriate systems within forty-eight hours of receipt of the requests,

which is the same time frame applicable to BellSouth retail customers. These requests are processed in a timely, accurate and quality manner and BellSouth has sufficient personnel available to handle the volume of requests being received from CLECs and reasonably foreseeable demand. Because the requests for Intercept and LIDB go directly to the DBAC and avoid service order system edit checks, CLEC subscribers' line numbers and calling card numbers may actually be processed more quickly than those of BellSouth's own retail customers. BellSouth's DBAC handles LIDB transactions for eight (8) CLECs and Intercept transactions for three (3) CLECs for the BellSouth region. BellSouth's DBAC processed 3,227 LIDB transactions and 130 Intercept transactions monthly for these CLECs based on total transactions received during February, 2002. In Tennessee, there are no facilities-based CLECs subscribing to LIDB storage and no facilities-based CLEC subscribing to Intercept Service.

8. When a BellSouth retail local exchange customer dials 4-1-1 in BellSouth's service territory for Directory Assistance, the customer is connected to an automated system which brands the call with "BellSouth, we can now help you find a number anywhere in the country" and asks the customer, "What city? What state (if appropriate)? What listing?"[1] Depending upon the requested state and/or city, the customer is connected to an operator that handles in-region DA calls or an operator that handles national DA calls. The operator inputs the customer's listing request into the workstation and initiates the search. For in-region requests, the operator searches BellSouth's DA

[1] On April 11, 2000 the Federal Communications Commission ("FCC") issued its Memorandum Opinion and Order (CC Docket No. 97-172) granting BellSouth's Petition for Forbearance for Nonlocal Directory Assistance Service. The FCC concluded that BellSouth may provide nonlocal directory assistance service on an integrated basis subject to the nondiscrimination requirements outlined in the order. BellSouth is in compliance with the FCC's order and fully intends to continue providing its nonlocal directory assistance service.

regional database. For nationwide DA ("NDA") requests, the operator searches an NDA database. Based on the search request initiated by the operator, the matching listings are returned to the operator's workstation. The operator selects the correct listing and provides the telephone number to the customer verbally or by using an automated audio announcement. If the telephone number is provided via the automated audio announcement system, the customer will be given the option to have the call completed only if it is a local or intraLATA call. If the customer selects DACC, the call will be automatically completed by BellSouth's network.

9. CLECs that are reselling BellSouth services can provide their local exchange customers with the same access to BellSouth's DA using the same 1-411 or 4-1-1 dialing pattern as BellSouth provides its retail customers. The DA request will be handled in the same manner as BellSouth does for its own retail local exchange customers. The same operators, the same automated systems, and the same databases are used to provide the CLEC local exchange customer with DA. The CLEC can elect to brand the DA call with its name, the BellSouth brand, or elect no brand. Whether the CLEC elects to brand with its name or not brand**,** the call is handled with the same speed, care, accuracy, and quality that a BellSouth retail local exchange customer would receive. Calls to OS and DA are delivered to the serving switches via various trunking arrangements, placed in queue and answered on a first-come-first-serve basis. If a CLEC does not order customized branding for OS and/or DA, there is no way to differentiate the CLEC calls from BellSouth calls because both sets of calls are routed over the <u>exact same trunking arrangement</u> from the BellSouth central office. This is also

true when BellSouth receives a call from a customer that dialed 1-FNPA[2]-5-5-5-1-2-1-2. Other types of customers such as interexchange carriers, facilities-based CLECs, and independent companies deliver calls directly to this switching arrangement. Accordingly, the only way to ensure parity of treatment to all customers is to serve the call that has waited the longest by connecting the next available operator.

10. A CLEC can elect to perform Directory Assistance for its local exchange customers using its own operators and facilities by ordering BellSouth's Direct Access Directory Assistance Service ("DADAS") or Directory Assistance Database Service ("DADS"). DADAS provides the CLEC with access, on a per query basis, to the same BellSouth DA databases that BellSouth uses to provide DA to its own local exchange customers. The CLEC connects to the BellSouth DA database using its own switch, workstation, audio, and transport facilities. DADS provides the CLEC with a complete extract of the BellSouth DA database in bulk form on readily accessible tape or electronic formats and daily updates to allow the CLEC to establish its own Directory Assistance type service. DADS includes all eligible BellSouth subscriber listing information (e.g., for non-published numbers only, name and address with NP indicator is provided) and third party listings of CLECs and independent local exchange companies.

11. BellSouth local exchange customers dial "0" for Operator Services ("OS"). When a BellSouth local exchange customer in the BellSouth service territory dials 0 + the area code + the 7-digit number for a local or intraLATA call (referred to as 0+), the

[2] FNPA (foreign numbering plan area) – First, a NPA is the area in which no two 7-digit telephone numbers are the same. Each such area is assigned a unique 3-digit number for use in dialing telephone numbers in that area. NPA is very often referred to as an area code as well. Second, a "foreign" NPA or FNPA is any NPA outside the "home" NPA that the customer resides in.

BellSouth switch brands the call "BellSouth" and routes the call to BellSouth's Automated Alternate Billing System ("AABS") for mechanized handling of the call. The BellSouth customer hears a "bong tone" and then enters a calling card number. The call is then completed by BellSouth's network. When a BellSouth local exchange customer dials "0" and no other digits (referred to as 0-), the BellSouth switch brands the call "BellSouth" and connects the customer to an automated menu, except in North Carolina, which gives the customer access to an operator. If the customer presses "0-" again or stays on the line, the customer will be connected to a BellSouth operator. The operator generally provides call assistance and/or completes the call for the customer. Operator and Directory Assistance services are available to CLECs in their entirety including access to adjacent features, rating tables, customer information databases, etc.

12. CLECs can provide their local exchange customers with the same access to BellSouth's Operator Services as BellSouth's retail customers have by dialing 0 + the area code and the appropriate local or intra-LATA number or "0-" for an operator. Calls are handled in precisely the same way as for a BellSouth retail customer, except that the CLEC can elect to brand the call with its name, the BellSouth brand, or elect no brand. Regardless of whether the CLEC elects to brand or not brand, the CLEC subscriber's call is handled with the same timeliness and quality that a BellSouth local exchange customer would receive.

III. CONCLUSION

13. Based on the foregoing, BellSouth provides nondiscriminatory access to BellSouth DA and OS in accordance with Section 271(c)(2)(B)(vii) of the Act.

WKM-9

Exhibit No. WKM – 9

TRAFFIC OPERATING POSITION SYSTEM (TOPS) CALL FLOW VIA QUEUE MANAGEMENT SYSTEM (QMS)

Call origination type is the most frequently used means of call queue assignment in existing TOPS. National translations or a standard pretranslator can be used to assign a call origination type, although most call origination types are hard-coded and determined in the call setup phase through signaling information. The call origination type is used by table QMSTOPS to assign a CT4QNAM to the call. BellSouth marks calls requiring an operator as QMS in table TOPSTOPT.

Traffic Operator Position System Trunk Options Table (TOPSTOPT) is used to specify different options for Traffic Operator Position System (TOPS) trunks. The Automatic Call Distribution (ACD) field is used to specify the processing used on a trunk group basis. The GRPKEY consists of subfield CLLI. The ACDDATA field consists of subfield ACD and refinements LOCATIONS, ORG_AREA, ORIGCRIT_SEL and ORIGCRIT. The DISPCLG field indicates if the calling number is displayed at the TOPS terminal for use by the TOPS operator. The ADASSERV field is for automated directory assistance service (ADAS) availability. Field ADASANS controls when answer supervision is returned to the originating trunk. ANITOCLI enables conversion of ANI on an incoming trunk to CLI for an outgoing ISUP trunk. Originating Line Number Screening Query (OLNSQRY) indicates which calls can launch a query on a given incoming trunk. DCIBIDX is currently non-functional, intended for a later release. Local number portability calling number AMA (LNPCLGAM) specifies whether to append a module 720 to the AMA record for calls that originate on the trunk group. Field XLASCHEM enables this trunk group for use by the new TOPS translations process. Service provider identifier processing (SPIDPRC) field enables SPID processing for this incoming trunk group. Trunk Service Provider Identifier (TRKSPID) indicates whether a default SPID has been assigned for the given trunk group.

SAMPLE ENTRIES FOR TABLE : TOPSTOPT

GRPKEY ORGAREA DISPCLG ADASERV ADASANS ANITOCLI OLNSQRY DCIBIDX LNPCLGAM XLASCHEM SPIDPRC TRKSPID BILLSCRN ANIFSPL

FRDS0ETCM4 Y BS Y ADASPLUS IMMEDIATE N NONE 0 N N N N N N
MMPHMAXHZCM4 Y CLEC Y ADASPLUS IMMEDIATE N NONE 0 Y N N N N N
FRDS0DACC Y BS Y ADASPLUS IMMEDIATE N NONE 0 N N N N N N
FRDS0ETCM4 Y BS Y ADASPLUS IMMEDIATE N NONE 0 N N N N N N

INITIAL CALL QUEUE

To manage the segregation of traffic across call queues each call is assigned an initial call queue (CT4Q) in table QMSTOPS. Then, this initial call queue is refined (changed) by refinement tables. The call type for queuing (CT4Q) refinement allows the TOPS office to divide incoming traffic into separately manageable categories based on different call attributes, according to its office-specific criteria. Tables TQORDERA or TQORDERB specifies the relative ordering of the call type for queuing refinement tables at the three different call states where call queue assignment processing is performed in TOPS QMS. The

values in the key fields match the names of the eleven currently available CT4Q refinement tables. Data in a particular CT4Q refinement table has no effect until TQORDERA or TQORDERB has a non-zero ordering added against that CT4Q table. Only one of these tables is active at a time. The active table is shown in table TQMSOPT.

Pre-operator relative ordering defines the relative ordering for calls that have not yet been to either an operator or an automated service. All active preopr refinement tables are used before postauto refinements are utilized. Post-automated service ordering defines the relative ordering for calls that have not yet been to an operator but have been to an automated service. Recall/transfer ordering defines the relative ordering for calls that have already been to an operator and are now recalling for operator service. Assistance relative ordering defines the relative ordering for calls which a QMS operator has requested, and the request maps to the Customer Service Expert (CSE) assistance in table TQMSFCQA.

SAMPLE ENTRIES FOR TABLE: TQORDERA

TABLE: TQORDERA

CT4QTABL	PREOPR	POSTAUTO	RECALL	ASST
CT4QCLAS	2	0	0	0
CT4QREST	4	0	0	0
CT4QPFXT	1	0	0	0
CT4QCAR	0	0	0	0
CT4QCLD	0	1	0	0
CT4QORIG	3	0	0	0
CT4QTIME	5	0	0	0
CT4QLANG	0	0	0	0
CT4QAUTO	0	0	0	0
CT4QSPID	0	0	0	0
CT4QBLST	0	0	0	0
CT4QCALT	0	0	0	0
CT4QSLRN	0	0	0	0

Refer to the sample datafill. Incoming calls PREOPR traverse the call queue refinement phase in the following order: CT4QPFXT, CT4QCLAS, CT4QORIG, CT4QREST and CT4QTIME. Note that table CT4QCLD is not traversed in the preoperator stage, as it contains a 0 in the PREOPR data field.

FIRST REFINEMENT TABLE

CT4QPFXT is the first refinement table checked for changes. Since this is the first refinement table, the oldct4q (call type for queuing) will be the CT4Q entry in table QMSTOPS. Sample entries for QMSTOPS and CT4QPFXT are listed below:

SAMPLE ENTRIES FOR TABLE: QMSTOPS

CO	CT4Q
OA	0_PLUS_T
555	DA_555_901_T
411	DA_411_901_T

HOM555 DA_555_901_T

A decision was made to isolate operator assisted (OA) directory assistance calls. Therefore, the datafill in this table has entries changing the CT4Q's assigned to 411 and HOM555. The dialed prefix value is either operator assisted (OA) or direct dialed (DD).

SAMPLE ENTRIES FOR TABLE: CT4QPFXT

OLDCT4Q	PFXTCRIT	NEWCT4Q
DA_555_901_T	OA	DA_555_901_OA_T
DA_555_901_T	DD	DA_555_901_DD_T
DA_411_901_T	OA	DA_411_901_OA_T
DA_411_901_T	DD	DA_411_901_DD_T

SECOND REFINEMENT TABLE

The second refinement table used is CT4QCLAS. The OLDCT4Q for this table will come from table CT4QPFXTor QMSTOPS for entries not refined in CT4QPFXT. Table CT4QCLAS provides call type for queuing (CT4Q) refinement on the basis of clascrit, which is the class of service associated with the calling number. The class of service associated with the calling number can be UNKNOWN, STATION, HOTEL, COIN, or RESTRICTED. Entries are required for calls that need to be separated for queuing purposes.

SAMPLE ENTRIES FOR TABLE: CT4QCLAS

OLDCT4Q	CLASCRIT	NEWCT4Q
0_MINUS_T	COIN	0_MINUS_COIN_T
0_MINUS_T	STATION	0_MINUS_STA_T
0_MINUS_T	HOTEL	0_MINUS_HOTEL_T
0_MINUS_T	RESTRICTED	0_MIN_REST
0_PLUS_T	COIN	0_PLUS_COIN_T
0_PLUS_T	STATION	0_PLUS_STA_T
0_PLUS_T	HOTEL	0_PLUS_HOTEL_T
0_PLUS_T	RESTRICTED	0_PLUS_REST
1_PLUS_T	COIN	1_PLUS_COIN_T
1_PLUS_T	STATION	1_PLUS_STA_T
1_PLUS_T	HOTEL	1_PLUS_HOTEL_T
1_PLUS_T	RESTRICTED	1_PLUS_REST
DA_555_901_T	COIN	DA_COIN_T
DA_411_901_T	COIN	DA_COIN_T
DA_411_901_OA_T	COIN	DA_COIN_T
DA_411_901_DD_T	COIN	DA_COIN_T
DA_411_901_DD_T	RESTRICTED	DA_REST
DA_555_901_OA_T	COIN	DA_COIN_T

DA_555_901_DD_T COIN DA_COIN_T
DA_555_901_DD_T RESTRICTED DA_REST

THIRD REFINEMENT TABLE

The third refinement table used is Call Type for Queuing by Originating Location Table (CT4QORIG). Table CT4QORIG provides call type for queuing refinement on the basis of ORIGCRIT, which is an originating location associated with the call. This table is used to route calls to special groups of operators who have knowledge of geographical area or have fluency in a particular language so that these operators can effectively handle calls from special groups of subscribers. The OLDCT4Q for this table will come from table CT4QCLAS, CT4QPFXT, or QMSTOPS respectively if not refined in CT4QCLAS or CT4QPFXT. The name to be used in field ORGCRIT must first be defined in table TQORGNAM. If calls are to be CT4Q refined by the originating criteria, they must be marked as yes (Y) in ORIGCRIT_SEL in table TOPSTOPT. If originating criteria is marked no (N) on a trunk group in table TOPSTOPT, this table will not be used for refinement on that trunk group

SAMPLE ENTRIES FOR TABLE: CT4QORIG

OLDCT4Q	ORGCRIT	NEWCT4Q
DA_555_901_T	NTDA	NTDA_T
DA_411_901_T	NTDA	NTDA_T
DA_411_901_DD_T	NTDA	NTDA_T
DA_411_901_DD_T	ICO	NTDA_T
DA_555_901_DD_T	NTDA	NTDA_T
DA_555_901_DD_T	ICO	NTDA_T
0_MINUS_COIN_T	BS	0_MIN_CN_BS
0_MINUS_COIN_T	ICO	0_MIN_CN_ICO
0_MINUS_COIN_T	CLEC	0_MIN_CN_CLEC
0_MINUS_COIN_T	TEST	0_MIN_CN_TEST
0_MINUS_STA_T	BS	0_MIN_STA_BS
0_MINUS_STA_T	ICO	0_MIN_STA_ICO
0_MINUS_STA_T	CLEC	0_MIN_STA_CLEC
0_MINUS_STA_T	TEST	0_MIN_STA_TEST
0_MINUS_HOTEL_T	BS	0_MIN_HOT_BS
0_MINUS_HOTEL_T	ICO	0_MIN_HOT_ICO
0_MINUS_HOTEL_T	CLEC	0_MIN_HOT_CLEC
0_MINUS_HOTEL_T	TEST	0_MIN_HOT_TEST
0_PLUS_COIN_T	BS	0_PLUS_CN_BS
0_PLUS_COIN_T	ICO	0_PLUS_CN_ICO
0_PLUS_COIN_T	CLEC	0_PLUS_CN_CLEC
0_PLUS_STA_T	ICO	0_PLUS_CN_ICO
0_PLUS_STA_T	CLEC	0_PLUS_STA_CLEC
0_PLUS_HOTEL_T	ICO	0_PLUS_CN_ICO
0_PLUS_HOTEL_T	CLEC	0_PLUS_HOT_CLEC
1_PLUS_COIN_T	BS	1_PLUS_CN_BS

1_PLUS_COIN_T ICO 1_PLUS_CN_ICO
1_PLUS_COIN_T CLEC 1_PLUS_CN_CLEC
1_PLUS_STA_T ICO 1_PLUS_CN_ICO
1_PLUS_STA_T CLEC 1_PLUS_STA_CLEC
1_PLUS_HOTEL_T ICO 1_PLUS_CN_ICO
1_PLUS_HOTEL_T CLEC 1_PLUS_HOT_CLEC
0_MIN_REST BS 0_MIN_REST_BS
0_MIN_REST ICO 0_MIN_REST_ICO
0_MIN_REST CLEC 0_MIN_REST_CLEC
0_MIN_REST TEST 0_MIN_REST_TEST
0_PLUS_REST BS 0_PLUS_REST_BS
0_PLUS_REST ICO 0_PLUS_REST_ICO
0_PLUS_REST CLEC 0_PLUS_REST_CLEC
1_PLUS_REST BS 1_PLUS_REST_BS
1_PLUS_REST ICO 1_PLUS_REST_ICO
1_PLUS_REST CLEC 1_PLUS_REST_CLEC
NO_NDA NTDA NO_NDA
DA_REST BS REST_DA
DA_REST ICO REST_DA
DA_REST CLEC REST_DA

Table TQORGNAM defines a list of the names that can be used to assign different originating criteria that will be associated with incoming trunk groups. These are the orig names that are used in table TOPSTOPT. This is the first of three (3) tables that are required when originating digits is an active refinement table the orgcrit name is arbitrary.

SAMPLE ENTRIES FOR TABLE : TQORGNAM

ORGCODE	ORGCRIT
0	UNKNOWN_ORGCRIT
1	RDAS_TN
2	NTDA
10	BS
11	ICO
12	CLEC
13	TEST

FOURTH REFINEMENT TABLE

Call Type for Queuing by Restricted Billing Index Table (CT4QREST) is the fourth refinement table used. Table CT4QREST provides call type for queuing (CT4Q) refinement on the basis for RESTCRIT, which is a restricted billing index. The OLDCT4Q for this table will come from CT4QORIG, CT4QCLAS, CT4QPFXT or QMSTOPS. A restricted billing index is defined only for calls with COIN or RESTRICTED class of service. Normally, restricted billing types that do not require their own queues are not datafilled in this table.

SAMPLE ENTRIES FOR TABLE : CT4QREST

OLDCT4Q	RESTXRIT	NEWCT4Q
0_MIN_CN_BS 17	0_MIN_REST_BSP_3VR	
0_MIN_CN_BS 21	0_MIN_R EST_IPP_3VR	
0_MIN_CN_BS 22	0_MIN_REST_IPP_3VR	
0_MIN_CN_BS 23	0_MIN_REST_IPP_3VR	
0_MIN_CN_BS 25	0_MIN_REST_BSP_3VR	
0_MIN_CN_BS 26	0_MIN_REST_BSP_3VR	
0_MIN_CN_BS 27	0_MIN_REST_BSP_3VR	
0_MIN_CN_ICO 17	0_MIN_BSP_ICO_3VR	
0_MIN_CN_ICO 21	0_MIN_ICO_IPP	
0_MIN_CN_ICO 22	0_MIN_ICO_IPP	
0_MIN_CN_ICO 23	0_MIN_ICO_IPP	
0_MIN_CN_ICO 25	0_MIN_BSP_ICO_3VR	
0_MIN_CN_ICO 26	0_MIN_BSP_ICO_3VR	
0_MIN_CN_ICO 27	0_MIN_BSP_ICO_3VR	
0_MIN_CN_CLEC 21	0_MIN_CLEC_IPP	
0_MIN_CN_CLEC 22	0_MIN_CLEC_IPP	
0_MIN_CN_CLEC 23	0_MIN_CLEC_IPP	
0_MIN_REST_BS 1	0_MIN_CA	
0_MIN_REST_BS 2	0_MIN_REST_IPP_3VR	
0_MIN_REST_BS 3	0_MIN_REST_BSP_3VR	
0_MIN_REST_BS 6	0_MIN_CA	
0_MIN_REST_BS 7	0_MIN_CA	

0_MIN_REST_BS 8 0_MIN_CA
0_MIN_REST_BS 9 0_MIN_CA
0_MIN_REST_BS 10 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 11 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 15 0_MINUS_LA
0_MIN_REST_BS 16 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 17 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 21 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 22 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 23 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 25 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 26 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 27 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 30 0_MIN_CA
0_MIN_REST_BS 31 0_MIN_CA
0_MIN_REST_BS 34 0_MIN_CA
0_MIN_REST_BS 35 0_MIN_CA
0_MIN_REST_BS 41 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 42 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 50 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 52 0_MIN_REST_BSS_NVR
0_MIN_REST_BS 55 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 68 0_MIN_REST_BSS_NVR
0_MIN_REST_BS 71 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 72 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 73 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 74 0_MIN_CA
0_MIN_REST_BS 76 0_MIN_CA
0_MIN_REST_BS 78 0_MIN_CA
0_MIN_REST_BS 79 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 81 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 82 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 85 0_MIN_REST_BSP_3VR
0_MIN_REST_BS 86 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 88 0_MIN_REST_IPP_3VR
0_MIN_REST_BS 91 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 92 0_MIN_REST_CEL_3VR
0_MIN_REST_BS 93 0_MIN_REST_BSS_NVR
0_MIN_REST_BS 94 0_MIN_REST_BSS_NVR
0_MIN_REST_BS 96 0_MIN_REST_BSS_NVR
0_MIN_REST_BS 99 0_MIN_REST_IPP_3VR
0_MIN_REST_ICO 1 0_MIN_CA
0_MIN_REST_ICO 2 0_MIN_ICO_IPP
0_MIN_REST_ICO 3 0_MIN_BSP_ICO_3VR
0_MIN_REST_ICO 6 0_MIN_CA
0_MIN_REST_ICO 7 0_MIN_CA
0_MIN_REST_ICO 8 0_MIN_CA
0_MIN_REST_ICO 9 0_MIN_CA

0_MIN_REST_ICO 16 0_MIN_ICO_IPP
0_MIN_REST_ICO 30 0_MIN_CA
0_MIN_REST_ICO 31 0_MIN_CA
0_MIN_REST_ICO 34 0_MIN_CA
0_MIN_REST_ICO 35 0_MIN_CA
0_MIN_REST_ICO 41 0_MIN_ICO_IPP
0_MIN_REST_ICO 42 0_MIN_ICO_IPP
0_MIN_REST_ICO 50 0_MIN_BSP_ICO_3VR
0_MIN_REST_ICO 52 0_MIN_REST_ICOS_NVR
0_MIN_REST_ICO 55 0_MIN_BSP_ICO_3VR
0_MIN_REST_ICO 68 0_MIN_REST_ICOS_NVR
0_MIN_REST_ICO 74 0_MIN_CA
0_MIN_REST_ICO 76 0_MIN_CA
0_MIN_REST_ICO 78 0_MIN_CA
0_MIN_REST_ICO 85 0_MIN_BSP_ICO_3VR
0_MIN_REST_ICO 86 0_MIN_ICO_IPP
0_MIN_REST_ICO 88 0_MIN_ICO_IPP
0_MIN_REST_ICO 89 0_MIN_ICO_3VR
0_MIN_REST_ICO 93 0_MIN_REST_ICOS_NVR
0_MIN_REST_ICO 94 0_MIN_REST_ICOS_NVR
0_MIN_REST_ICO 96 0_MIN_REST_ICOS_NVR
0_MIN_REST_ICO 98 0_MIN_ICO_3VR
0_MIN_REST_ICO 99 0_MIN_ICO_IPP
0_MIN_REST_CLEC 1 0_MIN_CA
0_MIN_REST_CLEC 2 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 6 0_MIN_CA
0_MIN_REST_CLEC 7 0_MIN_CA
0_MIN_REST_CLEC 8 0_MIN_CA
0_MIN_REST_CLEC 9 0_MIN_CA
0_MIN_REST_CLEC 16 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 30 0_MIN_CA
0_MIN_REST_CLEC 31 0_MIN_CA
0_MIN_REST_CLEC 34 0_MIN_CA
0_MIN_REST_CLEC 35 0_MIN_CA
0_MIN_REST_CLEC 41 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 42 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 52 0_MIN_REST_CLECS_NVR
0_MIN_REST_CLEC 68 0_MIN_REST_CLECS_NVR
0_MIN_REST_CLEC 74 0_MIN_CA
0_MIN_REST_CLEC 76 0_MIN_CA
0_MIN_REST_CLEC 78 0_MIN_CA
0_MIN_REST_CLEC 86 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 88 0_MIN_CLEC_IPP
0_MIN_REST_CLEC 89 0_MIN_CLEC_3VR
0_MIN_REST_CLEC 93 0_MIN_REST_CLECS_NVR
0_MIN_REST_CLEC 94 0_MIN_REST_CLECS_NVR
0_MIN_REST_CLEC 96 0_MIN_REST_CLECS_NVR
0_MIN_REST_CLEC 98 0_MIN_CLEC_3VR

0_MIN_REST_CLEC 99 0_MIN_CLEC_IPP
0_PLUS_REST_BS 1 0_PLUS_BSP
0_PLUS_REST_BS 2 0_PLUS_BSP
0_PLUS_REST_BS 3 0_PLUS_BSP
0_PLUS_REST_BS 6 0_PLUS_BSP
0_PLUS_REST_BS 7 0_PLUS_BSP
0_PLUS_REST_BS 8 0_PLUS_BSP
0_PLUS_REST_BS 9 0_PLUS_BSP
0_PLUS_REST_BS 10 0_PLUS_BSP
0_PLUS_REST_BS 11 0_PLUS_BSP
0_PLUS_REST_BS 16 0_PLUS_BSP
0_PLUS_REST_BS 30 0_PLUS_BSP
0_PLUS_REST_BS 31 0_PLUS_BSP
0_PLUS_REST_BS 34 1_PLUS_BSP
0_PLUS_REST_BS 35 0_PLUS_BSP
0_PLUS_REST_BS 41 0_PLUS_BSP
0_PLUS_REST_BS 42 0_PLUS_BSP
0_PLUS_REST_BS 43 0_PLUS_BSP
0_PLUS_REST_BS 50 0_PLUS_BSP
0_PLUS_REST_BS 55 0_PLUS_BSP
0_PLUS_REST_BS 74 0_PLUS_BSP
0_PLUS_REST_BS 76 0_PLUS_BSP
0_PLUS_REST_BS 78 0_PLUS_BSP
0_PLUS_REST_BS 79 0_PLUS_BSP
0_PLUS_REST_BS 85 0_PLUS_BSP
0_PLUS_REST_BS 86 0_PLUS_BSP
0_PLUS_REST_BS 88 0_PLUS_BSP
0_PLUS_REST_BS 99 0_PLUS_BSP
1_PLUS_REST_BS 1 1_PLUS_BSP
1_PLUS_REST_BS 2 1_PLUS_BSP
1_PLUS_REST_BS 3 1_PLUS_BSP
1_PLUS_REST_BS 6 1_PLUS_BSP
1_PLUS_REST_BS 7 1_PLUS_BSP
1_PLUS_REST_BS 8 1_PLUS_BSP
1_PLUS_REST_BS 9 1_PLUS_BSP
1_PLUS_REST_BS 16 1_PLUS_BSP
1_PLUS_REST_BS 17 1_PLUS_BSP
1_PLUS_REST_BS 25 1_PLUS_BSP
1_PLUS_REST_BS 26 1_PLUS_BSP
1_PLUS_REST_BS 27 1_PLUS_BSP
1_PLUS_REST_BS 30 1_PLUS_BSP
1_PLUS_REST_BS 31 1_PLUS_BSP
1_PLUS_REST_BS 34 1_PLUS_BSP
1_PLUS_REST_BS 35 1_PLUS_BSP
1_PLUS_REST_BS 41 1_PLUS_BSP
1_PLUS_REST_BS 42 1_PLUS_BSP
1_PLUS_REST_BS 50 1_PLUS_BSP
1_PLUS_REST_BS 55 1_PLUS_BSP

1_PLUS_REST_BS 74 1_PLUS_BSP
1_PLUS_REST_BS 76 1_PLUS_BSP
1_PLUS_REST_BS 78 1_PLUS_BSP
1_PLUS_REST_BS 85 1_PLUS_BSP
1_PLUS_REST_BS 86 1_PLUS_BSP
1_PLUS_REST_BS 88 1_PLUS_BSP
1_PLUS_REST_BS 99 1_PLUS_BSP
1_PLUS_CN_BS 17 1_PLUS_BSP
1_PLUS_CN_BS 21 1_PLUS_BSP
1_PLUS_CN_BS 22 1_PLUS_BSP
1_PLUS_CN_BS 23 1_PLUS_BSP
1_PLUS_CN_BS 25 1_PLUS_BSP
1_PLUS_CN_BS 26 1_PLUS_BSP
1_PLUS_CN_BS 27 1_PLUS_BSP
1_PLUS_CN_ICO 17 1_PLUS_BSP
1_PLUS_CN_ICO 21 1_PLUS_BSP
1_PLUS_CN_ICO 22 1_PLUS_BSP
1_PLUS_CN_ICO 23 1_PLUS_BSP
1_PLUS_CN_ICO 25 1_PLUS_BSP
1_PLUS_CN_ICO 26 1_PLUS_BSP
1_PLUS_CN_ICO 27 1_PLUS_BSP
1_PLUS_CN_CLEC 21 1_PLUS_BSP
1_PLUS_CN_CLEC 22 1_PLUS_BSP
1_PLUS_CN_CLEC 23 1_PLUS_BSP
0_PLUS_CN_BS 17 0_PLUS_BSP
0_PLUS_CN_BS 21 0_PLUS_BSP
0_PLUS_CN_BS 22 0_PLUS_BSP
0_PLUS_CN_BS 23 0_PLUS_BSP
0_PLUS_CN_BS 25 0_PLUS_BSP
0_PLUS_CN_BS 26 0_PLUS_BSP
0_PLUS_CN_BS 27 0_PLUS_BSP
0_PLUS_CN_ICO 17 0_PLUS_BSP
0_PLUS_CN_ICO 21 0_PLUS_BSP
0_PLUS_CN_ICO 22 0_PLUS_BSP
0_PLUS_CN_ICO 23 0_PLUS_BSP
0_PLUS_CN_ICO 25 0_PLUS_BSP
0_PLUS_CN_ICO 26 0_PLUS_BSP
0_PLUS_CN_ICO 27 0_PLUS_BSP
0_PLUS_CN_CLEC 21 0_PLUS_BSP
0_PLUS_CN_CLEC 22 0_PLUS_BSP
0_PLUS_CN_CLEC 23 0_PLUS_BSP
1_PLUS_REST_ICO 2 1_PLUS_BSP
1_PLUS_REST_ICO 3 1_PLUS_BSP
1_PLUS_REST_ICO 16 1_PLUS_BSP
1_PLUS_REST_ICO 41 1_PLUS_BSP
1_PLUS_REST_ICO 42 1_PLUS_BSP
1_PLUS_REST_ICO 50 1_PLUS_BSP
1_PLUS_REST_ICO 55 1_PLUS_BSP

1_PLUS_REST_ICO 85 1_PLUS_BSP
1_PLUS_REST_ICO 86 1_PLUS_BSP
1_PLUS_REST_ICO 88 1_PLUS_BSP
1_PLUS_REST_ICO 99 1_PLUS_BSP
0_PLUS_REST_ICO 1 0_PLUS_BSP
0_PLUS_REST_ICO 2 0_PLUS_BSP
0_PLUS_REST_ICO 3 0_PLUS_BSP
0_PLUS_REST_ICO 6 0_PLUS_BSP
0_PLUS_REST_ICO 7 0_PLUS_BSP
0_PLUS_REST_ICO 8 0_PLUS_BSP
0_PLUS_REST_ICO 9 0_PLUS_BSP
0_PLUS_REST_ICO 16 0_PLUS_BSP
0_PLUS_REST_ICO 30 0_PLUS_BSP
0_PLUS_REST_ICO 31 0_PLUS_BSP
0_PLUS_REST_ICO 34 0_PLUS_BSP
0_PLUS_REST_ICO 35 0_PLUS_BSP
0_PLUS_REST_ICO 41 0_PLUS_BSP
0_PLUS_REST_ICO 42 0_PLUS_BSP
0_PLUS_REST_ICO 50 0_PLUS_BSP
0_PLUS_REST_ICO 55 0_PLUS_BSP
0_PLUS_REST_ICO 74 0_PLUS_BSP
0_PLUS_REST_ICO 76 0_PLUS_BSP
0_PLUS_REST_ICO 78 0_PLUS_BSP
0_PLUS_REST_ICO 79 0_PLUS_BSP
0_PLUS_REST_ICO 85 0_PLUS_BSP
0_PLUS_REST_ICO 86 0_PLUS_BSP
0_PLUS_REST_ICO 88 0_PLUS_BSP
0_PLUS_REST_ICO 99 0_PLUS_BSP
1_PLUS_REST_CLEC 2 1_PLUS_BSP
1_PLUS_REST_CLEC 16 1_PLUS_BSP
1_PLUS_REST_CLEC 41 1_PLUS_BSP
1_PLUS_REST_CLEC 42 1_PLUS_BSP
1_PLUS_REST_CLEC 86 1_PLUS_BSP
1_PLUS_REST_CLEC 88 1_PLUS_BSP
1_PLUS_REST_CLEC 99 1_PLUS_BSP
0_PLUS_REST_CLEC 1 0_PLUS_BSP
0_PLUS_REST_CLEC 2 0_PLUS_BSP
0_PLUS_REST_CLEC 6 0_PLUS_BSP
0_PLUS_REST_CLEC 7 0_PLUS_BSP
0_PLUS_REST_CLEC 8 0_PLUS_BSP
0_PLUS_REST_CLEC 9 0_PLUS_BSP
0_PLUS_REST_CLEC 16 0_PLUS_BSP
0_PLUS_REST_CLEC 30 0_PLUS_BSP
0_PLUS_REST_CLEC 31 0_PLUS_BSP
0_PLUS_REST_CLEC 34 0_PLUS_BSP
0_PLUS_REST_CLEC 35 0_PLUS_BSP
0_PLUS_REST_CLEC 41 0_PLUS_BSP
0_PLUS_REST_CLEC 42 0_PLUS_BSP

0_PLUS_REST_CLEC 74 0_PLUS_BSP
0_PLUS_REST_CLEC 76 0_PLUS_BSP
0_PLUS_REST_CLEC 78 0_PLUS_BSP
0_PLUS_REST_CLEC 79 0_PLUS_BSP
0_PLUS_REST_CLEC 86 0_PLUS_BSP
0_PLUS_REST_CLEC 88 0_PLUS_BSP
0_PLUS_REST_CLEC 99 0_PLUS_BSP
0_MIN_RNBK 43 0_MIN_RNBK_TEST

FIFTH REFINEMENT TABLE

The fifth refinement table used is CT4QTIME. Table CT4QTIME provides call type for queuing (CT4Q) refinement on the basis of TIMECRIT, which is a time criterion associated with the call. A set of tables is provided to allow the specification of differently treated times of day for each of the week and for holidays. Table CT4QTIME diverts traffic to a new CT4Q based on the TIMECRIT value determined upon call arrival. This allows for the consolidation of different types of traffic into a smaller number of call types for queuing at known low-traffic periods providing savings in operator requirements. The OLDCT4Q for this table will come from one of the previously used refinement tables or Table QMSTOPS. The switch will look at one or more of the five other tables related to time of day of week criterion before table CT4QTIME is used. First, the switch must determine the daytype. Is today a HOLIDAY? Check Table TQHOLIDAY. If yes, use the DAYTYPE value for index into table TQDAYDEF. Otherwise, use DAYTYPE value from table TQWKDAY for index into table TQDAYDEF. Next, determine TIMECRIT. Index table TQDAYDEF with DAYTYPE. In field TIMESLOT, obtain TIMECRIT for index into table CT4QTIME. The daytype must be datafilled in table TQDAYNAM before it can be used in the other tables. Table TQTIMENM defines the TIMECRIT values used in tables TQDAYDEF and CT4QTIME.

SAMPLE ENTRIES FOR TABLE: CT4QTIME

DA_555_901_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_555_901_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_411_901_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_411_901_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_411_901_OA_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_411_901_OA_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_411_901_DD_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_411_901_DD_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_555_901_OA_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_555_901_OA_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_555_901_DD_T EVENING_NIGHT DA_901_NON_PEAK_T
DA_555_901_DD_T NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_COIN_T NIGHT TN_DA_COIN_NIGHT_CLOSE_DOWN
DA_REST EVENING_NIGHT DA_901_NON_PEAK_T
DA_REST NIGHT TN_DA_NIGHT_CLOSE_DOWN
REST_DA EVENING_NIGHT DA_901_NON_PEAK_T

REST_DA NIGHT TN_DA_NIGHT_CLOSE_DOWN
DA_AABS EVENING_NIGHT DA_901_NON_PEAK_T
DA_AABS NIGHT TN_DA_NIGHT_CLOSE_DOWN

SAMPLE ENTRIES FOR TABLE: TQWKDAY

TQWKKEY DAYTYPE

MON WEEKDAY
TUE WEEKDAY
WED WEEKDAY
THU WEEKDAY
FRI WEEKDAY
SAT WEEKEND
SUN WEEKEND

SAMPLE ENTRIES FOR TABLE: TQDAYDEF

TQDEFKEY TIMESLOT

WEEKDAY (0 0 NIGHT) (6 0 EVENING_NIGHT) (7 0 DAYTIME) (22 0 EVENING_NIGHT) (23 59 NIGHT) $

WEEKEND (0 0 NIGHT) (6 0 EVENING_NIGHT) (23 59 NIGHT) $
HOLIDAY (0 0 NIGHT) (6 0 EVENING_NIGHT) (23 59 NIGHT) $
SATURDAY (0 0 NIGHT) (6 0 EVENING_NIGHT) (23 59 NIGHT) $
$

SAMPLE ENTRIES FOR TABLE: TQDAYNAM

DAYCODE DAYTYPE
---
1 WEEKDAY
2 WEEKEND
3 HOLIDAY
4 SATURDAY

SAMPLE ENTRIES FOR TABLE: TQTIMENM

TIMECODE TIMECRIT
---
0 UNKNOWN_TIMECRIT
1 DAYTIME
2 EVENING_

SIXTH REFINEMENT TABLE

The sixth refinement table used in our sample is listed in the post automated service ordering (POSTAUTO) column. Only calls that have been to an automated service can be further refined in the POSTAUTO ordering. This refinement table is used after all active PREOPR refinements are utilized. Table CT4QCLD provides call type for queuing refinement on the basis of CLDCRIT, which is a calle d

number criterion associated with the call. The CLDCRIT to be used must first be defined in table TQCLDNAM. Table TQCLDNAM defines a group of names to describe types of called numbers associated with calls. The values in field CLDCRIT in this table are used in table CT4QCLD to segregate incoming traffic in the basis of groups of called digits or called criterion. The OLDCT4Q will come from one of the preopr tables. In our example, the calls will be further refined by the ADASPLUS system. The ADASPLUS system sends the switch a CLDCODE for National Directory Assistance (NDA). The switch will look in table CT4QCLD to see if the OLDCT4Q is listed with a CLDCRIT of NTDA_T . If the OLDCT4Q is not listed, the switch will ignore the CLDCODE criterion

SAMPLE ENTRIES FOR TABLE: TQCLDNAM

CLDCODE	CLDCRIT
0	UNKNOWN_CLDCRIT
42	NTDA_T

SAMPLE ENTRIES FOR TABLE: CT4QCLD

OLDCT4Q	CLDCRIT	NEWCT4Q
DA_555_901_T	NTDA_T	NTDA_T
DA_411_901_T	NTDA_T	NTDA_T
DA_411_901_OA_T	NTDA_T	NTDA_T
DA_411_901_DD_T	NTDA_T	NTDA_T
DA_555_901_OA_T	NTDA_T	NTDA_T
DA_555_901_DD_T	NTDA_T	NTDA_T
DA_901_NON_PEAK_T	NTDA_T	NTDA_T
DA_COIN_T	NTDA_T	NTDA_T
NO_NDA	NTDA_T	NO_NDA
DA_REST	NTDA_T	NTDA_T
REST_DA	NTDA_T	NTDA_T

SEVENTH REFINEMENT TABLE

The seventh refinement table used is CT4QLANG. The CT4QLANG (call type for queueing language) table allows companies to specify the language refinement to calls. Table TOPSLANG defines the valid languages for the system. The LANGCRIT is a language criterion and is from existing table TOPSLANG. The NEWCT4Q field is the new CT4Q name assigned to a call that meets the criterion.

SAMPLE ENTRIES FOR TABLE: TOPSLANG

LANGDIGT	LANGNAME	AUTOLANG	ISUPLANG
17	ENG	Y 1	N
18	SPA	Y 2	N

SAMPLE ENTRIES FOR TABLE: CT4QLANG

OLDCT4Q	LANGCRIT	NEWCT4Q
EMPTY TABLE		

FINAL CALL QUEUING

After passing through all the criteria of call type for queuing (CT4Q) refinements, a given call may have had its CT4Q changed several times, or it may still have its initial call type for queuing (CT4Q). After refinement, the final CT4Q is used to determine the call queue, and service to be assigned to the call. Table TQMSFCQA specifies the final call queue (CALLQ) for initial calls and recalls assigned to a call after call type for queuing (CT4Q) refinement is complete. The final CT4Q is used as an index to table TQMSFCQA, which returns a numeric value for the CALLQ that is known by the call agent manager (CAM) component of the TOPS QMS. The call queue must be defined in table TQCQINFO and QMSCQDEF before being assigned in this table.

SAMPLE ENTRIES FOR TABLE: TQMSFCQA

CT4Q	CALLQ	RECALLQ	ASSTAREA
UNSPEC	CQ3	CQ3	SA
CAMA	CQ0	CQ0	SA
TA_INW	CQ3	CQ3	SA
0_ASSIST_TN	CQ3	CQ3	SA
NTDA_T	CQ42	CQ42	SA
0_ASSIST_T	CQ3	CQ3	SA
0_MINUS_T	CQ1	CQ2	SA
0_PLUS_T	CQ3	CQ3	SA
1_PLUS_T	CQ3	CQ3	SA
DELAY_T	CQ3	CQ3	SA
TA_INW_T	CQ3	CQ3	SA
DA_555_901_T	CQ22	CQ22	SA
INTC_901_T	CQ64	CQ64	SA
DA_411_901_T	CQ22	CQ22	SA
DA_411_901_OA_T	CQ22	CQ22	SA
DA_411_901_DD_T	CQ22	CQ22	SA
DA_555_901_OA_T	CQ22	CQ22	SA
DA_555_901_DD_T	CQ22	CQ22	SA
0_MINUS_COIN_T	CQ45	CQ45	SA
0_MINUS_STA_T	CQ1	CQ2	SA
0_MINUS_HOTEL_T	CQ1	CQ2	SA
0_PLUS_COIN_T	CQ45	CQ45	SA
0_PLUS_STA_T	CQ3	CQ3	SA
0_PLUS_HOTEL_T	CQ3	CQ3	SA
1_PLUS_COIN_T	CQ45	CQ45	SA
1_PLUS_STA_T	CQ3	CQ3	SA
1_PLUS_HOTEL_T	CQ3	CQ3	SA
DA_901_NON_PEAK_T	CQ25	CQ25	SA
DA_COIN_T	CQ48	CQ48	SA
0_MIN_REST	CQ1	CQ2	SA
0_MIN_STA_BS	CQ1	CQ2	SA
0_MIN_STA_ICO	CQ45	CQ45	SA
0_MIN_STA_CLEC	CQ1	CQ2	SA

0_MIN_STA_TEST CQ1 CQ2 SA
0_MIN_CN_BS CQ45 CQ45 SA
0_MIN_CN_ICO CQ45 CQ45 SA
0_MIN_CN_CLEC CQ45 CQ45 SA
0_MIN_CN_TEST CQ1 CQ2 SA
0_MIN_HOT_BS CQ1 CQ2 SA
0_MIN_HOT_ICO CQ45 CQ45 SA
0_MIN_HOT_CLEC CQ1 CQ2 SA
0_MIN_HOT_TEST CQ1 CQ2 SA
0_MIN_REST_BS CQ1 CQ2 SA
0_MIN_REST_ICO CQ45 CQ45 SA
0_MIN_REST_CLEC CQ1 CQ2 SA
0_MIN_REST_TEST CQ1 CQ2 SA
0_MIN_REST_BSS_NVR CQ1 CQ2 SA
0_MIN_REST_ICOS_NVR CQ45 CQ45 SA
0_MIN_REST_CLECS_NVR CQ1 CQ2 SA
0_MIN_REST_BSP_3VR CQ45 CQ45 SA
0_MIN_REST_IPP_3VR CQ45 CQ45 SA
0_MIN_REST_CEL_3VR CQ1 CQ2 SA
0_MIN_AUTO CQ1 CQ2 SA
0_PLUS_REST CQ3 CQ3 SA
1_PLUS_REST CQ3 CQ3 SA
0_PLUS_REST_BS CQ3 CQ3 SA
1_PLUS_REST_BS CQ3 CQ3 SA
0_PLUS_BSP CQ45 CQ45 SA
1_PLUS_BSP CQ45 CQ45 SA
0_MIN_BSP_AUTO CQ45 CQ45 SA
BSP CQ45 CQ45 SA
NO_NDA CQ42 CQ42 SA
0_MIN_CA CQ45 CQ45 SA
0_MIN_ICO_3VR CQ45 CQ45 SA
0_MIN_CLEC_3VR CQ45 CQ45 SA
0_MIN_BSP_ICO_3VR CQ45 CQ45 SA
0_MIN_ICO_IPP CQ45 CQ45 SA
0_MIN_CLEC_IPP CQ45 CQ45 SA
1_PLUS_CN_BS CQ45 CQ45 SA
1_PLUS_CN_ICO CQ45 CQ45 SA
1_PLUS_CN_CLEC CQ45 CQ45 SA
0_PLUS_CN_BS CQ45 CQ45 SA
0_PLUS_CN_ICO CQ45 CQ45 SA
0_PLUS_CN_CLEC CQ45 CQ45 SA
1_PLUS_REST_ICO CQ45 CQ45 SA
0_PLUS_REST_ICO CQ45 CQ45 SA
1_PLUS_REST_CLEC CQ3 CQ3 SA
0_PLUS_REST_CLEC CQ3 CQ3 SA
0_PLUS_STA_CLEC CQ3 CQ3 SA
0_PLUS_HOT_CLEC CQ3 CQ3 SA
1_PLUS_STA_CLEC CQ3 CQ3 SA

1_PLUS_HOT_CLEC CQ3 CQ3 SA
DA_REST CQ22 CQ22 SA
REST_DA CQ22 CQ22 SA
1_PLUS_STA_ICO CQ45 CQ45 SA
1_PLUS_HOT_ICO CQ45 CQ45 SA
0_PLUS_STA_ICO CQ45 CQ45 SA
0_PLUS_HOT_ICO CQ45 CQ45 SA
OA_DA_HOT_ICO CQ45 CQ45 SA
0_PLUS_AABS CQ3 CQ3 SA
0_PLS_AABS_CA CQ45 CQ45 SA
DA_AABS CQ22 CQ22 SA
NDA_AABS CQ42 CQ42 SA
TN_DA_NIGHT_CLOSE_DOWN CQ46 CQ46 SA
TN_DA_COIN_NIGHT_CLOSE_DOWN CQ48 CQ48 SA
DA_EMER CQ1 CQ2 SA

CHARACTERISTICS OF CALL QUEUES (TABLE QMSCQDEF)

Table QMSCQDEF defines the characteristics of the call queues required by each application. The table is indexed by a two-part key containing the application name and a call queue number. Call queue priority (CQPRIO) indicates the priority of the call queue (0 = lowest priority, 126 = highest priority). Calls in queue s with the same priority are then chosen according to call age. Call queue assignable grade of service aging (CQAGS) allows artificial aging of a call. A value between 10 and 80 may be selected, representing aging factors from 1.0X to 8.0X. The age of the oldest call in a queue is multiplied by the queue's aging factor, and the resulting age is used for comparison with the oldest calls in other served queues. A 10 indicates no aging. Call queue maximum size defines the maximum number of calls allowed in the queue, above which all calls are deflected due to queue overflow, including calls with a deflect status of NO DEFLECT. The call is deflected and sent to CQOV treatment. The CQMAXSIZ value should be set so that it is not exceeded during anticipated peak traffic conditions. The CQCDTIME field should be utilized to control the input of calls to the call queues so that the CQMAXSIZ thresholds are not reached. The deflect area (DEFLAREA) consists of subfield ALLOWDEF and refinements. Allowed deflection (ALLOWDEF) indicates whether a deflection threshold should be considered before queuing a call. If this field is set to N, then calls are queued regardless of the predicted wait time. If calls marked for a call queue are to be deflected when the predicted wait for a call exceeds the threshold specified in field CQCDTIME, enter Y. A Y entry requires refinements CQCDTIME and MINODEFL. Call queue call deflection time (CQCDTIME) is the predicted call wait time in tenths of seconds before the call is deflected from the queue. Minimum no deflection (MINODEFL) is the minimum number of calls in queue below which calls are not deflected, even if the value in CQCDTIME is exceeded. This prevents calls from being prematurely deflected from call queues with very low or erratic throughput. If the number of calls in queue would be equal to or greater than MINODEFL, then CQCDTIME is applied. Priority (PRAQAREA) consists of subfield PRIOAQ and refinements. Priority agent queue (PRIOAQ) indicates whether a priority agent (operator) queue should be associated with the given call queue. If this field is set to Y, then the agent queue specified in field AQNUM is searched first for an agent to serve incoming calls, even if agents in other queues able to serve the call have been idle longer. If this field is

set to Y, datafill refinements AQNUM and PRTHTIME are required. Otherwise, if set to N, no further refinements require datafill.

SAMPLE ENTRIES FOR TABLE: QMSCQDEF

APPLNCQ	CQPRIO	CQAGS	CQMAXSIZ	DEFLAREA	PRAQAREA
TOPS 0	**10**	**10**	**200**	**Y**	**450**	**5**	**N**
TOPS 1	**10**	**10**	**500**	**Y**	**450**	**5**	**N**
TOPS 2	**10**	**30**	**500**	**Y**	**450**	**15**	**N**
TOPS 3	**10**	**10**	**500**	**Y**	**450**	**5**	**N**
TOPS 4	**10**	**30**	**200**	**Y**	**450**	**25**	**N**
TOPS 5	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 6	**10**	**30**	**100**	**Y**	**450**	**15**	**N**
TOPS 7	**10**	**10**	**300**	**Y**	**450**	**1**	**N**
TOPS 8	**10**	**10**	**300**	**Y**	**450**	**2**	**N**
TOPS 9	**10**	**10**	**700**	**Y**	**450**	**0**	**N**
TOPS 10	**10**	**10**	**1000**	**Y**	**450**	**5**	**N**
TOPS 11	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 12	**10**	**30**	**250**	**Y**	**450**	**15**	**N**
TOPS 13	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 14	**10**	**30**	**250**	**Y**	**450**	**15**	**N**
TOPS 15	**10**	**10**	**1000**	**Y**	**450**	**5**	**N**
TOPS 16	**10**	**10**	**700**	**Y**	**450**	**5**	**N**
TOPS 17	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 18	**10**	**30**	**250**	**Y**	**450**	**15**	**N**
TOPS 19	**10**	**10**	**300**	**Y**	**450**	**2**	**N**
TOPS 20	**10**	**30**	**100**	**Y**	**450**	**15**	**N**
TOPS 21	**10**	**10**	**50**	**Y**	**450**	**0**	**N**
TOPS 22	**10**	**10**	**350**	**Y**	**450**	**5**	**N**
TOPS 23	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 24	**10**	**10**	**450**	**Y**	**450**	**2**	**N**
TOPS 25	**10**	**10**	**600**	**Y**	**450**	**5**	**N**
TOPS 26	**10**	**10**	**1000**	**Y**	**450**	**5**	**N**
TOPS 27	**10**	**10**	**700**	**Y**	**450**	**0**	**N**
TOPS 28	**10**	**10**	**250**	**Y**	**450**	**2**	**N**
TOPS 29	**10**	**30**	**100**	**Y**	**450**	**15**	**N**
TOPS 30	**10**	**10**	**250**	**Y**	**450**	**2**	**N**
TOPS 31	**10**	**30**	**150**	**Y**	**450**	**15**	**N**
TOPS 32	**10**	**10**	**200**	**Y**	**450**	**2**	**N**
TOPS 33	**10**	**10**	**300**	**Y**	**450**	**0**	**N**
TOPS 34	**10**	**10**	**500**	**Y**	**450**	**0**	**N**
TOPS 35	**10**	**10**	**300**	**Y**	**450**	**0**	**N**
TOPS 36	**10**	**10**	**300**	**Y**	**450**	**0**	**N**
TOPS 37	**10**	**10**	**200**	**Y**	**450**	**0**	**N**
TOPS 38	**10**	**10**	**1200**	**Y**	**450**	**0**	**N**

TOPS 39 10 10 1200 Y 450 0 N
TOPS 40 10 10 1200 Y 450 0 N
TOPS 41 10 10 1200 Y 450 0 N
TOPS 42 10 10 1200 Y 450 0 N
TOPS 43 10 10 250 Y 450 2 N
TOPS 44 10 10 450 Y 450 2 N
TOPS 45 10 10 500 Y 450 5 N
TOPS 46 10 10 500 Y 450 5 N
TOPS 47 10 10 200 Y 450 5 N
TOPS 48 10 10 100 Y 450 5 N
TOPS 49 10 10 100 N N
TOPS 50 10 10 100 N N
TOPS 51 10 10 100 N N
TOPS 52 10 10 100 N N
TOPS 53 10 10 200 Y 450 0 N
TOPS 54 10 10 100 N N
TOPS 55 10 10 200 Y 450 0 N
TOPS 56 10 10 200 N N
TOPS 57 10 10 200 N N
TOPS 58 10 10 200 N N
TOPS 59 10 10 200 N N
TOPS 60 10 10 200 N N
TOPS 61 10 10 200 N N
TOPS 62 10 10 200 N N
TOPS 63 10 10 200 N N
TOPS 64 10 10 0 Y 0 0 N

CALL SERVICES QUEUE (TABLE TQCQINFO)

Table TQCQINFO marks the service of each call based on the call queue (CALLQ) assigned in table TQMSFCQA. The value in field QMSSERV corresponds to a value in Table TQMSSERV. Fields CWOFF and CWON allow the operator's Call Waiting (CW) displays to function. The call waiting on and off time is entered in tenths of seconds. The emergency treatment that will be used when call deflection is activated is also defined in the table. The treatment used must first be defined in Table TMTCNTL.TREAT.

Sample entries for table: TQCQINFO

CALLQ QMSSERV CWOFF CWON TREAT

CQ0 TOPS_TA 60 140 EMR3 N
CQ1 TOPS_TA 60 140 EMR4 N
CQ2 TOPS_TA 60 140 EMR4 N
CQ3 TOPS_TA 60 140 EMR3 N
CQ4 TOPS_DA 60 140 EMR5 N
CQ22 TOPS_DA 60 140 EMR5 N
CQ23 TOPS_TA 60 140 EMR3 N

CQ25 TOPS_DA 60 140 EMR5 N
CQ42 TOPS_DA 60 140 EMR5 N
CQ45 TOPS_TA 60 140 EMR3 N
CQ46 TOPS_DA 60 140 EMR5 N
CQ48 TOPS_DA 60 140 EMR5 N
CQ64 TOPS_INTC 60 140 EMR6 N

INDIVIDUAL OPERATOR SERVICES PROFILE (TABLE TQMSSERV)

Table TQMSSERV defines a list of services that each operator can provide in the Queue Management System (QMS). Every TOPS QMS call is assigned one of the service names datafilled in this table. The service index number is any number from 0 to 62. The QMS service name (QMSSERV) is an alphanumeric character of up to 32 characters. This is the name that will be used in Table TQCQINFO. Basic service name (BASESERV) consists of subfield basic service name selector (BASESERV_SEL). Services are defined as TASERV, DASERV, or INTCSERV. DASERV and INTCSERV service requires the use of a subset for APPLICATION and SETNO. APPLICATION and SETNO refer to the database link set number previously defined in table SERVICES. Implicit CT4Q (IMPLCT4Q) assigns a CT4Q implicitly to the call when the service changed through operator keying actions. QMS service type (SERVTYPE) consists of selector SERVTYPE_SEL and refinements. The values are defined as BASE or CUSTOM. Base mimics non QMS services, Custom requires datafill refinements. The AUTOAMA subfield automatically produce AMA record when changing from this service to any other service. Enter No (N) if an automatic message accounting (AMA) record is not to be produced when the operator changes the call from this service to any other service.

SAMPLE ENTRIES FOR TABLE: TQMSSERV

SERVNUM QMSSERV BASESERV IMPLCT4Q SERVTYPE
---
0 TOPS_TA TASERV 0_MINUS_LA BASE N
1 TOPS_DA DASERV TOPSVR2 0 DA_411_LA BASE Y
2 TOPS_INTC INTCSERV TOPSVR2 0 DA_411_LA BASE N
3 GOLDEN DASERV TOPSVR2 0 DA_411_LA CUSTOM 951 DALOCAL SERVBILL Y
4 IQ411 DASERV TOPSVR2 0 DA_411_MS BASE Y
5 BUSINESS DASERV STUB 0 DA_411_LA CUSTOM 930 TOLLFREE SERVBILL Y
6 AIRPORT_DELAY DASERV STUB 0 DA_411_LA CUSTOM 931 TOLLFREE SERVBILL Y
7 MOVIES DASERV STUB 0 DA_411_LA CUSTOM 932 TOLLFREE SERVBILL Y
8 SPORTS DASERV STUB 0 DA_411_LA CUSTOM 933 TOLLFREE SERVBILL Y
9 WEATHER DASERV STUB 0 DA_411_LA CUSTOM 934 TOLLFREE SERVBILL Y
10 SKI_REPORT DASERV STUB 0 DA_411_LA CUSTOM 935 TOLLFREE SERVBILL Y
11 ETURN DASERV STUB 0 DA_411_LA BASE Y
12 ADA DASERV TOPSVR2 0 DA_411_LA CUSTOM 951 DALOCAL SERVBILL Y

TOPS QMS INDIVIDUAL POSITION PROFILES (TABLE TQSVPROF)

Table TQSVPROF creates service profiles by associating lists of TOPS QMS service names with a QMS service profile number. The service profiles defined are then available for inclusion in Tables TOPSPOS and TQOPROF. These profiles then indicate the TOPS QMS services that a TOPS QMS position is configured to provide, and the TOPS QMS services that a TOPS QMS operator is designated to provide. In table TOPSPOS all operator positions have been assigned PROFNUM 4 which includes the 3 basic services. Operators are assigned a PROFNUM that reflects the services they handle.

SAMPLE ENTRIES FOR TABLE: TQSVPROF

PROFNUM	SVCLIST
0	(TOPS_TA) $
1	(TOPS_DA) (TOPS_INTC) $
2	(TOPS_DA) $
3	(TOPS_TA) (TOPS_DA) $
4	(TOPS_TA) (TOPS_DA) (TOPS_INTC) $
5	(TOPS_DA) (TOPS_INTC) (GOLDEN) $
6	(TOPS_TA) (TOPS_DA) (TOPS_INTC) (GOLDEN) $
7	(IQ411) $
8	(TOPS_TA) (TOPS_DA) (TOPS_INTC) (BUSINESS) (AIRPORT_DELAY) (MOVIES) (SPORTS) (WEATHER) (SKI_REPORT) $
9	(TOPS_TA) (TOPS_DA) (BUSINESS) (AIRPORT_DELAY) (MOVIES) (SPORTS) (WEATHER) (SKI_REPORT) $
10	(TOPS_TA) (TOPS_DA) (TOPS_INTC) (BUSINESS) (AIRPORT_DELAY) (MOVIES) (SPORTS) (WEATHER) (SKI_REPORT) (ETURN) $

TOPS SYSTEM FUNCTIONS AND CHARACTERISTICS (TABLE TOPSPOS)

Table TOPSPOS specifies the functions and characteristics of all Traffic Operator Position System (TOPS) positions. This table contains information describing the location of the trunk circuits associated with the positions. The QMSCAM selector is only used if the TOPS office has the Queue Management System (QMS) software package. Corecam is entered to specify that the location of the call and agent manager (CAM) is the core. The service profile number (SERVPROF) is selected from one of the profiles datafilled in Table TQSRVPROF.

SAMPLE ENTRIES FOR TABLE: TOPSPOS

POSNO	VCCKT	VCPDGRP	CARDCODE	DATAPATH	POSAREA
3301	TMS 6 5 3	TPOS	DS1SIG	TMS MP OPP 160 2	OPR 1 4
5501	TMS 12 5 1	TPOS	DS1SIG	TMS MP OPP 178 0	OPR 2 4
531	TMS 10 2 21	TPOS	DS1SIG	TMS MP OPP 244 2	OPR 5 4
2601	TMS 1 0 1	TPOS	DS1SIG	TMS MP OPP 1 0	OPR 6 4
401	TMS 6 3 1	TPOS	DS1SIG	TMS MP OPP 145 0	ASST 9 ALL
1001	TMS 6 0 1	TPOS	DS1SIG	TMS MP OPP 201 0	OPR 10 4
1101	TMS 0 5 1	TPOS	DS1SIG	TMS MP OPP 57 0	OPR 11 4

701 TMS 0 3 1 TPOS DS1SIG TMS MP OPP 73 0 OPR 7 4
4301 TMS 5 5 1 TPOS DS1SIG TMS MP OPP 130 0 OPR 12 4
1401 TMS 5 0 1 TPOS DS1SIG TMS MP OPP 111 0 OPR 14 4
1217 TMS 2 5 1 TPOS DS1SIG TMS MP OPP 25 0 ASST 15 ALL
2301 TMS 0 4 1 TPOS DS1SIG TMS MP OPP 33 0 OPR 16 6
1330 TMS 2 0 8 TPOS DS1SIG TMS MP OPP 54 1 OPR 9 4

CALL QUEUE PROFILES (TABLE TQCQPROF)

Table TOPS QMS Call Queue Profile Table (TQOPROF) defines call queue profiles by associating lists of call queues with a call queue profile number. Individual operator numbers are then associated with one of these profile numbers. Datafill for profiles common to several operators is centralized for easier maintenance and reduced data storage. Call queue profiles datafilled using office-wide priorities contain a list of call queues. The priority and assignable grade of service aging (AGS) associated with each of the call queues specified are the office-wide values defined for the call queue in table QMSCQDEF. Office-wide priority call queue profiles result in consistent office-wide priorities and AGS values being applied to all operators. To override the system priority and AGS associated with each call queue, the particular profile is datafilled using priority and AGS values specific to that profile. To use this override, set PRIOTYPE to PROF. PROF gives you the ability to use each of up to four priority levels labeled PRIO3, PRIO2, PRIO1, and PRIO0, with PRIO3 being the highest priority level. Each priority level can list up to 32 call queues along with the desired AGS for each call queue listed.

SAMPLE ENTRIES FOR TABLE: TQCQPROF

CQPROFNM DLAYCT4Q AGENTQ PRIOAREA
0 DELAYCQ_LA AQ1 OFC (CQ38) (CQ39) (CQ40) (CQ41) (CQ42) (CQ56) (CQ57) (CQ58) (CQ59) (CQ51) (CQ49) (CQ46) (CQ47) (CQ9) (CQ10) (CQ26) (CQ27) (CQ15) (CQ16) $

1 DELAYCQ_LA AQ0 OFC (CQ0) (CQ1) (CQ2) (CQ3) (CQ4) (CQ5) (CQ6) (CQ7) (CQ8) (CQ11) (CQ12) (CQ13) (CQ14) (CQ17) (CQ18) (CQ19) (CQ20) (CQ28) (CQ29) (CQ30) (CQ31) $

2 DA_411_LA AQ1 PROF (CQ10 30) (CQ15 20) (CQ9 10) (CQ16 10) (CQ26 10) (CQ27 10) (CQ21 10) (CQ46 10) (CQ47 10) $ $ $ $

3 DELAYCQ_LA AQ0 OFC (CQ0) (CQ1) (CQ3) (CQ5) (CQ6) (CQ7) (CQ8) (CQ11) (CQ12) (CQ13) (CQ14) (CQ17) (CQ18) (CQ19) (CQ20) (CQ28) (CQ29) (CQ30) (CQ31) (CQ2) $

4 DELAYCQ_LA AQ5 PROF (CQ32 30) (CQ0 10) (CQ1 10) (CQ2 10) (CQ3 10) (CQ5 10) (CQ6 10) (CQ7 10) (CQ8 10) (CQ11 10) (CQ12 10) (CQ13 10) (CQ14 10) (CQ17 10) (CQ18 10) (CQ19 10) (CQ20 10) (CQ28 10) (CQ29 10) (CQ30 10) (CQ31 10) $ $ $ $

5 DA_411_LA AQ1 PROF (CQ10 20) (CQ15 20) (CQ46 10) (CQ47 20) (CQ48 20) (CQ9 10) (CQ16 10) (CQ27 10) (CQ26 20) $ $ $ $

6 DA_411_AL AQ3 PROF (CQ15 20) (CQ26 10) (CQ9 10) (CQ10 10) (CQ16 10) (CQ27 10) $ $ $ $

7 DA_411_LA AQ1 OFC (CQ10) (CQ15) (CQ9) (CQ26) (CQ27) (CQ46) (CQ47) (CQ16) $
8 DA_411_MS AQ2 PROF (CQ26 20) (CQ15 10) (CQ9 10) (CQ10 10) (CQ27 10) (CQ16 10) $ $ $ $

9 DA_411_MS AQ2 PROF (CQ26 20) (CQ47 20) (CQ46 10) (CQ15 20) (CQ27 10) (CQ9 10) (CQ10 20) (CQ16 10) $ $ $ $

10 EDA AQ4 OFC (CQ56) $
12 DELAYCQ_LA AQ12 OFC (CQ23) (CQ24) (CQ43) (CQ44) (CQ45) $
13 NTDA_LA AQ4 OFC (CQ38) (CQ39) (CQ40) (CQ41) (CQ42) (CQ33) (CQ49) $
15 COINREFUND AQ5 OFC (CQ32) $
16 DELAYCQ_LA AQ0 OFC (CQ0) (CQ1) (CQ2) (CQ3) (CQ5) (CQ6) (CQ7) (CQ8) (CQ11) (CQ12) (CQ13) (CQ14) (CQ17) (CQ18) (CQ19) (CQ20) (CQ23) (CQ24) (CQ28) (CQ29) (CQ30) (CQ31) (CQ32) (CQ43) (CQ44) (CQ45) $

17 DELAYCQ_LA AQ12 OFC (CQ23) (CQ24) (CQ43) (CQ44) (CQ45) $
19 SPANISH_DA AQ4 OFC (CQ55) (CQ53) $
20 EDA AQ4 PROF (CQ50 10) $ (CQ38 10) (CQ39 10) (CQ40 10) (CQ41 10) (CQ42 10) (CQ33 10) $ $ $

22 NTDA_LA AQ4 OFC (CQ38) (CQ39) (CQ40) (CQ41) (CQ42) (CQ33) (CQ49) (CQ51) $

OPERATOR NUMBER SPECIFICATION MATCH (TABLE TQOPROF)

Table TOPS QMS Operator Profile (TQOPROF) allows specification of which Traffic Operator Position System (TOPS) QMS calls selection and service profiles apply to a particular operator number. The table also allows specification of the team of which the operator is a member, for the purposes of force management (FM). When an operator logs on to a suitably configured position, calls are presented according to the operator's call selection profile. Once a call arrives at a position, the operator can provide for the call any service defined in the operator's TOPS QMS service profile.

SAMPLE ENTRIES FOR TABLE: TQOPROF

OPRNUM	DFLTTEAM	SVCPRNUM	CAPPRNUM	SELAREA	FMAREA	ACWAREA
100	15	2	0 CALLQ 2		N	N
600	1	1	0 CALLQ 13		N	N
3700	2	4	0 CALLQ 19		N	N
200	5	0	0 CALLQ 3		N	N
2200	6	1	0 CALLQ 5		N	N
2300	7	3	0 CALLQ 7		N	N
1005	9	0	0 CALLQ 12		N	N
1101	10	0	0 CALLQ 3		N	N

1300	**10**	**0**	**0**	**CALLQ**	**4**	**N**	**N**
1700	**11**	**1**	**0**	**CALLQ**	**9**	**N**	**N**
6300	**12**	**1**	**0**	**CALLQ**	**22**	**N**	**N**
800	**14**	**1**	**0**	**CALLQ**	**6**	**N**	**N**
2600	**15**	**1**	**0**	**CALLQ**	**13**	**N**	**N**
6000	**16**	**1**	**0**	**CALLQ**	**13**	**N**	**N**
3800	**18**	**3**	**0**	**CALLQ**	**7**	**N**	**N**

SAMPLE DATA EXAMPLES

Listed below is sample data captured from a TOPS switch. Bell and CLEC DA and Toll & Assist trunk groups are shown starting with table TRKGRP. QVIEW was used to show the refinement tables used and the final call queue assignment for the 3 DA originating call types and an OA call originating type.

TABLE: TRKGRP
FRDS0DACC TOPS 11 EML6 NCRT IC MIDL 901 901 TTOP NLCA NSCR Y DA COMBINED N Y 4 0000 NONE OSS TOPSBC 16 4 4 Y OFFHK N N $

XPCDAJCC901 TOPS 11 EML6 NCRT IC MIDL 901 901 TTOP NLCA NSCR Y DA NONCOIN N Y 31 0031 NONE BELL TOPSBC 999 4 4 Y N OFFHK N N $

TABLE: STDPRTCT

TABLE: STDPRTCT
TTOP (1) (0)

411 411 T NL 0 TOPS 411 3 3 NONE

5551212 5551212 T DD 0 OFR2 47 7 7 NONE

9015551212 9015551212 T DD 0 OFR2 47 10 10 NONE

TABLE: TOPSTOPT
FRDS0DACC Y BS Y ADASPLUS IMMEDIATE N NONE 0 N N N N N N
XPCDAJCC901 Y CLEC Y ADASPLUS IMMEDIATE N NONE 0 Y N N N N N

The current values of the QVIEW variables are:
ORDER = PREOPR
USE = ACTIVE
TRACECO = 411
TRACECT4Q = Unassigned
FROMTABLE = Unassigned
TOTABLE = Unassigned
SUMMARY = Unassigned

** QVIEW REPORT on ACTIVE table for PREOPR Ordering

CO: 411 --->>> CT4Q: DA_411_901_T
==== ============

OLDCT4Q	TABLE	CRITERION	NEWCT4Q	ASSIGNMENT INFO
DA_411_901_T	PFXT	OA	DA_411_901_O	CQ22 TOPS_DA
DA_411_901_O	CLAS	COIN	DA_COIN_T	CQ48 TOPS_DA
DA_COIN_T	TIME	NIGHT	TN_DA_COIN_N	CQ48 TOPS_DA
DA_411_901_O	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
DA_411_901_O	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_411_901_T	PFXT	DD	DA_411_901_D	CQ22 TOPS_DA
DA_411_901_D	CLAS	COIN	DA_COIN_T	CQ48 TOPS_DA
DA_COIN_T	TIME	NIGHT	TN_DA_COIN_N	CQ48 TOPS_DA
DA_411_901_D	CLAS	RESTRICTED	DA_REST	CQ22 TOPS_DA
DA_REST	ORIG	BS	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	85	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	88	NTDA_T	CQ42 TOPS_DA
REST_DA	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
REST_DA	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_REST	ORIG	ICO	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	85	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	88	NTDA_T	CQ42 TOPS_DA
REST_DA	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
REST_DA	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_REST	ORIG	CLEC	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA

```
 REST_DA     REST          85 NTDA_T          CQ42  TOPS_DA
 REST_DA     REST          88 NTDA_T          CQ42  TOPS_DA
 REST_DA     TIME EVENING_NIGHT DA_901_NON_P      CQ25  TOPS_DA
 REST_DA     TIME NIGHT        TN_DA_NIGHT_       CQ46  TOPS_DA
DA_REST      TIME EVENING_NIGHT DA_901_NON_P      CQ25  TOPS_DA
DA_REST      TIME NIGHT        TN_DA_NIGHT_       CQ46  TOPS_DA
DA_411_901_D ORIG NTDA         NTDA_T             CQ42  TOPS_DA
DA_411_901_D ORIG ICO          NTDA_T             CQ42  TOPS_DA
DA_411_901_D TIME EVENING_NIGHT DA_901_NON_P        CQ25  TOPS_DA
DA_411_901_D TIME NIGHT        TN_DA_NIGHT_        CQ46  TOPS_DA
DA_411_901_T CLAS COIN         DA_COIN_T           CQ48  TOPS_DA
 DA_COIN_T    TIME NIGHT        TN_DA_COIN_N        CQ48  TOPS_DA
DA_411_901_T ORIG NTDA         NTDA_T             CQ42  TOPS_DA
DA_411_901_T TIME EVENING_NIGHT DA_901_NON_P        CQ25  TOPS_DA
DA_411_901_T TIME NIGHT        TN_DA_NIGHT_        CQ46  TOPS_DA

DA_411_901_T TQMSFCQA                              CQ22  TOPS_DA
```

** SUMMARY REPORT on ACTIVE table for PREOPR Ordering

CT4Q TABLE	NUMBER OF REFINEMENTS
CT4QPFXT	2
CT4QCLAS	4
CT4QORIG	6
CT4QREST	27
CT4QTIME	17

CT4Qs NOT assigned a call queue or control list:

CT4Q	TABLE

** QVIEW REPORT on ACTIVE table for PREOPR Ordering

```
CO: 555         --->>> CT4Q: DA_555_901_T
                  ====  ============
```

OLDCT4Q	TABLE	CRITERION	NEWCT4Q	ASSIGNMENT INFO
DA_555_901_T	PFXT	OA	DA_555_901_O	CQ22 TOPS_DA
DA_555_901_O	CLAS	COIN	DA_COIN_T	CQ48 TOPS_DA
DA_COIN_T	TIME	NIGHT	TN_DA_COIN_N	CQ48 TOPS_DA
DA_555_901_O	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
DA_555_901_O	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_555_901_T	PFXT	DD	DA_555_901_D	CQ22 TOPS_DA
DA_555_901_D	CLAS	COIN	DA_COIN_T	CQ48 TOPS_DA
DA_COIN_T	TIME	NIGHT	TN_DA_COIN_N	CQ48 TOPS_DA
DA_555_901_D	CLAS	RESTRICTED	DA_REST	CQ22 TOPS_DA
DA_REST	ORIG	BS	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	85	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	88	NTDA_T	CQ42 TOPS_DA
REST_DA	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
REST_DA	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_REST	ORIG	ICO	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	85	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	88	NTDA_T	CQ42 TOPS_DA
REST_DA	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
REST_DA	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA
DA_REST	ORIG	CLEC	REST_DA	CQ22 TOPS_DA
REST_DA	REST	2	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	3	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	41	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	42	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	43	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	50	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	55	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	85	NTDA_T	CQ42 TOPS_DA
REST_DA	REST	88	NTDA_T	CQ42 TOPS_DA
REST_DA	TIME	EVENING_NIGHT	DA_901_NON_P	CQ25 TOPS_DA
REST_DA	TIME	NIGHT	TN_DA_NIGHT_	CQ46 TOPS_DA

DA_REST TIME EVENING_NIGHT DA_901_NON_P CQ25 TOPS_DA
DA_REST TIME NIGHT TN_DA_NIGHT_ CQ46 TOPS_DA
DA_555_901_D ORIG NTDA NTDA_T CQ42 TOPS_DA
DA_555_901_D ORIG ICO NTDA_T CQ42 TOPS_DA
DA_555_901_D TIME EVENING_NIGHT DA_901_NON_P CQ25 TOPS_DA
DA_555_901_D TIME NIGHT TN_DA_NIGHT_ CQ46 TOPS_DA
DA_555_901_T CLAS COIN DA_COIN_T CQ48 TOPS_DA
DA_COIN_T TIME NIGHT TN_DA_COIN_N CQ48 TOPS_DA
DA_555_901_T ORIG NTDA NTDA_T CQ42 TOPS_DA
DA_555_901_T TIME EVENING_NIGHT DA_901_NON_P CQ25 TOPS_DA
DA_555_901_T TIME NIGHT TN_DA_NIGHT_ CQ46 TOPS_DA

DA_555_901_T TQMSFCQA CQ22 TOPS_DA

** SUMMARY REPORT on ACTIVE table for PREOPR Ordering

CT4Q TABLE	NUMBER OF REFINEMENTS
CT4QPFXT	2
CT4QCLAS	4
CT4QORIG	6
CT4QREST	27
CT4QTIME	17

CT4Qs NOT assigned a call queue or control list:

CT4Q	TABLE

TABLE: TRKGRP
FRDS0ETCM4 TOPS 13 EML6 NCRT IC MIDL 901 901 D201 MPHS WMPS Y SP COMBINED N Y 4 0000 NONE OSS TOPSBC 10 5 5 N OFFHK N N $

MMPHMAXHZCM4 TOPS 14 EML6 NCRT IC MIDL 901 901 OLEC_CM4 NLCA NSCR Y SP COMBINED N Y 31 0031 NONE BELL TOPSBC 999 4 4 Y N OFFHK N N $

TABLE: STDPRTCT
D201 (1) (0)

0 0 T OA 1 OFRT 154 1 1 NONE

OLEC_CM4 (1) (0)

0 0 T OA 1 OFRT 154 1 1 NONE

TABLE: TOPSTOPT
FRDS0DACC Y BS Y ADASPLUS IMMEDIATE N NONE 0 N N N N N N
XPCDAJCC901 Y CLEC Y ADASPLUS IMMEDIATE N NONE 0 Y N N N N N

** QVIEW REPORT on ACTIVE table for PREOPR Ordering

CO: OA --->>> CT4Q: 0_PLUS_T
==== ==========

OLDCT4Q	TABLE	CRITERION	NEWCT4Q	ASSIGNMENT INFO
0_PLUS_T	CLAS	COIN	0_PLUS_COIN_	CTRL: 0PLCA_C
0_PLUS_COIN_	ORIG	BS	0_PLUS_CN_BS	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	17	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	21	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	22	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	23	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	25	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	26	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_BS	REST	27	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_COIN_	ORIG	ICO	0_PLUS_CN_IC	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	17	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	21	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	22	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	23	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	25	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	26	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	27	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_COIN_	ORIG	CLEC	0_PLUS_CN_CL	CTRL: 0PLCA_C
0_PLUS_CN_CL	REST	21	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_CL	REST	22	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_CL	REST	23	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_T	CLAS	STATION	0_PLUS_STA_T	CTRL: 0PLTA_C
0_PLUS_STA_T	ORIG	ICO	0_PLUS_CN_IC	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	17	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	21	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	22	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	23	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_CN_IC	REST	25	0_PLUS_BSP	CTRL: 0PLCA_C

0_PLUS_CN_IC REST 26 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 27 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_STA_T ORIG CLEC 0_PLUS_STA_C CTRL: 0PLTA_C
0_PLUS_T CLAS HOTEL 0_PLUS_HOTEL CTRL: 0PLTA_C
0_PLUS_HOTEL ORIG ICO 0_PLUS_CN_IC CTRL: 0PLCA_C
0_PLUS_CN_IC REST 17 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 21 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 22 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 23 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 25 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 26 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_CN_IC REST 27 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_HOTEL ORIG CLEC 0_PLUS_HOT_C CTRL: 0PLTA_C
0_PLUS_T CLAS RESTRICTED 0_PLUS_REST CTRL: 0PLTA_C
0_PLUS_REST ORIG BS 0_PLUS_REST_ CTRL: 0PLTA_C
0_PLUS_REST_ REST 1 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 2 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 3 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 6 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 7 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 8 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 9 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 16 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 17 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 25 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 26 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 27 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 30 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 31 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 34 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 35 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 41 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 42 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 43 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 50 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 55 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 74 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 76 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 78 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 85 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 86 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 88 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 99 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST ORIG ICO 0_PLUS_REST_ CTRL: 0PLCA_C
0_PLUS_REST_ REST 1 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 2 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 3 0_PLUS_BSP CTRL: 0PLCA_C
0_PLUS_REST_ REST 6 0_PLUS_BSP CTRL: 0PLCA_C

0_PLUS_REST_	REST	7	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	8	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	9	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	16	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	30	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	31	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	34	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	35	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	41	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	42	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	43	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	50	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	55	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	74	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	76	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	78	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	85	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	86	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	88	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	99	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST	ORIG CLEC		0_PLUS_REST_	CTRL: 0PLTA_C
0_PLUS_REST_	REST	1	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	2	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	6	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	7	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	8	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	9	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	16	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	30	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	31	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	34	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	35	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	41	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	42	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	74	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	76	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	78	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	86	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	88	0_PLUS_BSP	CTRL: 0PLCA_C
0_PLUS_REST_	REST	99	0_PLUS_BSP	CTRL: 0PLCA_C

0_PLUS_T TQMSFCQA CQ3 TOPS_TA

** SUMMARY REPORT on ACTIVE table for PREOPR Ordering

CT4Q TABLE	NUMBER OF REFINEMENTS
CT4QPFXT	0
CT4QCLAS	4
CT4QORIG	10
CT4QREST	102
CT4QTIME	0

CT4Qs NOT assigned a call queue or control list:

CT4Q	TABLE

WKM-10

Exhibit No. WKM – 10

End Office Handling of Operator and Directory Assistance Calls
Of
BellSouth and CLEC End-Users

1. Introduction

1.1. Scope and Purpose

The purpose of this paper is to show the service parity that exists between BellSouth Telecommunications Inc. (BellSouth) Retail customers and Competitive Local Exchange Carrier (CLEC) customers. It will compare Retail vs. Resale, Retail vs. Unbundled Network Element (UNE) with respect to functions that involve a BellSouth switch and Retail vs. UNE or Resale with the Selective Call Routing option. This includes the dial tone provided to the lines, both BellSouth and CLEC, and the routing of the calls to the various trunk groups. In each case, BellSouth provides parity, subject only to the CLEC's ordering of sufficient facilities to deliver its customized traffic to the BellSouth switch.

1.2. General

Switch translations as defined here are the variable software parameters that allow for individual line identification, vertical services capability, and the applicable Automatic Message Accounting (AMA) recording. The term also applies to the routing schemes based on a defined trunking architecture. In BellSouth, switch translations provisioning is performed by eight geographic software centers supported by a regional staff. This regional staff provides written methods and procedures for new services and features, as well as day-to-day support.

Dial tone, access to subscribed features, and access to all trunk groups in the BellSouth end offices is provided to customers on a first come, first served basis.

2. CLEC Resale Customer vs. BellSouth Retail Customer:

CLEC Request for Service:

A CLEC orders service for its customer by submitting the required forms to the Local Carrier Service Center ("LCSC"). The LCSC serves as BellSouth Telecommunications' point of contact for processing local service requests from CLECs. One of the required forms for Resale the CLEC submits to the LCSC is the Resale Service Form. It is on this form that the CLEC lists appropriate Universal Service Order Codes (USOCs). The USOC identifies specific items of service or equipment. It is also on the Resale Service Form that the CLEC lists any call blocking or calling restrictions, such as 900 and 976 blocking.

The LCSC generates a BellSouth service order once all information is received from the CLEC. The BellSouth service order contains the USOCs required to provide the service. The service order also carries a special Field Identifier Code ("FID"). The FID provides a four-digit code that identifies the CLEC to the billing system. The FID is not input into the switch.

BellSouth Customer Request for Service:

A BellSouth customer orders service from the BellSouth Business Office. The BellSouth business office generates a BellSouth service order. The BellSouth service order contains the USOCs required to provide the service.

Service Order Flow:

BellSouth Retail customer service orders and CLEC Resale customer service orders utilize the exact same USOCs. The service orders enter a system called the Line Class Code Assignment Module ("LCCAM"). The LCCAM takes the USOCs assigned on service orders and converts them to a Line Class Code ("LCC"). The LCC is a three character alphanumeric entry that identifies the routing and screening characteristics of the line to the switch.

The service orders flow into MARCH (not an acronym). MARCH is a memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches. Nothing input into the switch identifies a line as a CLEC line. A BellSouth line and a CLEC line with the same LCC look identical to the

switch. They use the exact same routing, screening, and trunking. Therefore, parity between a BellSouth customer Retail line and a CLEC Resale line is guaranteed.

Once the service order is completed by the Service Representative, the entire service order process described above is totally mechanized, unless an error is encountered.

See Diagram 1 for an example of a BellSouth Retail line and a CLEC Resale line. Both lines in the example have requested single party flat rate residential service with 900 and 976 blocking.

3. CLEC UNE Customer vs. BellSouth Retail Customer:

CLEC Request for Service:

A CLEC orders UNE service for its customer, either a Port only, or a Port/Loop Combo, by submitting the required forms to the LCSC. (Note: for the purposes of switch input, Port only orders and Port/Loop Combos are identical.) The LCSC serves as BellSouth's point of contact for processing local service requests from CLECs. One of the required forms for a UNE the CLEC submits to the LCSC is the Port Service Form. It is on this form that the CLEC lists the appropriate USOCs. UNE service uses one of four distinct provisioning USOCs, as well as other USOCs as required to define the service. The USOC identifies specific items of service or equipment. It is also on the Port Service Form that the CLEC lists any call blocking or calling restrictions, such as 900 and 976 blocking.

The LCSC generates a BellSouth Service Order once all information is received from the CLEC. The BellSouth Service Order contains the USOCs required to provide the service. The Service Order also carries a special Field Identifier Code ("FID"). The FID provides a four-digit code that identifies the CLEC to the billing system. The FID is not input into the switch.

BellSouth Customer Request for Service:

A BellSouth customer orders service from the BellSouth Business Office. The BellSouth Business Office generates a BellSouth Service Order. The BellSouth Service Order contains the USOCs required to provide the service.

Service Order Flow:

BellSouth Retail customer service orders and CLEC UNE customer service orders utilize most of the same USOCs. The exception is that one of four distinct provisioning USOCs must be used for the UNE port, along with any other USOCs that may be required to provide the service. The service orders enter a system called the Line Class Code Assignment Module ("LCCAM"). The LCCAM takes the USOCs assigned on service orders and converts them to a Line Class Code ("LCC"). The LCC is a three-character alphanumeric entry that identifies the routing and screening characteristics of the port to the switch.

The service orders flow into MARCH. The MARCH system formats the input messages to the switch. The ports are then translated in the switch. Nothing input into the switch identifies a port as a CLEC port. A BellSouth port and a CLEC port with the same LCC look identical to the switch. They use the exact same routing, screening, and trunking. Therefore, parity between a BellSouth customer Retail port and a CLEC UNE port is guaranteed.

Once the service order is completed by the Service Representative, the entire service order process described above is totally mechanized, unless an error is encountered.

See Diagram 2 for an example of a BellSouth Retail line and a CLEC UNE line. Both lines in the example have requested single party measured rate residential service with 900 and 976 blocking.

4. CLEC UNE/Resale Customer with Selective Call Routing vs. BellSouth Retail Customer:

Overview of Selective Call Routing:

Selective Call Routing is an option that allows a CLEC to select their own Operator Services, Directory Assistance, and Repair Service providers for their customers that are served from a BellSouth switch. Some of the choices available to the CLEC for Operator Services and Directory Assistance are 1) BellSouth operators - BellSouth Brand, 2) BellSouth operators - no Brand, 3) BellSouth operators – CLECs' own Brand, 4) Other Operator Services platform, 5) Announcement, 6) Other arrangement as requested by the CLEC and agreed to by BellSouth. Repair Service would generally be to a CLEC designated location.

Depending on the type of service requested, new trunk groups may by required in each end office where the CLEC is requesting service. If the CLEC requests BellSouth operators with no Brand, a new trunk group is ordered by BellSouth's Operator Services and installed by BellSouth. One would be installed to TOPS for Operator Services and one would be installed to TOPS for Directory Assistance. These trunk groups are not installed in an end office until the first CLEC requests Selective Call Routing for that particular end office. These trunk groups are not dedicated to a particular CLEC but are shared by any CLEC requesting unbranded service.

New trunk groups will be required for a CLEC requesting Customized Branding. These trunk groups will be required to every end office where the CLEC has requested service. The separate trunk groups from each end office are required to provide the same nondiscriminatory branding for the CLECs that is provided for BellSouth. The CLEC branded trunk group identifies to the TOPS equipment that this call is for a specific CLEC and the requested CLEC identification is automatically provided to the customer without operator intervention, just as is provided for a BellSouth customer. These trunk groups will be ordered by the CLEC to TOPS and will be installed by BellSouth. A separate trunk group will be required for Operator Services and for Directory Assistance. These trunk groups are dedicated to the particular CLEC who has ordered them.

CLECs who utilize BellSouth operators for Operator Services and Directory Assistance - BellSouth Brand, use the exact same trunk groups to TOPS as BellSouth Retail customers.

A CLEC has the option of providing its own Operator Services and Directory Assistance functions. The CLEC would be required to provision a trunk group (or trunk groups) from the end office to their Operator Services and/or Directory Assistance location.

CLEC Request for Selective Call Routing:

A CLEC must preorder Selective Call Routing through their BellSouth Account Team. This preordering will cause the required Selective Routing Codes to be assigned and the translations and required trunk groups to be provisioned in the switches.

Once a CLEC has preordered Selective Call Routing and the required translations have been built in the switch, the CLEC orders it by using a FID of ZSRC, followed by the Selective Routing Code assigned to the CLEC for the type of service required. This FID is entered on the Resale Service Form or Port Service Form and sent to the LCSC. The LCSC generates a BellSouth Service Order once all information is received from the CLEC. The BellSouth Service Order contains the USOCs required to provide the service and the special Selective Routing FID and Selective Routing Code.

Service Order Flow:

The service orders enter a system called the Line Class Code Assignment Module ("LCCAM"). The LCCAM takes the Selective Routing Code entered against the ZSRC FID and converts it to a Line Class Code. This Line Class Code represents the type of routing and screening requested for the CLEC customer.

The service orders flow into MARCH. The MARCH system formats the input messages to the switch. The lines are then translated in the switch using the special Line Class Code assigned in just the same manner as for a BellSouth retail line.

Once the service order is completed by the Service Representative, the entire service order process described above is totally mechanized, unless an error is encountered.

Parity:

Parity between BellSouth Retail Customers and CLEC customers with Selective Routing as it relates to Operator Services and Directory Assistance is dependent upon the type of service requested by the CLEC.

When BellSouth Operator Services and Directory Assistance - no Branding is requested, the trunk groups used are not dedicated to a particular CLEC but are shared by any CLEC requesting unbranded service. These trunk groups are monitored by BellSouth and additional trunks are installed when required. This monitoring will assure service parity with BellSouth customers.

When BellSouth Operator Services and Directory Assistance - Custom Branding is requested, the trunk groups used are dedicated to the particular CLEC who has ordered them. The level of service provided to the CLEC customers may be equal to, better than, or worse than, that provided to BellSouth customers, depending on the utilization of the group as determined by the CLEC's trunk ordering decisions. The same is true if a CLEC sends the Operator Services and Directory Assistance traffic to another Operator Services platform of its choosing.

When BellSouth Operator Services and Directory Assistance - BellSouth Branding is requested, the trunk groups used are the exact same trunk groups as BellSouth Retail customers. There is no difference and parity is assured.

The routing of calls to end office trunk groups, InterExchange Carriers, 911 Tandem, and the Access Tandem is the same as is provided to BellSouth Retail Customers. The exact same trunk groups to these locations are used. Parity is thus assured.

See Diagram 3 for an example of a BellSouth Retail line and a CLEC UNE line, with Selective Call Routing. Both lines in the example have requested single party measured rate residential service with 900 and 976 blocking. The Selective Routing requested by the CLEC is for routing to their own Operator Services and Directory Assistance. The Selective Routing code assigned is SAAT4.

WKM-11

Exhibit No. WKM – 11

NORTEL NETWORKS™

How the world shares ideas.

Date: 4 May 2000

To: Whom It May Concern

From: Robert Summers, Program Manager – TOPS Professional Services
William Greytock, Senior Manager - TOPS Global Support

As the TOPS Professional Services Program Manager, I have performed in a number of assignments involving the design and functioning of the Traffic Operating Position System (TOPS) utilizing the Queuing Management System (QMS) for use by local telephone companies.

I have read the attached document concerning the processing of operator assistance and directory assistance calls via TOPS and QMS. To the best of my knowledge and belief, the attached document (*Traffic Operating Position System (TOPS) Call Flow via Queuing Management System (QMS)*) accurately describes the methods, procedures, and processes involved in the processing of operator assistance and directory assistance calls by TOPS equipment purchased from Nortel, Inc. by BellSouth

This arrangement allows for non-discriminatory access to the operator services and directory assistance functions for BST and CLECs within all areas being provided TOPS Operator Service utilizing QMS.

Signed,

Robert Summers

William Greytock

NORTEL NETWORKS

How the world shares ideas.

Date: May 5, 2000

To: Whom It May Concern

From: Mr. David C. Thompson,
Product Marketing, Line Provisioning and OSS Interface

My current duties at Nortel Networks Inc. ("Nortel") include Product Management of the Line Provisioning interface to Nortel's DMS-100 Family switching systems as well as primary OSS Interface support, including interface to Telcordia Technologies, Inc. Previously, my duties at Nortel have included a number of assignments involving the product management and functioning of DMS-100 Family end-office switches for use by local telephone companies.

I have read the attached document (*End Office Handling of Operator and Directory Assistance Calls of BellSouth and CLEC End-Users*) concerning the operation of end-offices and the processing of operator assistance and directory assistance calls, which provides a detailed description of the inter-relationship between service order USOC codes, the LCCAM system and March.

To the best of my knowledge and belief, the attached document (*End Office Handling of Operator and Directory Assistance Calls of BellSouth and CLEC End-Users*) accurately describes the methods, procedures, and processes involved in the processing of operator assistance and directory assistance calls by DMS-100 Family end-offices switches purchased from Nortel by BellSouth Telecommunications, Inc.

D C Thompson

David C. Thompson
Nortel Networks Inc.
4008 E. Chapel Hill Road
D15/01/0E2
Research Triangle Park, NC 27709

SWORN TO AND
SUBSCRIBED BEFORE ME
This is the 5th day
Of May, 2000.

Tonya J. Pope
NOTARY PUBLIC

My Commission expires:

11-15-00

Exhibit No. WKM – 12

WHITE PAGES/DIRECTORY LISTING

I. PURPOSE OF EXHIBIT

1. The purpose of this exhibit is to prove that BellSouth provides nondiscriminatory access to White Page directory listings for CLEC subscribers in full compliance with Section 271(c) (2) (B) (viii) of the Telecommunications Act (Checklist Item 8). It describes the flow of orders received for the production of White Pages directories and how this process is accomplished for both BellSouth listings and CLEC listings. In addition, it discusses the error detection process and extraction of listings from BellSouth Advertising and Publishing Company's ("BAPCO's") database to produce BellSouth's White Pages directories, along with some of the measures and processes in place to ensure listing accuracy.

II. SUMMARY OF THE PUBLICATION OF WHITE PAGE LISTINGS

2. In the *Application of BellSouth Corporation for Provision of In-Region, Inter-LATA Services in Louisiana*, Memorandum Opinion and Order, 13 FCC Rcd 20599, 20747-50, ¶¶ 252-259 (1998), the Federal Communications Commission ("FCC") found that BellSouth satisfied this Checklist Item. This finding is consistent with the Georgia Public Service Commission ("GPSC") decision in Docket 6863-U, dated September 27, 2001, the Order of the Louisiana Public Service Commission ("LPSC") in Docket No. U-22252-E, dated September 21, 2001, the order of the Mississippi Public Service Commission ("MPSC") in

Docket No. 97-AD-321, dated October 4, 2001, and the order of the South Carolina Public Service Commission ("SCPSC") in Docket No. 2001-209-C, dated February 14, 2002, that likewise found that BellSouth has met the requirements of Checklist Item 8.

3. BellSouth continues to provide White Pages directory listings in Tennessee in substantially the same manner that the FCC and the other cited authorities have found to satisfy this Checklist item. In some instances, BellSouth has made improvements to its White Pages provisioning, such as to implement new industry standards, as explained further below.

4. BAPCO publishes White Pages directories to fulfill the directory responsibilities of BellSouth and includes within these directories the listings of CLEC subscribers. BAPCO does not charge CLECs for publishing their customers' listings or delivering directories to those customers. To publish these listings BAPCO receives business, residential and government orders from BellSouth's Local Carrier Service Center ("LCSC") for processing listings to its White Pages database. All of these listings are published and provided to CLECs in the same manner that BellSouth provides listings to its own customers.

5. There are three types of activities BAPCO performs for CLEC listings. The listing may be added, deleted, or changed in the BAPCO database. Establishing new accounts or making changes to or deleting existing accounts requires listing information to be sent by the CLEC. If a CLEC chooses to do a "Switch As Is" (no change to an account, except in the billing), no listing change is required. All published listings will remain exactly the way they were when BellSouth provided service to the end user. For these accounts, BAPCO will simply receive an order indicating a change in billing responsibility.

6. Attachment A, attached to this exhibit, provides a simple flowchart of the sequence of listing-related activities that occur from the initial request of the end-user to the production of the directory for CLECs and BellSouth accounts. For a BellSouth end-user, a BellSouth representative provides listing information to BAPCO via a service order. The service order is the base document for all activity on an account and is the basis of all input to BAPCO.

7. In the case of a CLEC, irrespective of whether the CLEC is a reseller or a facilities-based provider, listing information is also provided via a service order. The order is forwarded to BAPCO from BellSouth. As described in other affidavits in support of BellSouth's application, all CLECs can submit Local Service Requests ("LSRs") and Directory Listing Requests ("DLRs") via electronic or manual interfaces to BellSouth.

8. Each day BAPCO receives a file that contains all such orders from BellSouth and the CLECs. The entire file is processed by BAPCO without regard to which company initiated the order.

9. Several weeks in advance of publication, listings for the specific directory to be published are extracted from the BAPCO database and used to create a Closing Directory File for the upcoming directory. This Closing Directory File is formatted and sent to the printer to be printed, bound, and shipped to its eventual destination for distribution. CLEC customers receive directories in the same time and manner as BellSouth customers. BAPCO distributes directories to all end user customers without knowing whether the customers are CLEC or BellSouth accounts. The number of directories that a residential or business customer receives is established by an entry made by the CLEC or BellSouth on the initial order establishing or

changing the listing.

III. LISTING PROCESSING AND PUBLICATION

10. BAPCO examines each order received from the LCSC to determine whether it affects directory listings. For example, a change in coin telephone service, regardless of carrier, generally would not affect a directory listing. For any order that does affect a directory listing, BAPCO mechanically examines the individual components of the service order. This account is then processed to update BAPCO's database for eventual production of the directory. This same process is performed in the same way and at the same time for BellSouth and for CLEC orders, including both resale and facilities-based. All processing and updates are the same for all orders and are carried out for each directory in the order received.

11. BAPCO's computer system has certain built-in edits to detect listing errors for both BellSouth and CLEC accounts. The system flags an account if certain data presented are not correct. To the degree it can, BAPCO seeks to rectify many errors itself. If unable to do so, BAPCO will query back directly to the appropriate service provider, either BellSouth or the CLEC, for clarification or correction to the account. This usually occurs for only a small percentage of the accounts. This same process is followed for both CLEC and BellSouth accounts.

12. As previously mentioned, at the appropriate time, all of the listings for a given directory are extracted from BAPCO's database and formatted to be sent to the printer. BAPCO handles the CLEC listings in precisely the same way it handles the BellSouth listings. For example, a customer, whether from either BellSouth or a CLEC, would not be deleted from a directory

without receipt by BAPCO of a disconnect order.

13. CLEC customers are not separately classified, or otherwise identified, on the printed directory pages. All listings are included alphabetically in the same font, size and typeface as BellSouth customers' listings and without any distinguishing characteristics. The listing for a CLEC customer looks identical to the listing for a BellSouth customer.

14. Every four months, BellSouth provides CLECs with its schedule of the Business Office Close Dates for directories. This date, which is the last scheduled day to send listings that are to appear in an upcoming directory, applies to BellSouth and all CLECs. BAPCO also accepts, from both CLECs and BellSouth, special listing orders that provide another short window of time after the Business Office close date to process orders. BellSouth or any CLEC can contact BAPCO to address any extenuating circumstances near a Close Date. Indeed, BAPCO has already assisted a number of CLECs in processing late activity.

15. BellSouth provides enhanced White Page Listings services, such as signature listings, to both BellSouth and to CLECs. This special type of listing is provided pursuant to the tariff (General Subscriber Services Tariff, Section A6). CLEC customers are also allowed to request and negotiate enhanced listings that need not be identical to those of BellSouth customers.

16. BAPCO's methods and procedures for listing the subscribers of other local service providers have been successfully in place since March of 1996 and only minor changes have been made since that time. During that time, BAPCO has observed a steady growth in CLEC orders and has successfully published listings for CLECs' end users. BAPCO is fully equipped and

prepared to continue to process and publish any anticipated increase in orders from any source in the future.

IV. LISTING ACCURACY

17. Maintaining the accuracy and reliability of BAPCO directories is fundamental to BAPCO's success as a directory publisher. This is true for the listings of any and all carriers' subscribers. The accuracy of BAPCO's White Pages listings has always been and remains outstanding. This accuracy applies equally to listings for BellSouth and CLEC customers. BAPCO's success as a publisher depends on maintaining high accuracy standards. BAPCO uses the same process and procedures to process all the listings it receives, and provides CLEC subscribers with the same accuracy and reliability it does for BellSouth subscribers. From time to time, BAPCO finds CLEC-caused errors in CLEC listing orders received by BellSouth, e.g., processing listings after the close of a directory or inadvertently dropping of additional listings for CLEC subscribers. BAPCO monitors for any error trends or major error situations and report significant findings back to CLECs as needed.

18. Any error caused by either BAPCO or BellSouth results in an adjustment to BellSouth's charge, if any, to the CLEC for the customer's service pursuant to BellSouth tariff and contract with the CLEC. Whenever BAPCO is responsible for an error, it undertakes to correct the listing in its database to ensure the error will not recur. If the CLEC is responsible, BAPCO provides feedback to help ensure the CLEC corrects its database and avoids making the same error in the future. Three times each year, BAPCO has provided CLECs instructional information addressing common CLEC concerns or questions that have occurred to date in

order to assure a positive working relationship with CLECs. Beginning in April 2002, BellSouth makes this same information available to CLECs on the Internet at all times and updates it regularly. BAPCO makes available annually to requesting CLECs, under contract but at no charge, a Directory Review Listings report for each of its directories prior to directory publication that allows verification of listing accuracy for directories that are about to close. These printouts are used successfully by both resale and facilities-based CLECs throughout the BellSouth region and provide a record of the CLEC listings appearing in the particular directory in question. In addition, CLECs also have available to them confirmation orders sent by BellSouth indicating the receipt of CLEC orders. A CLEC can, by comparing sent orders to confirmation copies received, confirm the processing of its listings before requesting a report from BAPCO. Finally, the CLEC can also review its listing on the BellSouth Local Exchange Navigation System ("LENS").

V. CLEC LISTING SUPPORT

19. BAPCO provides to CLECs under contract, but at no charge, a schedule of all of its directories, showing when each directory closes and when it is delivered. BAPCO also provides a list of all headings and several other fields of information required for its publication of listings. The list of BAPCO deliverables to CLECs is attached as Attachment B. Updates are provided three times a year.

20. Finally, BAPCO provides, upon request, training for CLEC listing order takers at the carrier's location or centrally. Travel expense of the instructor is the only charge to the CLEC for this initial training.

21. Although it is not required by law to do so, BAPCO includes listings of CLECs' business subscribers in the appropriate Yellow Pages classified directory at no charge to either CLECs or their customers. BAPCO also makes available for those companies, under contract with BAPCO, the capability to list, at no charge, their company name and contact number under the heading of "Establishing Service, Billing and Repair" in the customer guide pages that appear in every directory.

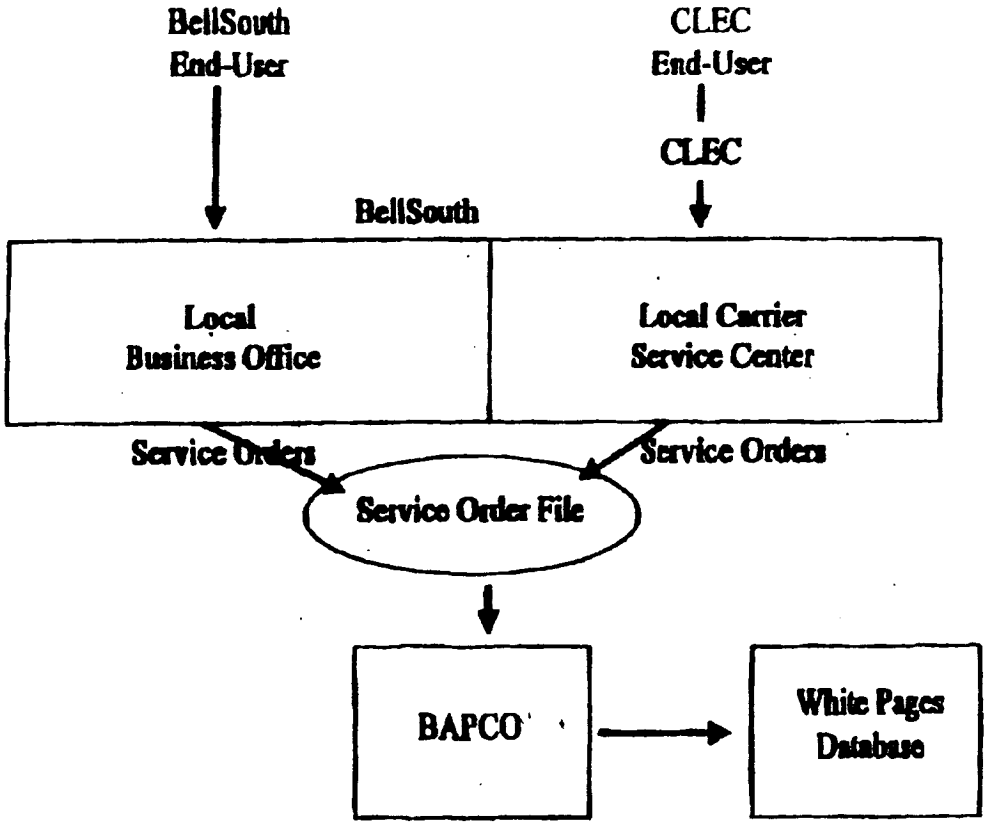
VI. CONCLUSION

22. In summary, the result of the process described herein is that CLEC listings are published in the same manner as BellSouth listings and without distinction between the two from the time an order is processed through publication and delivery. This Authority has already concluded that BellSouth satisfies Checklist Item 8. The information in this affidavit as well as BellSouth's successful publication of CLEC listings over a substantial time clearly demonstrates BellSouth's continued satisfaction of this Checklist Item.

WKM-12
ATTACHMENT-A

Flow of Orders to BAPCO

Flow of Orders to BAPCO



WKM-12 Attachment B

WKM-12
ATTACHMENT-B

BellSouth Advertising & Publishing Corporation Deliverables

BellSouth Advertising & Publishing Corp.

Deliverables

The attached document provides a synopsis of the BAPCO deliverables that will be provided to each carrier upon completion of contract arrangements. Updates to these documents as appropriate would be provided to each carrier three times per year.

BAPCO Deliverables *

Abbreviations Table

BAPCO will provide 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.

Central Office Table

BAPCO will provide what is called the ABC table. This report identifies by NPA and in sequence by central office the directory in which a customer is entitled to appear.

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 the carrier.

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 carrier operates. These procedures identify how to get your listing to appear and procedures for purchasing LEC specific pages.

Foreign Directory Name Table

BAPCO will provide 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.

Listing Guidelines

BAPCO will provide an example of the most common listing elements and their entitlement to appearance in the White and Yellow Pages.

Listing Standards and Regulations

BAPCO will provide a condensed version of listing specifications reflecting the rules and regulations regarding listing appearance in both the White and Yellow Pages.

Publication Schedules

BAPCO will provide to all carriers the publication schedules for all directories within the area served by the carrier. 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 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.

** Information will be provided on disk in standard Microsoft Word format or via Internet download*